



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.....	VS	S	NO	D	VD	<u>N/A</u>
Promptly returning your telephone calls.....	<u>VS</u>	S	NO	D	VD	N/A
Promptly responding to your emails and other correspondence.....	VS	S	NO	D	VD	<u>N/A</u>
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.....	VS	S	NO	D	VD	<u>N/A</u>
Billing practices.....	VS	S	NO	D	VD	<u>N/A</u>
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? Mike called, instead of you having to call him.

What did you like least about working with my office? nothing

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? you can't, you're already the best!

THANKS FOR YOUR PARTICIPATION!

OPTIONAL: Name: _____ Case: _____