



Cardiovascular Medical Associates
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Downey, Ca. 90241

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Customer Service Satisfactory Survey

Please specify your level of satisfaction with the service that was provided today.

When Calling:

	Very Satisfied	Satisfied	Unsatisfied	Does Not Apply
1. Did they answer the phone promptly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Did they identify themselves properly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Did they speak with a pleasant tone of voice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ease of scheduling appointment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your visit today

When Checking in:

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
1. Were you greeted in a friendly manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Did they explain to you what they were going to do and why?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Where all of your questions answered?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When Being roomed:

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
1. Were you greeted in a friendly manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Did they explain to you what they were going to do and why?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Where all of your questions answered?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate your overall experience for today?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments are greatly appreciated!

**WE THANK YOU FOR YOUR TIME AND
HOPE YOU HAVE A GREAT DAY!**