

### January 2015 - Responses to Customer Service Survey

Location	Greeted Upon Arrival	Receive Service Req'd	Cleanliness - Shelter				Visit Again	Comment Category Negative-	Comments	Date
			Poor	Fair	Good	Excellent				
W	Y	Y			Y		Y	Negative	Not friendly - showed us 2 dogs & neither one was adoptable yet. Waited over 1 1/2 hrs to be told come back on 1-5-15. A355146 A3551742 ☹	1/6/2015
W	Y	Y			Y	Y	Y	Positive	Dedicated to what she does! Always a great help!	1/6/2015
W	Y	Y			Y	Y	Y	Positive	Great office visit. However, online service failed. Had to come to office. It would be helpful if follow-up registration were acted on - Timele Great Job Beth!	1/6/2015
W	Y	Y			Y	Y	Y	Positive	Very nice shelter. I'm used to visiting the old shelter. You've done a very good job.	1/6/2015
W	Y	Y			Y	Y	Y	Positive	Susie was excellent and very pleasant & helpful. ☺ Absolutely come again.	1/6/2015
W	Y	Y			Y	Y	Y	Positive	She was extremely helpful & helped find our family a new member.	1/6/2015
W	Y	Y			Y	Y	Y	Positive	Excellent Customer Service	1/6/2015
W	Y	Y			Y	Y	Y	Neutral	Evidence of a yellow paper stapled to card. Paper missing.	1/6/2015
W	Y	Y	Y		Y		Y	Positive	Super Helpful	1/6/2015
W	Y	Y	Y		Y		Y	Positive	Outstanding!	1/6/2015
W	Y	Y			Y		Y	Negative	waiting over one hour just to see an adoptable dog - wait was way too long - most people would NOT wait.	1/6/2015
W	Y	Y			Y	Y	Y	Positive	when we called the shelter we spoke to Rachael & shee also helped us in person. She was so nice & made us feel so good. Thank you	1/6/2015
W	Y	Y			Y	Y	Y	Positive	great service	1/6/2015
W	Y	Y			Y	Y	Y	Positive	I was very happy with everything here. And will come again.	1/6/2015
W	Y	Y			Y		Y	Positive	shelter service was excellent! Staff was professional & friendly, notably Lenora & Deb. Superb!	1/6/2015
W	Y	Y			Y	Y	Y	Positive	very helpful & very nice compassionate	1/6/2015
W	Y	Y			Y	Y	Y	Positive	great job excellent service	1/6/2015
W	Y	Y			Y		Y	Positive	Very helpful, friendly, wonderful & caring - signed Gail Erickson	1/6/2015

W	Y	Y			Y	Y	Y	Positive	Outstanding! I am grateful, amazed and extremely happy with the outcome of my situation YOU ALL HAVE HEART! God bless you One & All. Renewed belief in human kindness! Restored my faith in man!	1/13/2015
W	Y	Y			Y	Y	Y	Neutral	Wished you guys were open earlier	1/13/2015
W	Y	Y			Y	Y	Y	Positive	Staff is completely professional & friendly	1/13/2015
W	Y	Y			Y		Y	Negative	I called for pup A3553017 & person took my name & number. Did not tell me 1st come 1st serve	1/13/2015
W	Y	Y			Y		Y	Negative	Eventually greeted - 5 min. in line! Come to correct AC&C records - wrong breed! Please add German Spitz to database. I had to call him an Amer. Eskimo - but he's not - he's German Spitz!	1/13/2015
W	Y	Y			Y		Y	Positive	greeter booth by front door like DMV	1/13/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful & answered all of our ?'s in detail. She was awesome.	1/13/2015
W	Y	Y			Y	Y	Y	Positive	She is good	1/13/2015
W	Y	Y			Y		Y	Neutral		1/13/2015
W	Y	Y			Y	Y	Y	Positive	He help me find my dog. He was very nice, respectful and kind.	1/13/2015
W	Y	Y			Y		Y	Positive	Lindsay was very helpful ☺	1/21/2015
W	Y	Y			Y	Y	Y	Positive	love this place ☺	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for helping us out and this baby! (Lucky)	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Cynthia is awesome she should get a phat rase	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for helping reunite us with our dog!!	1/21/2015
W	Y	Y			Y		Y	Neutral		1/21/2015
W	Y	Y			Y	Y	Y	Positive	Ana was wonderful So helpful. Thank you so much ☺	1/21/2015
W	Y	Y			Y		Y	Positive	professional	1/21/2015
W	Y	Y			Y	Y	Y	Positive	She was great☺ everyone was very nice and everything moved quickly.	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful Always a pleasure coming here.	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Outstanding customer service. Pleasure to work with staff member Suzie who took personal care for dog.	1/21/2015
W	Y	Y			Y	Y	Y	Positive	This is the best place to get a pet. Suzy was great.	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Beth was very nice on phone and in person and very helpful. Thanks	1/21/2015
W	Y	Y			Y	Y	Y	Positive	Awesome Awesome	1/21/2015
W	Y	Y		Y		Y	Y	Positive	Thanks for all you do!! Thank you for taking care of my gir.	1/21/2015

W	Y	Y			Y		Y	Positive	Very good staff; was very receptive and helpful with our adoption. Patient and respectful ☺	1/21/2015
W	Y	Y		Y			Y	Positive	Staff & Volunteers were super!	1/27/2015
W	Y	Y			Y		Y	Positive	Philip was a great help in receiving and very knowledgeable	1/27/2015
W	Y	Y			Y		Y	Positive	The lady we worked with was really nice.. Reddish brown hair.	1/27/2015
W	Y	Y	Y		Y		Y	Negative	Smells here in the cat room - smells so bad in there the entire place smells	1/27/2015
W	Y	Y	Y		Y		Y	Negative	It should be more sanitary for the animals so they do not get sick	1/27/2015
W	Y	Y			Y	Y	Y	Positive	Everyone was very helpful & helped me early before hours * Thank you *	1/27/2015
W	Y	Y			Y		Y	Negative	People in receiving shouldn't rip leashes out of peoples hands it was done to my wife shos wrist is now sore Only come back for the animals, not the service	1/27/2015
W	Y	Y			Y		Y	Positive	Great staff!	1/27/2015
W	Y	Y			Y		Y	Positive	Danette was so helpful very patient and seemed genuinely concerned with the dogs welfare	1/27/2015
W	Y	Y			Y	Y	Y	Positive	She was great She couldn't have done a more concienious job.	1/27/2015
W	Y	Y		Y			Y	Negative	Wanted to adopt. Staff very unfriendly. Volunteer told me dog was spayed & wasn't. Ended up not adopting there. Maybe like 8th Street & Scottsdale PetsMart better. More focus on HALO pets.	1/27/2015
W	Y	Y			Y		Y	Positive	Lenora was absolutely wonderful! So sweet and very friendly. Thank you Lenora! :)	1/27/2015
W	Y	Y			Y	Y	Y	Positive	Service was excellent during my visit.	1/27/2015
W	Y	Y			Y	Y	Y	Positive	Lenora provided great customer service very personable.	1/27/2015
W	Y	Y			Y	Y	Y	Positive	Very, Very Pleasant & efficient experience. Lenora was great, helpful & lovely - Thank you.	1/27/2015