

AVONDALE PET RESORT CLIENT QUESTIONNAIRE

At Avondale Pet Resort we care about pets and their owners. We wish to provide you with excellent, quality boarding services in a modern, clean and caring environment. You can help us to improve our service by sharing your comments with us about your pet's visit. We appreciate your help as we continue to be the best we can be!



Please Circle All Answers That Apply:

How were you referred to the Pet Resort?

Friend
Neighbor
Drove By
Yellow Pages
Website
Family
TV Commercial
Referring Veterinarian
Other (Please Specify) _____

Our Receptionist(s):

Were warm & cheerful
Were Cold & Unfriendly
Gave us undivided attention
Seemed Indifferent
Were Hospitable

Our Parking Lot/Grounds:

Adequate Parking
Inadequate Parking
Clean
Littered or Unkept

When You Telephoned:

Call answered promptly
Long wait for an answer
Had trouble getting through
On Hold too long

Our Waiting Room Was:

Comfortable
Neat & Clean
Uncomfortable
Disorderly
Odor Free
Needed Odor Control
Child Friendly

Phone Conversation Was:

Courteous
Hurried
Impolite
Informative
Preoccupied
I did not phone
Other: _____

Our Office Hours:

Convenient
Restrictive
Should be open more hours
Would like to see you
Open (specify) _____

Our Boarding Area

Neat & Clean
Disorderly
Perfect for my Pet
Odor Free
Needed Odor Control

Did you drop off your Pet:

- On a weekday
- On the weekend
- After 6pm

Did you understand our fees?

- Yes
- No

When I picked up my Pet:

- They smelled great!
- They did not smell good!
- Very satisfied with all the Services (specify)

Did you feel the fees were reasonable?

- Yes
- No

Why did you select Avondale Pet Resort?

Have you recommended us to others? Yes – No ? Why or Why Not?

Was an Avondale Pet Resort Staff Member Particularly Helpful or Unhelpful?

Helpful: _____

Unhelpful: _____

If you were the manager of the Avondale Pet Resort, what changes would you make to make this facility, its staff or its procedures better?

Date of Visit: _____

Thank you for your time!

Name (Optional) _____

Date: _____



Post your favorite picture of your pet in our Pet Gallery at www.avondalevet.com

Avondale Pet Resort
4318 SE Army Post Road
Des Moines, Iowa 50320
(515)262-7297 (PAWS)