

**UNITED STATES DEPARTMENT OF AGRICULTURE  
ANIMAL AND PLANT HEALTH INSPECTION SERVICE  
VETERINARY SERVICES**

**CUSTOMER SERVICE SURVEY**

**1. IN WHAT CAPACITY DID YOU CONTACT VETERINARY SERVICES?**

- Pet Animal Import/Export Farm       Animal Import/Export       Product Import/Export  
 Accredited Veterinarian       Farm Animal Programs       Other (*specify*)

**2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES IN THE FOLLOWING CATEGORIES?**

**COURTESY**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**PROFESSIONALISM**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**HELPFULNESS**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**TIMELINESS**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**KNOWLEDGE**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**COMMUNICATION**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**TREATING YOU AS A VALUED CUSTOMER**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**3. HOW SATISFIED OVERALL WERE YOU WITH YOUR EXPERIENCE IN OUR OFFICE?**

- Satisfied       Somewhat Satisfied       Neither Satisfied nor Dissatisfied       Somewhat Dissatisfied       Dissatisfied

**4. WHAT WAS GOOD ABOUT OUR SERVICE?**

**5. WHAT COULD WE DO BETTER?**

**IF YOU WOULD LIKE A RESPONSE FROM VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME AND PHONE NUMBER OR EMAIL.**

NAME:

PHONE NUMBER :

EMAIL ADDRESS:

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