

## Customer Service Questionnaire Example

Please help us improve our patient services by completing this questionnaire. Do not sign your name. Please place in the "Survey Box" when completed.

| <b>Laboratory Customer Service Questionnaire</b> |                                                                                                                          |                                           |                           |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------|
| <b>Date of visit:</b>                            |                                                                                                                          | <b>Time (hour [am or pm]):</b>            |                           |
| <b>Your age:</b>                                 |                                                                                                                          | <b>Your gender:</b>                       | <b>Male</b> <b>Female</b> |
| No.                                              | Question                                                                                                                 | Please circle your answer                 |                           |
| 1                                                | Please rate your overall experience with your visit today.                                                               | Excellent<br><br>Good<br><br>Satisfactory | Not very good<br><br>Poor |
| 2                                                | How long did you have to wait?                                                                                           | No wait                                   | Specify:                  |
| 3                                                | Was everything explained clearly?      Yes<br>If NO, please explain:                                                     |                                           |                           |
| 4                                                | Were you treated with courtesy and caring?      Yes<br>If NO, please explain:                                            |                                           |                           |
| 5                                                | Was the waiting comfortable?      Yes<br>If NO, please explain:                                                          |                                           |                           |
| 6                                                | Was the patient room clean?      Yes<br>If NO, please explain:                                                           |                                           |                           |
| 7                                                | Was it easy to find the laboratory?      Yes<br>If NO, please explain:                                                   |                                           |                           |
| 8                                                | If you had a needle stick (venipuncture) was it comfortable?      Yes, not painful<br>If NO, or painful, please explain: |                                           |                           |

# Example Of Customer Service Survey Questions

**Peipei Pang**



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