

# Client Questionnaire

Thank you for your decision to use Val-U-Vet for your pet's veterinary care. We'd like to know what you think in order to improve our services and better serve you.

Please take a moment to complete the following:

1. What were your reason(s) you decided to use Val-U-Vet for your pet(s) veterinary care:

I HAVE THREE DOGS & NEEDED TO CUT VETERINARY COSTS.  
INITIAL TELE. INQUIRY WAS HANDLED SO WELL, I GAINED CONFIDENCE IN MY DECISION TO CHANGE VET. PRACTICE.

2. What I liked most about the Receptionist/Doctor/Veterinary Technician at Val-U-Vet are:

#1 MARIANN WAS QUITE PERSONABLE & HELPED ME OVER THE TELE.  
I HAD MANY QUESTIONS BEFORE DECIDING TO CHANGE VET. CARE WHO I'VE BEEN WITH SINCE 1995. SHE TOOK A PERSONAL INTEREST IN MY CALL + MADE VALUABLE SUGGESTIONS WITH REGARD TO CARE + COST

3. What I liked least about the Receptionist/Doctor/Veterinary Technician at Val-U-Vet were:

SAVINGS.  
I COULD THINK OF NOTHING TO ADD HERE.

4. Any other comments or suggestions:

#2 ERICA IS AMAZING AND AN ATTRIBUTE TO THIS VET. PRACTICE!  
NOT ONLY CUSTOMER-SERVICE DRIVEN, BUT A WEALTH OF INFORMATION. ERICA IS PASSIONATE ABOUT HER PROFESSION. IT BUILDS CLIENT-CONFIDENCE IN KNOWING ERICA WILL TAKE BEST CARE

Permission is granted to use the above comments. WITH OUR FAMILY MEMBERS, DIXIE DAISY AND SOPHIE.

Signed

B. Eckman

Date:

05-23-2011

Name (printed)

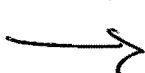
BONNI ECKMAN

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**SANFORD**

WE

Love



**Val-U-Vet**

"WE LOVE'M LIKE OUR OWN"

Thank You

ERICA & Mariann!