

March 2015 - Responses to Customer Service Survey

Location	Greeted Upon Arrival	Receive Service Reqd	Cleanliness - Shelter				Visit Again	Comment Category	Comments	Date
			Poor	Fair	Good	Excellent				
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Negative	very dissatisfied with the professionalism and total lack of courtesy that I received today. Bad experience	3/3/2015
W	Y	Y			Y	Y	Y	Positive	I wanted more cats. The shelter was great.	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Pat was fantastic over the phone and in person! She really made my visit great! Thank you!	3/3/2015
W	Y	Y		Y			Y	Positive	Thank you	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Excellent exp - employees went above & beyond only 1 gloomy gus	3/3/2015
W	Y	Y			Y		Y	Positive	good service	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Thank you Maggie for all the helpful info.	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y		Y			Y	Positive	Staff good very nice	3/3/2015
W	Y	Y			Y	Y	Y	Positive	"Sam" outstanding customer service	3/3/2015
W	Y	Y			Y		Y	Positive	Maggie was super awesome! Thanks!	3/3/2015
W	Y	Y			Y		Y	Positive	Front office looks great! Mural was too busy & dogs had no legs :(3/3/2015
W	Y	Y			Y		Y	Positive	Maggie was extremely helpful & happy ;)	3/3/2015
W	Y	Y			Y	Y	Y	Positive	staff allowed extra time for dog. Stayed open after hours to help	3/3/2015
W	Y	Y		Y			Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Positive	Friendly service	3/3/2015
W	Y	Y			Y		Y	Positive	Maggie helped with info on our new adopte "Luke". Great experience & very helpful.	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Positive	Excellent customer service!! Finally	3/3/2015
W	Y	Y			Y	Y	Y	Positive	staff were friendly and helpful to include the volunteer staff.	3/3/2015

W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y		Y			Y	Positive	Awesome service!!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	excellent service	3/3/2015
W	Y	Y			Y		Y	Positive	great friendly (Marked cleanliness as FAIR + GOOD)	3/3/2015
W	Y	Y			Y		Y	Positive	Maggie was very nice and took care of me well	3/3/2015
W	Y	Y			Y		Y	Positive	Lisa was awesome! Explained everything	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Maggie was kind, helpful and efficient. ♥	3/3/2015
W	Y	Y			Y		Y	Positive	Happy to get the little fellow	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Fast service	3/3/2015
W	Y	Y		Y			Y	Positive	Thank you! ;)	3/3/2015
W	Y	Y		Y			Y	Positive	Great service	3/3/2015
W	Y	Y	Y				Y	Positive	Duane was awesome and so helpful!	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Positive	I love East! * Please educate west	3/3/2015
W	Y	Y			Y		Y	Positive	Great conduct and service	3/3/2015
W	Y	Y			Y		Y	Positive	The staff was really helpful, I was here 3 times and they were always nice	3/3/2015
W	Y	Y	Y				Y	Positive	Very awesome service	3/3/2015
W	Y	Y			Y		Y	Positive	You're great	3/3/2015
W	Y	Y			Y		Y	Positive	This service was wonderful:	3/3/2015
W	Y	Y	Y				Y	Positive	Officer Sheahan was professional in handling a fractious dog	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Friendly staff	3/3/2015
W	Y	Y			Y		Y	Positive	found the dog I wanted! Had very good help!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	people were great pets were great thank you	3/3/2015
W	Y	Y			Y	Y	Y	Negative	You should have financial assistance for unemployed or fixed income owners	3/3/2015
W	Y	Y			Y		Y	Negative	This should be a no kill shelter	3/3/2015
W	Y	Y			Y	Y	Y	Neutral	A long time ago in a galaxy far far away.	3/3/2015
W	Y	Y			Y	Y	Y	Positive	it was nice	3/3/2015

W	Y	Y			Y		Y	Negative	Maggie was very rude was told he will be euthanized very rude. Rachelle helped after - very nice	3/3/2015
W	Y	Y		Y			Y	Negative	was on hold for 45 minutes to get info. Was not told that I had to bring proof of spay for 17.00 license fee was only told it was 17.00. I drove 30 miles but didn't have info needed	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Excellent help! Very good service.	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Excellent Service	3/3/2015
W	Y	Y			Y		Y	Positive	Lacy was very pleasant and helpful	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Thank you very much for your help Lenora!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Awesome service. Helped with exactly what I needed! ;)	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	everything was great!	3/3/2015
W	Y	Y			Y		Y	Positive	She is very sweet and helpful :) (smiley face with tongue sticking out and slobbering)	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	All did real well very helpful	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Its great Thank you	3/3/2015
W	Y	Y	Y				Y	Negative	have disclaimers on website and doors on cat policy, no full service vet and no AHS affiliation	3/3/2015
W	Y	Y			Y	Y	Y	Positive	I'm so glad these dogs are going to get help.	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Negative	need disclaimer on entrance that you are not a clinic of any kind (very bad spelling)	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Miss Lenora! Is awesome & took great care of us!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	great service	3/3/2015

W	Y	Y			Y	Y	Y	Neutral	Don't steal Lenore grandbabies flowers	3/3/2015
W	Y	Y			Y		Y	Positive	Waonderful, very patient while we picked the right dog for our family	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Thanks! Rachael gave me great customer service I will be back!	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was great	3/3/2015
W	Y	Y			Y	Y	Y	Positive	very friendly :)	3/3/2015
W	Y	Y			Y		Y	Neutral	mu suggestion is to establish another location in North Phoenix of big city!	3/3/2015
W	Y	Y			Y		Y	Positive	Very helpful and made sure she took care of all of the problems. Great customer service.	3/3/2015
W	Y	Y			Y		Y	Negative	Lady did not help me just gave high prices. Customer service only told me to bring pics and claim	3/3/2015
W	Y	Y			Y		Y	Positive	Lenora & Ashley are very helpful	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Great service	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Very welcoming and customer friendly staff Lenora vs vey nice (was very nice)	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Execlent service about adopt our pet we are very thankfull about it. Thanks Lacy	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was very nice and she made me feel real good she could help with my problem	3/3/2015

W	Y	Y			Y	Y	Positive	The website is so hard to vavigate. It directed me to pet harbor.com and another site at different times & could only get 20 dogs don't remember his name but he was great (Jim - different ink & handwriting)	3/3/2015
W	Y	Y			Y	Y	Positive	Beth is awesome and great customer service.	3/3/2015
W	Y	Y			Y	Y	Positive	Ms. Beth was awosome & took her word that Shatkey was okey thanks guys.	3/3/2015
W	Y	Y			Y	Y	Positive	awesome service very friendly	3/3/2015
W	Y	Y			Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Positive	Very supportive and excellent to deal with.	3/3/2015
W	Y	Y			Y	Y	Positive	very friendly & helpful	3/3/2015
W	Y	Y			Y	Y	Positive	Very mell reronality (bad spelling)	3/3/2015
W	Y	Y			Y	Y	Positive	Lenora was very professional and extremely helpful	3/3/2015
W	Y	Y			Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Positive	Excellent service	3/3/2015
W	Y	Y			Y	Y	Positive	Lenora was friendly, helpful and informative	3/3/2015
W	Y	Y			Y	Y	Positive	Thx's	3/3/2015
W	Y	Y			Y	Y	Positive	Thanks for helping save another german shepherd A+	3/3/2015
W	Y	Y			Y	Y	Positive	had to licsense 3 dogs Beth was great & made it fast & easy!! Online was confusing	3/3/2015
W	Y	Y			Y	Y	Positive	Lenora was very helpful	3/3/2015
W	Y	Y			Y	Y	Positive	Thank you for all your help!	3/3/2015
W	Y	Y			Y	Y	Positive	Lenora was very nice.	3/3/2015
W	Y	Y			Y	Y	Positive	Lenora is awesome! - Ashley too -	3/3/2015
W	Y	Y			Y	Y	Positive	I am so happy HALO works directly with you!	3/3/2015
W	Y	Y			Y	Y	Positive	great service	3/3/2015
W	Y	Y			Y	Y	Neutral	N/A	3/3/2015
W	Y	Y			Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Positive	vory courtesy & helpful	3/3/2015
W	Y	Y			Y	Y	Positive	She was very wonderful & amazing	3/3/2015

W	Y	Y			Y		Y	Positive	good	3/3/2015
W	Y	Y			Y	Y	Y	Positive	great	3/3/2015
W	Y	Y			Y		Y	Positive	Helped me find my dog after being lost for 9 months!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Everyone her was very helpful	3/3/2015
W	Y	Y			Y	Y	Y	Positive	All the girls up front are great. They deal with a lot and deserve a raise!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	very polite and helpful	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful information give by rep/agent Lenora t.-y	3/3/2015
W	Y	Y			Y		Y	Positive	She was wonderful	3/3/2015
W	Y	Y			Y		Y	Positive	Business office staff was very helpful * knowledgeable. Wald rescue & come here again.	3/3/2015
W	Y	Y			Y		Y	Positive	I like it here a lot and I love animals so I'm happy there are helping	3/3/2015
W	Y	Y			Y		Y	Positive	Great Service!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Love this location so fast and always friendly.	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Faust & Friendly	3/3/2015
W	Y	Y			Y	Y	Y	Positive	very friendly Lenora was. Very professional and hou're lucky to have her!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	excellent service	3/3/2015
W	Y	Y			Y		Y	Positive	When you called, the identification said unavailable. Sometimes I do not answer these. Jessica - she did very well.	3/3/2015
W	Y	Y			Y		Y	Positive	was very helpful, she is very nice, would visit again	3/3/2015
W	Y	Y			Y		Y	Positive	Beth was very personal and helpful to my specific needs. 5 out of 5 stars.	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Great Work! Called Boxer Luv for a microchip	3/3/2015
W	Y	Y			Y		Y	Positive	Thank you for your help!	3/3/2015
W	Y	Y			Y		Y	Positive	Service was good	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Happy with service	3/3/2015
W	Y	Y			Y		Y	Positive	very good	3/3/2015
W	Y	Y			Y		Y	Positive	Good service. Fast working.	3/3/2015

W	Y	Y			Y	Y	Y	Positive	Leonora was great. Great customer service. Thank you!	3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	Good service and very helpful:)	3/3/2015
W	Y	Y			Y		Y	Positive	Appreciated the help and saved a precious soul :)	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Thank you	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Great service thank you.	3/3/2015
W	Y	Y			Y	Y	Y	Positive	I was really pleased with how helpful the workers were. It helps when making difficult choices.	3/3/2015
W	Y	Y			Y		Y	Neutral	different line for licensing	3/3/2015
W	Y	Y			Y		Y	Negative	need early hours for new hope partners.	3/3/2015
W	Y	Y			Y	Y	Y	Neutral	Take care of my baby Smokey	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is excellent	3/3/2015
W	Y	Y			Y		Y	Positive	Overall good shelter very nice	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Great customer service and friendly.	3/3/2015
W	Y	Y			Y	Y	Y	Neutral	Just Serve (bad spelling)	3/3/2015
W	Y	Y			Y	Y	Y	Positive	wonderful help!:))	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Positive	got real good service	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Employee (Lenora) was very helpful	3/3/2015
W	Y	Y			Y	Y	Y	Positive	So nice and helpful!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	I am a Senior and Rachel was a great help. You are lucky to have her as an employee.	3/3/2015
W	Y	Y			Y		Y	Positive	very pleasant	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Love you guys. This is where I found my baby dog	3/3/2015
W	Y	Y			Y	Y	Y	Positive	I was treated very good and was impressed with the workers.	3/3/2015
W	Y	Y			Y		Y	Positive	Deb was a good helper!!	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Fantastic Service.	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Neutral	no comment	3/3/2015

W	Y	Y			Y	Y	Y	Positive	Beth was very polite and helpful in finding info on several dogs.	3/3/2015
W	Y	Y			Y	Y	Y	Neutral		3/3/2015
W	Y	Y		Y			Y	Neutral		3/3/2015
W	Y	Y			Y	Y	Y	Positive	the lady was very helpful	3/3/2015
W	Y	Y			Y	Y	Y	Neutral	I am interested in volunteering	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Visitor to state. Pleasant & professional	3/3/2015
W	Y	Y		Y			Y	Neutral		3/3/2015
W	Y	Y			Y		Y	Positive	Very Helpful!	3/3/2015
W	Y	Y			Y		Y	Neutral	People should be able to adopt without paying. Only pay for shots.	3/3/2015
W	Y	Y			Y		Y	Positive	Very nice!	3/3/2015
W	Y	Y		Y			Y	Positive	Very informative and courteous	3/3/2015
W	Y	Y		Y			Y	Positive	knows what she talk about very kind and patient with us	3/3/2015
W	Y	Y			Y	Y	Y	Positive	Thank you so much for taking care of our dogs. Your help is much appreciated.	3/3/2015
W	Y	Y		Y			Y	Positive	comforted mw when euthanizing my cat. So nice & sincere.	3/3/2015
W	Y	Y			Y		Y	Negative	Did not help. Watched him talk "flirt" with staff instead of helping customers	3/3/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Positive	Michelle was great! Informative, friendly & walked us thru the whole process till she was adopted.	3/10/2015
W	Y	Y			Y		Y	Positive	Everyone did an amazing job. Keep up the work :)	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Positive	Veeeery Aaaawsome Maggie is Great	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Positive	friendly helpful, super nice knowledgable :) Thank - you!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Maggie very thoughtful and helpful - Thanks maggie !!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Great customer servise.	3/10/2015

W	Y	Y			Y		Y	Positive	Maggie & the girls were amazing. They made this difficult decision durable	3/10/2015
W	Y	Y			Y		Y	Negative	Maggie was so rude & unhelpful to me when I was coming to pick up 2 dogs for a rescue. She would not look for the dog & told me it was gone. That's it. Duane was wonderful & found the dog for me in the clinic.	3/10/2015
W	Y	Y			Y		Y	Positive	Kelsie was very helpful and kind very quick to help - Amy	3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Positive	Very Friendly and welcoming. Made me feel at ease.	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y	Y				Y	Positive	Great Service -	3/10/2015
W	Y	Y			Y		Y	Positive	very nice & helpful!	3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Positive	Lenora and the rest of the staff are great :)	3/10/2015
W	Y	Y			Y		Y	Positive	Great service lots of info inform.	3/10/2015
W	Y	Y			Y		Y	Positive	good customer care	3/10/2015
W	Y	Y			Y		Y	Positive	good service	3/10/2015
W	Y	Y			Y		Y	Positive	found my dog by microchip very nice, thnx	3/10/2015
W	Y	Y			Y		Y	Positive	Great Service	3/10/2015
W	Y	Y			Y		Y	Positive	You are the Best.	3/10/2015
W	Y	Y			Y		Y	Positive	Nice people	3/10/2015
W	Y	Y			Y		Y	Positive	Good ".)	3/10/2015
W	Y	Y			Y		Y	Positive	everything OK	3/10/2015
W	Y	Y			Y		Y	Positive	They took care of my dogs	3/10/2015

W	Y	Y			Y		Y	Positive	Employ was ver help.	3/10/2015
W	Y	Y			Y		Y	Positive	was excellent good customer service.	3/10/2015
W	Y	Y			Y		Y	Positive	The dogs are cute.	3/10/2015
W	Y	Y			Y		Y	Positive	The eptoapts ar so cute	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Positive	I had a pit that wouldn't play well with others. Everyone was so sweet & helpful & understanding. Thank you all for your help!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Yay! Found a dog. Ashley was amazing so helpful and gave me great tips! Thanks so much girl!	3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Positive	Friendly service & help, will come again if adding more to the family	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Awesome sutomer service, love the facility thank you	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Nice job	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Ashley and Beth was super patient with us and really took the time	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Quick efficient service with warm professionalism	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was very polite and understand with my situation. It just made everthing better	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Beth & Ashley were excellent in helping us find the perfect dog. They were patient & knowledgable. Excellent Service	3/10/2015
W	Y	Y			Y		Y	Positive	Both employees very helpful & knowledgable! Thank	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Beth was fabulous & caring	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Great!!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	nice and hepful	3/10/2015
W	Y	Y			Y		Y	Positive	Beth was awesome. Thanly you so much	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Thank you Guys for your help!!	3/10/2015

W	Y	Y			Y	Y	Y	Positive	very profesional and awesome :)	3/10/2015
W	Y	Y			Y	Y	Y	Positive	You do an awesome job! Thanks!!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Fast, Friendly, accrate service.	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Good work guys	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for lixing the licensing problems on my dogs. David B.	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Positive	Professional & Courteous Thank you -	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Positive	She was extremely kind & helpful. Made a sad day better	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was fabulous! Made everything so easy & really explained everything really well.	3/10/2015
W	Y	Y			Y	Y	Y	Positive	thank you for all the help	3/10/2015
W	Y	Y			Y	Y	Y	Positive	A++++ service Thank You	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Staff was very nice and helpful.	3/10/2015
W	Y	Y			Y	Y	Y	Positive	We loved the dog and everyone was so helpful Thank you!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Verry verry nice & caring wve when curending a puppy	3/10/2015
W	Y	Y			Y	Y	Y	Positive	GREAT EMPLOYEE !!!	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is great person	3/10/2015
W	Y	Y			Y	Y	Y	Positive	very helpful answered every question needed Thank you	3/10/2015
W	Y	Y			Y	Y	Y	Positive	(very nice)	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for the quick experience to license.	3/10/2015
W	Y	Y			Y	Y	Y	Positive	very friendly and helpful.	3/10/2015
W	Y	Y			Y		Y	Positive	Thanks for all you do.	3/10/2015
W	Y	Y			Y	Y	Y	Positive	amazing!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Everyone in the shelter were helpful & very nice.	3/10/2015
W	Y	Y			Y		Y	Positive	above and beyond to assist me	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Chelsie was helpful, caring and on pushy!')	3/10/2015
W	Y	Y			Y		Y	Positive	Service was good & she was very helpful.	3/10/2015

W	Y	Y			Y	Y	Y	Positive	Awesome Job!!! Very helpful and made my experience wonderful! Thank you!	3/10/2015
W	Y	Y			Y	Y	Y	Positive	They were awesome	3/10/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful and caring. Thanks	3/10/2015
W	Y	Y			Y	Y	Y	Neutral		3/10/2015
W	Y	Y		Y			Y	Neutral		3/10/2015
W	Y	Y		Y			Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Positive	Staff is very friendly! Way to go! (drawing of paw print)	3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Positive	Very good service!	3/10/2015
W	Y	Y			Y		Y	Positive	Toya was awesome. She helped answer questions	3/10/2015
W	Y	Y			Y		Y	Neutral		3/10/2015
W	Y	Y			Y		Y	Negative	Love it! Very upset that we wanted to adopt a dog on stray alert, but would not allow us to adopt because going to HALO. It makes no sense to hold a dog for "money making" company, when you have a citizen (tax payer) who is willing to take dog home now!	3/24/2015
W	Y	Y	Y		Y		Y	Negative	even staff agrees nearly impossible to adopt here :(3/24/2015
W	Y	Y			Y		Y	Positive	all questions were answered quickly	3/24/2015
W	Y	Y			Y		Y	Positive	Just want to tell you how much I appreciate that this facility doesn't smell. Thank you	3/24/2015
W	Y	Y		Y			Y	Neutral		3/24/2015
W	Y	Y			Y		Y	Positive	Thank you for our baby 7 yr old chi	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Great job	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Beth was very helpful, guiding me through adoption process.	3/24/2015
W	Y	Y	Y				Y	Negative	Waited 15 min before being greeted. Smells like sick animal. Urin & fur all over	3/24/2015

W	Y	Y			Y	Y	Positive	Beth was very informational & helpful!	3/24/2015
W	Y	Y			Y	Y	Positive	Volunteered. Robert G was awesome!	3/24/2015
W	Y	Y			Y	Y	Positive	:)	3/24/2015
W	Y	Y			Y	Y	Positive	Ashley was great! Such a help and super nice	3/24/2015
W	Y	Y			Y	Y	Positive	Very Courteous & helpful	3/24/2015
W	Y	Y			Y	Y	Positive	Danette provided excellent customer service & very professional	3/24/2015
W	Y	Y			Y	Y	Positive	Suzie A-1!!	3/24/2015
W	Y	Y			Y	Y	Neutral	Helped a HALO employee unload and restack storage room supplies	3/24/2015
W	Y	Y			Y	Y	Positive	The staff was great with my dog.	3/24/2015
W	Y	Y			Y	Y	Positive	You people are awesome!! :) ***	3/24/2015
W	Y	Y			Y	Y	Positive	Call center is very rude!!! (sorry) Derreck - very nice :) Thank you	3/24/2015
W	Y	Y		Y		Y	Positive	very friendly treatment by LaNora :)	3/24/2015
W	Y	Y		Y		Y	Positive	wonderful very happy to have my dog CASSIUS!	3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Positive	Very good service and Leonora was very persent(sp) and I will return soon	3/24/2015
W	Y	Y			Y	Y	Positive	Good job	3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Positive	I was help by Ms. Lenora and I was very please w/the sirvices	3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Positive	Law to pay \$200 because I will not spay my dog is wrong & need to repeal Lenora - was great	3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Positive	compassionate service	3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Positive	very sweet person and pleasant experience	3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Neutral		3/24/2015

W	Y	Y			Y	Y	Y	Positive	Lenora was (is) a very pleasant, professional young lady, who helped me in every way. Thank you!!!	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly person & helpful	3/24/2015
W	Y	Y			Y	Y	Y	Positive	very friendly	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was very helpful and resolved all the issues.	3/24/2015
W	Y	Y			Y		Y	Positive	Thanks for special help with Clifford	3/24/2015
W	Y	Y			Y		Y	Positive	Awesome volunteers!	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Pat was amazing! I was not prepared nor knowledgeable with the rules of being pet owner. Pat has provided that information she is a hero today!	3/24/2015
W	Y	Y			Y	Y	Y	Positive	I needed to renew dog license, Maggie was friendly and helpful. :)	3/24/2015
W	Y	Y		Y			Y	Negative	Really Rude!	3/24/2015
W	Y	Y			Y	Y	Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Y	Positive	Great! Very friendly and professional	3/24/2015
W	Y	Y			Y		Y	Neutral		3/24/2015
W	Y	Y			Y		Y	Positive	Everything was great	3/24/2015
W	Y	Y			Y		Y	Neutral		3/24/2015
W	Y	Y			Y	Y	Y	Positive	Maggie, Rachaelle & Cynthia played HUGE parts in helping me out getting my pup!	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Excellent Visit Toya and Liz helped us get the perfect pet for our children	3/24/2015
W	Y	Y			Y		Y	Positive	The staff was very informative and helpful	3/24/2015
W	Y	Y			Y	Y	Y	Positive	Great Service Hot Bod!!!	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Good Experience	3/31/2015
W	Y	Y			Y		Y	Neutral		3/31/2015
W	Y	Y			Y		Y	Negative	Online says you open at 9am (I checked - hours posted correctly - KMD)	3/31/2015
W	Y	Y			Y		Y	Positive	Jim is awesome! Derrick, too!	3/31/2015
W	Y	Y			Y		Y	Positive	☺ great	3/31/2015
W	Y	Y			Y		Y	Positive	very efficient, friendly & prompt!	3/31/2015

W	Y	Y			Y	Y	Y	Positive	Excellent help extremely nice Happy	3/31/2015
W	Y	Y			Y		Y	Positive	Sheridan was friendly & helpful. Was happy to be here.	3/31/2015
W	Y	Y			Y		Y	Neutral	I will be ----- come back to this place (----- can't read writing)	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Staff is great	3/31/2015
W	Y	Y			Y		Y	Positive	I had not met such a pleasant lady as the one who helped me her, my dogs regs I have not met any body as pleasant as Lenora	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Very efficient service and well organized.	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Great svc!!	3/31/2015
W	Y	Y			Y	Y	Y	Neutral		3/31/2015
W	Y	Y			Y	Y	Y	Positive	They were great	3/31/2015
W	Y	Y			Y	Y	Y	Positive	quick, friendly, & professional	3/31/2015
W	Y	Y			Y	Y	Y	Positive	We loved adopting our dog here. Volunteers were so helpful! Employees were positive and so helpful! Lenora - she gave great service with a smile on her face and in her voice!	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Lenora I received very good customer service the cashier really help me with all my needed.	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Very pleasant helpful	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Excellent!!! Amazing worker. Loves her job.	3/31/2015
W	Y	Y			Y		Y	Positive	Great staff Keep it up!	3/31/2015
W	Y	Y			Y		Y	Positive	Very good & easy experience	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Very pleasant, efficeint expecially Ashley, Derreck	3/31/2015
W	Y	Y			Y	Y	Y	Positive	What a great experience! Everyone was friendly & knowledgeable ☺	3/31/2015
W	Y	Y		Y			Y	Positive	Derreck was very polite helpful and professional	3/31/2015
W	Y	Y			Y		Y	Neutral		3/31/2015
W	Y	Y			Y	Y	Y	Neutral		3/31/2015
W	Y	Y			Y	Y	Y	Positive	great service ALWAYS!	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Very Helpful, quick	3/31/2015

W	Y	Y			Y	Y	Y	Positive	Won in a drawing for a dog - so happy!	3/31/2015
W	Y	Y			Y	Y	Y	Neutral		3/31/2015
W	Y	Y			Y	Y	Y	Positive	Found what we wanted!	3/31/2015
W	Y	Y			Y	Y	Y	Positive	It was an awesome experience	3/31/2015
W	Y	Y			Y		Y	Positive	The volunteers are very helpful and courteous.	3/31/2015
W	Y	Y			Y		Y	Negative	slow process very slow	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Great Job! Excellent customer service!	3/31/2015
W	Y	Y			Y	Y	Y	Positive	Friendly Staff & Very Helpful	3/31/2015
W	Y	Y			Y	Y	Y	Neutral		3/31/2015