

Mystery Shopper

Would you like to save 15% off of your next visit?

Town & Country Animal Hospital is now offering a Mystery Shopping opportunity. We value you as a client and would love your feedback. If you are interested please follow directions below:

Instructions:

1. Must call Hospital Manager prior to scheduling your pet's appointment. **Please call our main line at 840-7020 and ask for the Hospital Manager's voice mail. When asked what it is regarding, say it is a private matter.**
2. She will return you call and go over complete instructions.
3. Print out form, read and understand questionnaire.
4. Come in and go through visit like normal. **(Do Not mention that you are a mystery shopper while at your visit.)**
5. You must pay for visit at time of service.
6. After visit, call the Hospital Manager and inform her of your visit.
7. Complete all questions on the questionnaire and mail us the form.
8. Upon reviewing the questionnaire and verifying all questions are answered completely and feedback given, the Hospital Manager will contact you.

After all steps are complete, we will mail you a 15% rebate on your visit for mystery shopping us.

Mystery Shopper

Name: _____ Date: _____

Hospital Name:

Who did you talk to when you called to make the appointment? _____

Was the phone answered promptly? Y N After how many rings? _____

Did their greeting include the hospital name, their name, and ask how they could help you? Y N

Were you put on hold when you called? Y N If so, for approx. how long? _____

Were you ask what day & time would be convenient for you for an appointment? Y N

Did they offer directions? Y N

Were you called to confirm your appointment the day before? Y N

Was the building easy to find and the sign prominent? Y N

Was the outside of building clean and attractive? Y N If not, what could be improved? _____

Were you greeted immediately when you walked in the door? Y N

Did they use your name & your pets name when addressing you? Y N / Y N

How would you rate the cleanliness of the lobby? Very clean clean acceptable dirty very dirty
Give details _____

How many minutes did you wait to be escorted into a room? 1-5 5-10 more than 10
If more than 10 minutes, how many minutes? _____

How many minutes did you wait until a tech came into the room? 1-3 3-6 6-9 More than 10
minutes. If more than 10 minutes, how many minutes? _____

Did the technician introduce him or herself? Y N

Was the technician friendly and courteous? Y N

Did they use your name & your pets name when addressing you? Y N

Did the technician ask about heartworm & flea medications being used on your pet? Y N

The cleanliness of the exam room? Very clean clean acceptable dirty very dirty
Give details _____

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What was the reason for your pet's visit? _____

Did the technician explain the procedures they were doing to your pet and why? Y N

Is your pet over 7 years old? Y N If so, was a senior profile discussed with you? Y N

Is your pet a puppy or kitten? Y N If so, were you given a puppy/kitten kit? Y N

How long after the tech left the room was it before the doctor came in? _____ minutes

Were you offered an estimate on additional procedures the doctor wanted to perform? Y N N/A

Did the doctor introduce him or herself? Y N

Did the doctor explain what he/she was doing during the examination? Y N

Did you feel confident with the doctor? Y N

Did they suggest a follow up visit? Y N N/A If so, did we offer to schedule that? Y N

Were any medications prescribed for your pet? Y N If so, did they fully explain the medication and dosage? Y N N/A Explain any side effects? Y N N/A Ask if you had questions? Y N N/A

Were things ready when you paid offering a smooth check-out procedure? Y N / Did the Doctor or technician explain the check out procedure is done in the exam rooms before they left to finalize your visit. Y N Details _____

Did the receptionist thank you for coming in? Y N

Based on this visit, would you recommend us to your family & friends? Y N

How would you rate your overall visit on a scale of 1 to 10, 1 being unsatisfactory 10 being very satisfactory? 1 2 3 4 5 6 7 8 9 10

Additional Suggestions or comments: _____

Thank you for participating in this survey. We will use your input to help us better serve our clients and their pets in the future. Your information will be kept confidential. Please call the hospital *the morning following your experience* and inform the manager of your visit so your service prices can be altered in exchange for your valued input.

Your check-in Receptionists name was: _____

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Your Technician's name was: _____

Your Doctor's name was: _____