

# Client Satisfaction Review

Your thoughts about our service are important to us. Any feedback about specific things that we could do to improve our client experience would be greatly appreciated.

1. On a scale of 0 to 10, how likely would you be to recommend us to friends and family?

(circle a number)

0 1 2 3 4 5 6 7 8 9

10

2. How would you rate our service using the following factors?

<b>Trustworthy:</b>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<b>Responsive:</b>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<b>Knowledgeable:</b>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<b>Informative:</b>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor
<b>Overall Rating:</b>	<input checked="" type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor

3. What did you like best about our service?

Very Quick at  
Returning E-mails and answering questions

4. If you were to speak with someone who was thinking about hiring us, what would you say to them?

Go for it. Excellent communication  
and scheduling.

5. Why did you decide to hire us in the first place? a very good  
first impression and a Recommendation

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. \_\_\_\_\_  
The selection process.

7. How many other lawyers have you worked with in the past?  
\_\_\_\_\_ None, \_\_\_\_\_ 1-2,  3-5, \_\_\_\_\_ 6-10, \_\_\_\_\_ more than 10

8. Please tell us what specific things, if any, we could do to change or improve our  
service to create a better experience for you? Nothing. Seems to  
be on the right track so far.

9. What words or phrases would you Google to find a law firm like ours?  
Local Attorneys

10. May we share your comments with the public for promotional purposes?

YES!  No

11. If yes, please select a preference:

Show Full Name  Show First Name Only  Post Comments Anonymously

(Signature Please) Matthew [REDACTED] (Date) 9-22-15

(Print Name) Matthew [REDACTED]

### THANK YOU for your client satisfaction survey!

Please return this by hand delivery or mail to  
**901 Derbigny Street, Gretna, Louisiana 70053,**  
by fax to **504-264-5580**, or by email to [klm@magnesslaw.com](mailto:klm@magnesslaw.com)

*We greatly appreciate your input and time.*