

Health and Medical Division
Customer Satisfaction Survey
Sample Questions

_____ provides clear answers to my questions.
I am satisfied with the amount of communication I receive from _____
The quality of service at _____ is better than that of its competitors.
The staff are friendly and helpful.
_____ follows up on referrals within 3 days.
_____ is committed to quality service for their customers.
_____ responds to my problems in a timely manner.
_____ demonstrates professionalism.
I am satisfied with the professionalism demonstrated by _____
Response is timely and easy to understand. _____
Provides a consistently high level of quality service. _____
I plan to use _____ in the future.
Please specify any particular practices _____ could take to receive more of
your business.
Please make suggestions on how _____ could serve you better.