



OAK KNOLL ANIMAL HOSPITAL

7202 MINNETONKA BLVD, ST. LOUIS PARK, MN 55426 952-929-0074

New Client Satisfaction Survey

At Oak Knoll Animal Hospital we value each client relationship. Because you are a new client, we want to make sure that we exceeded your expectations. **Will you please take a moment to complete and return this brief survey?**

Date of Visit: _____

Dr. seen at your visit: Dr. Jeremy Smith Dr. Tracy Earl Dr. Jeanie Maddy

1. What services did your pet receive during your first visit to Oak Knoll Animal Hospital?

- Wellness Exam & vaccines Sick pet/emergency Dentistry, surgery, or hospitalized procedure
 Check ears, check eyes, etc. Other, _____

2. Were you able to schedule an appointment that fit your schedule? Yes No

3. Did the hospital service representative greet you in a helpful and friendly manner? Yes No

4. Was the veterinarian courteous and genuinely concerned with your pet's health? Yes No

5. Did the veterinarian explain your pet's health or illness clearly and completely? Yes No

6. If your pet was hospitalized, did you receive adequate home-care instructions? Yes No

7. Did a veterinary technician give you a new client packet when you checked out? Yes No

8. Would you recommend Oak Knoll Animal Hospital to your friends and family? Yes No

If no, why? _____

9. How would you rate the overall level of service at our hospital?

- Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

Comments _____

10. How could we improve our hospital's service?

Thank You for Your Feedback!

Name _____

If you would like us to contact you, please provide a daytime phone (_____) _____