

LAW OFFICES OF MICHAEL W. JANSEN - CLIENT SATISFACTION SURVEY

Help us to improve client service by returning your candid comments in the enclosed envelope

Key: VS = Very Satisfied; S= Satisfied; NO = No Opinion; D = Dissatisfied; VD = Very Dissatisfied; N/A = Not Applicable

Please Circle One For Each Answer

Overall service quality.....	<u>VS</u>	S	NO	D	VD	
Accessibility.....	<u>VS</u>	S	NO	D	VD	N/A
Completing your assignment on schedule.....	<u>VS</u>	S	NO	D	VD	N/A
Promptly returning your telephone calls.....	<u>VS</u>	S	NO	D	VD	N/A
Promptly responding to your emails and other correspondence.....	<u>VS</u>	S	NO	D	VD	N/A
Understanding your situation.....	<u>VS</u>	S	NO	D	VD	N/A
Recommending solutions to your problem.....	<u>VS</u>	S	NO	D	VD	N/A
Understanding your case.....	<u>VS</u>	S	NO	D	VD	N/A
Professionalism.....	<u>VS</u>	S	NO	D	VD	N/A
Courtesy/Friendliness.....	<u>VS</u>	S	NO	D	VD	N/A
Fee schedule.....	<u>VS</u>	S	NO	D	VD	N/A
Billing practices.....	<u>VS</u>	S	NO	D	VD	N/A
Informing you of other ways I can assist you.....	<u>VS</u>	S	NO	D	VD	N/A

What did you like best about working with my office? _____

Professional & friendly approach.

What did you like least about working with my office? _____

May I send you a newsletter? Yes No

If so, at what email address? _____

Would you recommend my firm to others? Yes No

Why? _____

How can I improve my service to you and my other clients? _____
