

**City of Lockhart
Animal Services**

Customer Service Survey: Shelter Services

Thank you for visiting the Lockhart Animal Shelter. We hope you found our staff pleasant and courteous. Please take a moment to comment on your visit. These comments will help us to serve you better in the future.

1. What was the purpose of your visit to the Animal Shelter?

- adopt a pet reclaim a pet look for a lost pet tour the facility

2. How would you rate the service you received from the staff?

- excellent good satisfactory poor no opinion

3. What area did you visit?

- inside dog kennels outside dog kennels kitty kottage

4. How would you rate the cleanliness of the area you visited?

- excellent good satisfactory poor no opinion

5. How would you rate the condition of the animals that you saw in the area?

- excellent good satisfactory poor no opinion

6. Were your questions answered satisfactorily?

- yes no undecided

7. Would you recommend us to friends or family who are thinking of adopting an animal?

- yes no undecided

8. What additional services would you like to see provided by the Animal Shelter?

9. Would you like to volunteer at the shelter?

- yes no undecided

Name: _____

Phone Number: _____

Special Interest and/or Additional Comments: