

May 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	Positive	Incredibly helpful and super nice! Asset to your team!	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y		Y	Neutral		5/5/2015
W	Y	Y			Y		Y	Positive	I love this place. Everyone was fantastic! Thank you for helping the animals.	5/5/2015
W	Y	Y			Y		Y	Positive	Very good service you have to offer. May Lord Jesus Christ bless you	5/5/2015
W	Y	Y			Y		Y	Neutral		5/5/2015
W	Y	Y			Y		Y	Neutral		5/5/2015
W	Y	Y			Y		Y	Positive	Great staff and animals are well cared for. ;)	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Excellent Workers Keep up the good work. ♥	5/5/2015
W	Y	Y			Y		Y	Positive	Great Service. Caring staff.	5/5/2015
W	Y	Y			Y		Y	Positive	You guys are awesome. Like Family	5/5/2015
W	Y	Y			Y		Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	Great shelter! I loved all the animals.	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Pat is very professional and personable Great CR skills	5/5/2015
W	Y	Y			Y		Y	Neutral	Instead of buying a dog, can we trade for one??	5/5/2015
W	Y	Y		Y	Y		Y	Negative	Took 27 min. for first person to walk away from window. Train these people	5/5/2015
W	Y	Y			Y		Y	Positive	Very good customer service!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Thank you. Dwayne was polite I am very happy with LuLu. Smells like a rose	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Julie and Toya were amazing!	5/5/2015
W	Y	Y		Y	Y		Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	Love you guys!	5/5/2015

W	Y	Y			Y		Y	Negative	too long of a wait time. Should not be a charge for returning when adoption paper says not aggressive.	5/5/2015
W	Y	Y			Y		Y	Positive	Duane was extremely kind and helpful. He made the experience easy.	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Same was amazing	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Your officer that came out and the office staff (Jessia) were awesome. Thank you.	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Very Friendly, patient and kind. Knowledgeble & helpful. Made for a smooth process. Thank you!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Great customer service love it!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Very Helpful	5/5/2015
W	Y	Y			Y	Y	Y	Positive	fast and effeciant	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Very nice People. 😊😊	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Lenora & Ceasar where very pleasant & curteous. We found our pet here in good health Thanks,	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	There were very nice to me.	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	very friendly & helpful	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Best shelter I've ever seen =)	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Thanks!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Doing very good no complaints	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Lenora Very pleasant.	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	Lenora & Lacey are AMAZING I love adopting from MCACC ❤️	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was excellent! Her service was professional & helpful!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Gret customer service! Thank you!	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	Good experience Lenora was great =)!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Great service and lots of help	5/5/2015

W	Y	Y			Y	Y	Y	Positive	Thank You! Amazing staff and customer service rennited kitten w/mother THANK YOU!!!	5/5/2015
W	Y	Y			Y	Y	Y	Positive	Great customer service!! Lenora & Beth are so nice!	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y	Y	Y	Positive	Great service	5/5/2015
W	Y	Y			Y	Y	Y	Neutral		5/5/2015
W	Y	Y			Y		Y	Positive	girl was very nice	5/5/2015
W	Y	Y			Y		Y	Positive	very professional and helpful	5/5/2015
W	Y	Y			Y		Y	Neutral		5/5/2015
W	Y	Y		Y	Y		Y	Negative	you should have a line for adoptions and a line for drop offs	5/5/2015
W	Y	Y	Y		Y		Y	Neutral	Please keep Beth at West	5/5/2015
W	Y	Y			Y		Y	Positive	Great!	5/5/2015
W	Y	Y	Y		Y		Y	Negative	Please do NOT kill LOKI, (the white w brow spot & blue right eye) pitbull/boxer mix	5/5/2015
W	Y	Y			Y		Y	Negative	While 2 female employee sat around and did nothing Lenora was very helpful and friendly - a 3rd showed up to join in the gossip	5/5/2015
W	Y	Y			Y		Y	Positive	Thank you for all you do.	5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015
W	Y	Y			Y		Y	Positive	Maggie was a great help	5/12/2015
W	Y	Y			Y		Y	Positive	Very helpful people. Thank you.	5/12/2015
W	Y	Y			Y		Y	Positive	Very helpful!	5/12/2015
W	Y	Y		Y	Y		Y	Positive	We adopted and found your services great	5/12/2015
W	Y	Y		Y	Y		Y	Positive	Things went great	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Maggie was very helpful	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Ms. Maggie was very helpful with my needs	5/12/2015
W	Y	Y			Y	Y	Y	Positive	excellent communication skills. Thank you!	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Thanks to all staff for our new member of the family	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Great CSR. Skills Maggie Jimmy A and Maggie were most helpful Love Med staff too!! Thank you!!	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Great service, & excellent service provided by Paula Thx you	5/12/2015

W	Y	Y			Y	Y	Y	Positive	Everyone was so nice and helpful!! Great experience	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Kathy was fabulous & so helpful!!	5/12/2015
W	Y	Y			Y		Y	Negative	Website to locate lost dog, pick up, costs Website difficult to navigate	5/12/2015
W	Y	Y	Y		Y		Y	Negative	British guy was excellent - Besides two people your staff is very rude especially in receiving and up front	5/12/2015
W	Y	Y			Y	Y	Y	Positive	nice, clean shelter. Staff was hard working and professional. Encouraged dogs to get adopted and find a loving home.	5/12/2015
W	Y	Y			Y		Y	Negative	Clinic would not answer the door bell had to come to other office	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Beth was very helpful,patient &genuinely sweet. Thank you!	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Beth Smith is well liked by customers keep Beth at west. ☺	5/12/2015
W	Y	Y			Y	Y	Y	Positive	This place is Fantastic!	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Beth was very polite and helpful.	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly worker	5/12/2015
W	Y	Y			Y	Y	Y	Positive	The lady at the service desk was very nice and helpful.	5/12/2015
W	Y	Y			Y	Y	Y	Positive	The wait was very quick.	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Very Good 'Lenora was the best'	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Staff is friendly and thorough. Thank you!	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly staff! My concerns were address and I was pleased with the service.	5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Negative	Desk Clerk had an attitude and intentionally made it more difficult to p/u dogs! I was insulted	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Was nice & helpful	5/12/2015
W	Y	Y			Y	Y	Y	Positive	good customer service ☺	5/12/2015

W	Y	Y			Y	Y	Y	Positive	Very kind & helpful. Made process very easy	5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Positive	Great Service	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Fast Service	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Very Friendly	5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Positive	God Bless you guys. Thanks for bringing our furry family back together	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was great to deal with	5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Positive	Great service, was very pleased with staff, friendly and helpful.	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly assistance	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Wonderful workers	5/12/2015
W	Y	Y			Y	Y	Y	Positive	great service	5/12/2015
W	Y	Y			Y	Y	Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Positive	very nice cutome servize	5/12/2015
W	Y	Y			Y	Y	Y	Positive	The gal dennitt very proffesional very informative	5/12/2015
W	Y	Y			Y	Y	Y	Neutral	☺	5/12/2015
W	Y	Y			Y	Y	Y	Positive	Pam was a volunteer but eager to learn & did not quit til we found what I was looking for. Lenora was patient & kind and very helpful	5/12/2015
W	Y	Y			Y		Y	Positive	Attendant was ver helpful and answered all questions and concerns	5/12/2015
W	Y	Y			Y		Y	Negative	open earlier and need easier registration online	5/12/2015
W	Y	Y			Y		Y	Positive	Great help.	5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015

W	Y	Y			Y		Y	Negative	Incompetant worker @ front dest. Attitude they didn't help make the reason we were here in first place go any faster. She ever argues w/ me @ the Halo clinic. When I tried speaking w/ Halo about resolving the name transfer issue that she tried screwing us on. I would like to receive a respose on this matter. This employee was not	5/12/2015
W	Y	Y		Y	Y		Y	Negative	They could emprove on dogs on meds, keep them till they are ok to go home	5/12/2015
W	Y	Y			Y		Y	Positive	The volunteer was extemely helpful and absolutly as joy. Lenora was a pleasure	5/12/2015
W	Y	Y			Y		Y	Negative	My intelligence was insulted by front desk wkr. And she had an attitude the whole time we sat in lobby	5/12/2015
W	Y	Y	Y		Y		Y	Positive	Good	5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015
W	Y	Y	Y		Y		Y	Positive	very helpful	5/12/2015
W	Y	Y		Y	Y		Y	Neutral		5/12/2015
W	Y	Y	Y		Y		Y	Neutral		5/12/2015
W	Y	Y	Y		Y	Y	Y	Neutral	Lost for words	5/12/2015
W	Y	Y	Y		Y		Y	Neutral		5/12/2015
W	Y	Y	Y		Y		Y	Neutral	Adopted 2 chi's	5/12/2015
W	Y	Y		Y	Y		Y	Positive	Derreck was awesome. The only one I saw hard at work. Don't have people sitting behind the counter not helping it just looks rude	5/12/2015
W	Y	Y			Y		Y	Neutral		5/12/2015
W	Y	Y			Y	Y	Y	Positive	The staff were all awesome!	5/20/2015
W	Y	Y			Y	Y	Y	Positive	Duane was a pleasure and I'm grateful for such a skilled worker that know his business	5/20/2015

W	Y	Y			Y	Y	Y	Positive	The process made this decision to surrender my cats very tolerable. Thank you	5/20/2015
W	Y	Y			Y	Y	Y	Positive	They are efficient & excellent customer services	5/20/2015
W	Y	Y			Y	Y	Y	Neutral		5/20/2015
W	Y	Y			Y	Y	Y	Positive	Great Service!	5/20/2015
W	Y	Y			Y		Y	Positive	I love you guys pleas tell Paula, Cindy says hello	5/20/2015
W	Y	Y			Y		Y	Positive	Courtous staff (friendly)	5/20/2015
W	Y	Y			Y		Y	Positive	Very friendly! Very efficiant!	5/20/2015
W	Y	Y			Y		Y	Positive	It was very sad to see all the animals , but we took one,so you have one less yeah	5/20/2015
W	Y	Y			Y		Y	Positive	Great helpers great attitudes love this place	5/20/2015
W	Y	Y			Y		Y	Neutral		5/20/2015
W	Y	Y			Y		Y	Neutral		5/20/2015
W	Y	Y			Y		Y	Neutral		5/20/2015
W	Y	Y			Y	Y	Y	Neutral		5/20/2015
W	Y	Y		Y	Y		Y	Negative	LET PEOPLE SEE THEIR DOGS!	5/20/2015
W	Y	Y			Y		Y	Positive	Glad to see a certain staff member is gone & some else in charge of E.B.O :-P	5/20/2015
W	Y	Y		Y	Y		Y	Positive	Helpful,assited with adoption and answering questions	5/20/2015