

# Noah's Ark Pet Services

## Customer Satisfaction survey

Noah's Ark respects your privacy. All personal information will be kept confidential.

Customer name: \_\_\_\_\_ today's date: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: ( ) \_\_\_\_\_

Pet's name: \_\_\_\_\_, Breed: \_\_\_\_\_

When was the last time your pet visited Noah's Ark? Date: \_\_\_\_\_

Or circle if you can't remember, Day(s) Week(s) Month(s) Year(s)

Approximately how many times have you used our services? \_\_\_\_\_

Which Services did you chose? (Circle one or more)

Boarding Doggie Day Care Pet Visits In-house stay

Overall how satisfied are you with Noah's Ark performance in the areas listed below?

(5-very satisfied, 4-satisfied, 3-somewhat satisfied, 2-somewhat unsatisfied, 1-very unsatisfied)

1.) Cleanliness.	5	4	3	2	1
2.) Promptness of service.	5	4	3	2	1
3.) Friendliness of staff.	5	4	3	2	1
4.) Care given to pet.	5	4	3	2	1
5.) Yard.	5	4	3	2	1
6.) Pet accommodations.	5	4	3	2	1
7.) Value of Services.	5	4	3	2	1
8.) Check-in/out process.	5	4	3	2	1
9.) Hours of Operation.	5	4	3	2	1
10.) Convenience to home.	5	4	3	2	1
11.) Overall Experience.	5	4	3	2	1

If you were unsatisfied with any of your interactions with Noah's Ark please circle the area below.

1.) Reservation process.	Yes	No
2.) Check-in/out process.	Yes	No
3.) Customer service.	Yes	No
4.) Policy/Procedure.	Yes	No
5.) Price.	Yes	No
6.) Pet related concern.	Yes	No
7.) Staff.	Yes	No
8.) Other.	Yes	No

If you marked **No or other** can you please give us a description of your concerns.

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Did you communicate your dissatisfaction at the time of complaint?

Yes No

If yes did the staff attempt to resolve the issue?

Yes No

Were you satisfied with the resolution to your problem?

Yes No

If you have a concern that was not resolved or communicated would you like someone from Noah's Ark to call you?

Yes No

From the list below, please rate what is most important to you when selecting a company to take care of you pets?

(5 being most important to 1 being least important)

1.) Cleanliness.	5	4	3	2	1
2.) Promptness of service.	5	4	3	2	1
3.) Friendliness of staff.	5	4	3	2	1
4.) Care given to pet.	5	4	3	2	1
5.) Outdoor time.	5	4	3	2	1

6.) Pet accommodations.	5	4	3	2	1
7.) Price/Value of Services.	5	4	3	2	1
8.) Check-in/out process.	5	4	3	2	1
9.) Hours of Operation.	5	4	3	2	1
10.) Convenience to home.	5	4	3	2	1
11.) Overall Experience.	5	4	3	2	1

What additional Services would like to see offered at Noah's Ark Services?

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Please include any other questions/concerns/comment/suggestions.

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How likely are you to use the services of Noah's Ark in the future?

(Circle one)                      Very Likely      Maybe      Unlikely

Would you recommend us to a Friend?      Yes      No

Did you know we also provide a cleaning service for residential and commercial cleaning?      Yes      No

If you marked No would like someone from Noah's Ark to call you? If so please write down a phone number we can reach you directly with.

(    ) \_\_\_\_\_ Cell      Office      Home

Your feedback is very important to us.

Thanks again from all of us at Noah's Ark Pet Services