

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

What did you like best about working with my office? Nobody Was Pushy, They  
did not make me do anything I was not comfortable with.

What did you like least about working with my office? None

May I send you a newsletter?  Yes       No

Would you recommend my firm to others?  Yes       No      Why? \_\_\_\_\_

How can I improve my service to you and my other clients? Continue to provide the  
service as you are doing.

**THANKS FOR YOUR PARTICIPATION!**