

Dear Patient,

We want to know how we are doing in *your* eyes. We want to find out what you like and what you don't like about our company. If you will take a quick moment to fill out this easy survey, we will reward you with \$50.00 toward any service we provide. *Survey must be received at our office within 1 month to receive \$50.00 certificate.

DIRECTIONS: After each question, please write the number corresponding to the answer that best reflects your opinion. *Put N/A if not sure or not applicable.

Very Dissatisfied Very Satisfied

1 2 3 4 5

1. How satisfied are you with the following aspects of *Harmony Eyecare*?

- a. On time _____
- b. Courteous _____
- c. Quality of job/product _____
- d. Responsiveness to your special requests _____
- e. Responsiveness to problems _____
- f. Telephone courtesy _____
- g. Responsiveness of office staff _____
- h. Schedule availability _____
- i. Amount of information offered _____
- j. Overall performance _____
- k. Payment options _____
- l. Our reputation _____
- m. Our experience _____
- n. Our guarantee _____

2. What do you like MOST about *Harmony Eyecare*?

Turn page over...

3. What do you like LEAST about *Harmony Eyecare*?

4. After using our service, are you more or less likely to use us again?

a. Less likely _____ b. More likely _____

5. After using *Harmony Eyecare*, are you less or more likely to refer someone to us?

a. Less likely _____ b. More likely _____

Additional Comments:

Name (optional) _____

*Identification required to receive \$50.00 in services/products

Telephone number _____

May we use your testimonial for promotional purposes? Yes _____ No _____

Signature _____

We read all customer comments. Upon receiving this form, we will send your \$50.00 certificate.

3 Easy Ways to Return This Form: (***send by date to get \$50.00 certificate***)

1. FAX: **970-226-0962**
2. Mail: ***Harmony Eyecare, 181 West Boardwalk, Suite 201, Fort Collins, CO. 80525***
3. e-mail: ***dhkising@gmail.com*** (in your e-mail ask for SURVEY and we will reply with an electronic survey for you to fill out)