

# All Creatures Veterinary Hospital

## LOYAL CUSTOMER REWARD SURVEY

**Your comments are extremely important to us. Please return this card within the next 7 days and be entered in the monthly drawing of a free bag of premium food or \$10 off veterinary services.**

1. Telephone Experience. When scheduling an appointment, checking on a hospitalized pet or asking questions, is the reception staff professional, efficient and knowledgeable?

1                      2                      3                      4                      5  
RARELY                      SOMETIMES                      ALWAYS

2. When arriving for your appointment is the reception staff friendly and professional to both you and your pet?

1                      2                      3                      4                      5  
RARELY                      SOMETIMES                      ALWAYS

3. Did you find the hospital clean and odor free?

1                      2                      3                      4                      5  
NO                      SOMEWHAT                      YES

4. When discussing pet wellness programs is the Vet Tech and/or reception staff knowledgeable and understanding in helping you make the best choice for your family and your pet?

1                      2                      3                      4                      5  
RARELY                      SOMETIMES                      ALWAYS

5. When discussing your pet's medical issue does the Doctor spend enough time with you explaining your pet's needs and treatment options in a language that you can understand?

1                      2                      3                      4                      5  
RARELY                      SOMETIMES                      ALWAYS

ADDITIONAL COMMENTS:

*Thank You! We appreciate your business.*

**Please complete your name and address if you would like to be entered into our monthly drawing.**

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*Thank You!*

REGULAR  
FIRST CLASS  
POSTAGE  
REQUIRED

All Creatures Veterinary Hospital

1153 Main St.

Coventry CT 06238-3115

