

# Shiloh Veterinary Hospital

345 Shiloh Road  
Billings, MT 59106  
(406) 656-1910  
yellowstonevalleyvet.com



## Client Satisfaction Survey

Our Shiloh Vet team values each client relationship. Because you are a valued client, we want to make sure that we exceeded your expectations. **Will you please take a moment to complete and return this brief survey?**

- What did you like **most** about our hospital?  
\_\_\_\_\_
- What did you like **least** about our hospital?  
\_\_\_\_\_
- What services did your pet receive during your new visit to Shiloh Veterinary Hospital?  
-Exam & Vaccinations- -Sick pet/ Emergency- -Dentistry, Surgery, or Hospitalized- -Recheck exam-  
-Boarding- -Grooming- -Other \_\_\_\_\_
- How did the technicians' performance help you? \_\_\_\_\_
- Did the technician adequately inform and educate you? \_\_\_\_\_
- How did the receptionist greet you? \_\_\_\_\_
- Can you describe yours and your pet's experience with the veterinarian? \_\_\_\_\_
- Did the veterinarian explain your pet's health or illness clearly and completely?  
Yes \_\_\_\_\_ No (explain) \_\_\_\_\_
- What is your opinion of our boarding facility? \_\_\_\_\_
- Can you describe you and your pet's experience with the groomer? \_\_\_\_\_
- How did you feel about the hospital's presentation while here? \_\_\_\_\_
- How would you rate the overall level of service at our hospital?  
Very Satisfied \_\_\_\_\_ Somewhat Satisfied \_\_\_\_\_  
Somewhat Dissatisfied \_\_\_\_\_ Very Dissatisfied \_\_\_\_\_  
Please Explain: \_\_\_\_\_
- How could we improve our hospital's service?  
\_\_\_\_\_

(Optional) Name \_\_\_\_\_ Daytime Phone (\_\_\_\_\_) \_\_\_\_\_

**Thank you for your feedback!**  
**Please return in enclosed envelope or fax your survey to (406) 655-0868**

**\*\* Many pets don't receive regular exams which are needed to find and prevent many health problems. If you refer someone to our office you will receive \$25.00 off of future services and we will give the new clients you refer a complimentary exam. Would you be interested in Referral Cards? Yes No**