

Customer satisfaction questionnaire

At our practice we take pride in our business but are always looking to review and improve our service to our customers. Therefore, we would love it if you could answer the following questions which will be invaluable to us in further improving our offering to you.

The questionnaire should only take a few moments of your time.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with:					
1. Your total experience to the dental practice					
2. The way you are dealt with by reception staff					
3. The courteousness of the staff					
4. The explanation of the treatment plan described by the dentist					
5. The manner of the dentist and other staff					
6. The prices charged by the practice					
7. The paperwork process					
8. The treatment options available					
9. The promptness of your appointments					
10. The waiting room					
11. The papers/magazines available					
12. The information available about your dentist and your practice					
13. The practice addressing all your dental concerns					
14. The opening hours of the practice					
15. The booking of appointments on the telephone					
16. Receiving the personal touch from the dental team					
17. Recommending this practice to others					
18. The availability of the dentist					
19. The other products sold at the practice					
20. Other services provided by the practice					

We would welcome any further comments you may have on our practice below.

Thank you for taking the time to complete this questionnaire.

The Dental Team
(Name of Practice)