

April Survey Data

Location	Greeted At Arrival	Receive Service Reqd	Cleanliness - Shelter				Visit Again	Comment Category Negative- Neutral-	Comments
			Poor	Fair	Good	Excellent			
EAC	Y	Y			y		Y	Positive	excellent staff, nice facility for animals.
W	Y	Y			Y		Y	Positive	a few weeks ago, I witnessed an interaction Priscilla had w/an elderly gentleman that was looking for his lost dog. Priscilla went above & beyond providing excellent customer service! I SAW HER SHOW HIM WHERE HE SHOULD LOOK, SHE HAD AN INDEPTH CONVERSATION W/HIM ADVISING OF TIPS ON HOW TO FIND HIS LOST DOG INCLUDING WEB & SOCIAL MEDIA SITES. WHEN HE RETURNED FROM LOOKING IN KENNELS SHE stopped and asked him how hi search went. She demonstrated true compassion to his situation and reminded him of the search tips they had discussed as she walked him out.
W	Y	Y			Y		Y	Positive	wonderful shelter and staff! :) Thank you!
W	Y	Y				Y	Y	Neutral	
W	Y	Y				Y	Y	Positive	Awesome person so helpful!
W	Y	Y				Y	Y	Positive	Very friendly & courteous
W	Y	Y				Y	Y	Positive	Beth is so great! Went above & beyond with research and reunited mw & my dog! Extremely helpful.
W	Y	Y			Y		Y	Positive	Diane was the best
W	Y	Y				Y	Y	Positive	Alexis was extremely helpful & gave me some good suggestions.
W	Y	Y				Y	Y	Neutral	
W	Y	Y				Y	Y	Positive	My name is Jacob. "Deb" just to let everyone know she is such a wonderful, caring and all around good person and so helpful and kind. And made me feel very comfortable and made my visit worth while and seseves a raise.

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W	Y	Y	Y				Y	Negative	If staff do not know animal handling, you should train them
W	Y	Y				Y	Y	Positive	Beth & staff very professional & compassionate
W	Y	Y				Y	Y	Positive	The staff ver helpful & friendly. Beth was great
W	Y	Y				Y	Y	Positive	Thank you so much for your help with finding my dog and helping with the adoption of another. Excellent service
W	Y	Y				Y	Y	Positive	Service has always been great. The employees well informed on all animals.
W		N						Negative	I am with a partnered rescue group & was trying to get to the breakroom area to the vending machine to get some snacks & a drink as I am pregnant & have all day appointment with Cecile H. regarding transfers. A HALO male employee walked in front of me in front of the door & told me I am not authorized to go in that area. I said I'm going to the vending machine & I know the rules as I'm with AZSDR but male HALO employee was rude & adiment about not allowing me to go back there.
W	Y	Y				Y	Y	Positive	Awesome staff "Beth" and "Cecile" very helpful, courteous, compassionate
W	Y	Y				Y	Y	Neutral	
W	Y	Y				Y	Y	Neutral	
W	Y	Y				Y	Y	Positive	Beth and Susie S were great!
W	N	Y			Y		Y	Positive	Great customer service
W	Y	Y				Y	Y	Positive	
W	Y	Y			Y		Y	Positive	Verry nice employee! Clean. Good Service. I ♥ dogs
W	Y	Y			Y		Y	Positive	Friendly to their animals ☺
W	Y	Y				Y	Y	Neutral	
W	Y	Y			Y		Y	Positive	Great customer service Paid license only
W	Y	Y			Y		Y	Positive	
W	Y	Y				Y	Y	Positive	Volunteer answered all our questions and was very helpful and professional

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W	Y	Y				Y	Y	Positive	Excellent service, thank you so much for finding our dog! Derreck was excellent and very caring!
W	Y	Y			Y		Y	Positive	Good service
W	Y	Y			Y		Y	Positive	I came in yesterday to see a dog. I saw Samantha & she was very helpful.
W	N	Y	Y				Y	Neutral	There so much money
W	Y	Y		Y			Y	Negative	Very disturbing to see front reception area talking, laughin, eating chips, while the ladies at the adoption area are working
W	Y	Y				Y	Y	Positive	Ashley was very professional with her customer service
E	Y	Y			Y		Y	Positive	Awesome service Prompt & carteaas (courteous)
E	Y	Y			Y		Y	Positive	good service
E	Y	Y				Y	Y	Positive	Maggie was incredibly helpful. & I would suggest it be a whole lot easier of getting in tough with...
E	Y	Y				Y	Y	Positive	Bert & Jimmy did an amazing job assisting me in finding my Kama - Bert & Jimmy, Thank you so very much for helping me find my Kama, we are lost without each other. Words cannot describe the joy you have filled our hearts with & thank you for taking the extra steps in putting us both together!
E	Y	Y				Y	Y	Positive	Sam & staff are AMAZING. Bless you all
E	Y	Y			Y		Y	Neutral	
E	Y	Y				Y	Y	Neutral	
E	Y	Y				Y	Y	Positive	Every time I come in they are able to help me they are truly a blessing
E	Y	Y			Y		Y	Positive	Ashley & Lisa were very helpful.
E	Y	Y			Y		Y	Negative	Ridiculous wait just to get antibiotics after surgery
E	N	Y			Y		Y	Positive	Staff very nice, helpful & kind. Really appreciate all everyone here does. Thank You!🙏
W	Y	Y				Y	Y	Positive	Awesome People and Crew
W	Y	Y				Y	Y	Positive	So excited that they were willing to help us right up to close to adopt our dog!
w	Y	Y			Y		Y	Positive	You guys are AWESOME!!☺

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W	Y	Y			Y		Y	Positive	I come here almost every week - I like it here I love seeing the dogs It's nice people are nice here
W	Y	Y			Y		Y	Positive	Deb was very helpful and patient. Nice Dog
w	Y	Y				Y	Y	Positive	Very calm & peaceful
W	Y	Y			Y		Y	Positive	Deb was very helpful!
W	Y	Y				Y	Y	Positive	nice help very nice shelter
w	Y	Y				Y	Y	Neutral	
W	Y	Y				Y	Y	Positive	The volunTERS were amazingly helpful
W	Y	Y	Y				Y	Positive	AWESOME BETH
w	N	N		Y			Y	Neutral	Beth always greets me but am never greeted on her days off
W	Y	Y				Y	Y	Neutral	Im sorry for being a jerk, have just lost all of my family in the past couple years. All I have left is my boys and my dogs.
W	Y	Y				Y	Y	Positive	You have got the gretes peopl working here, thank you for your service
w	Y	Y			Y		Y	Neutral	
W	Y	Y			Y		Y	Neutral	
W	Y	Y			Y		Y	Positive	A lot of friendly dogs ☺
E	Y	Y		Y			Y	Neutral	Is there a way for fostering or a website volunteer graphic design photography?
E	Y	Y				Y	Y	Positive	Awesome Staff!!
unkwn	Received via email							Positive	I like to thank the staff for all you do. My husband took our dog's in for shots and was very satisfied very nice service was quick couldn't be happier thank you. Ramirez family
E	Y	Y			Y		Y	Positive	Thank you for all you help Big Dog is a Survivor
W	N	Y				Y	Y	Positive	Vanessa was wonderful and very very helpful. Keep up the good job
W	Y	Y				Y	Y	Positive	Very Great People Beth and Deb!
W	N	Y				Y	Y	Positive	Alvaro was courteous and professional, Thank you. Lines were busy
W	Y	Y			Y		Y	Positive	Very nice & helpful (informative)
W	Y	Y				Y	Y	Positive	Awesome! Thanks A lot

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W	Y	Y		Y			Y	Neutral	
W	Y	Y				Y	Y	Positive	Quick Service
W	N	Y			Y		Y	Neutral	
W	N	Y			Y		Y	Positive	Very nice staff, easy to navigate
W	Y	Y			Y		Y	Positive	Prompt, courteous, nice informative
W	Y	Y				Y	Y	Positive	Rigo was an amazing help. Thank you for helping us choose our new friend
W	N	Y			Y		Y	Positive	(graphic smiley face) Was not greeted upon arrival but was asked "Can I help you?"
W	Y	Y				Y	Y	Positive	Suzie!! Great Service!!
W	Y	Y				Y	Y	Positive	Not a bad experience

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