

Client Loyalty Marketing Tools

Practice Managers recommend that you solicit client feedback to facilitate practice growth and customer satisfaction.



Client Mail Back Survey Postcard 4"x9"

Rosemont Pet Hospital
LOYAL CUSTOMER REWARD SURVEY

Your comments are extremely important to us. In appreciation for your business please select one of these rewards and mail this card within the next 7 days.

PLEASE CHOOSE ONE

Please send me a \$10 Gift Certificate for professional veterinary services.

Please enter me in your MONTHLY drawing for a free bag of premium pet food. Winner will be drawn from Loyalty Customer Reward cards received during the month.

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 professional, warm and friendly 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

Thank You! We appreciate your business.

Please complete your name and address if you would like to receive a gift certificate or be entered into our monthly drawings.

Rosemont Pet Hospital
2550 Foothill Blvd., Suite A
La Crescenta, CA 91214-4529

Thank You!

MAIL ROOM
POSTAL SERVICE
RETURN TO

All elements of the survey postcard and loyalty certificate can be edited to meet your unique practice requirements.

Loyalty Order Form

fax to 888-302-8832

CUSTOM DESIGNED FOR YOU –

We can custom design your practice survey with the questions you would like to ask your clients. Please fax us with your special design request.

Loyal Client Survey Postcard

- Setup/Design Charge is \$99
 - 1000 - \$239 + S/H
 - 2000 - \$320 + S/H

Client Loyalty Savings Certificate

- Setup/Design Charge is \$69
 - 1000 - \$239 + S/H
 - 2000 - \$320 + S/H

Please tell us your savings offer for your loyalty certificate and your hospital theme colors. If desired you may email your logo to: phil@philwinter.com

Practice Name: _____

Veterinarian: _____

Circle Credit Card Type: VISA MASTERCARD AMX DISCOV

C.C. #: _____

Exp. Date: _____ CVC# _____

Address: _____

City: _____

State/Zip: _____

Phone #: _____

FAX #: _____

Contact Person: _____

Signature: _____

- Include AAHA logo in project YES NO
- Include practice logo in project YES NO
- Include social network icons YES NO

circle your choice

Client Loyalty Savings Certificate

Rosemont Pet Hospital
2550 Foothill Blvd., Suite A
La Crescenta, CA 91214-3552
Ph. (818) 957-2451
www.rosemontpet.com

Loyalty Certificate

this entitles _____
to professional veterinary services valued at \$ *****10.00*****
presented by: The Caring Staff of Rosemont Pet Hospital
date: _____
certificate no. _____ authorized signature _____

[valid 12 months from date • not good with any other offer • no cash value]



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