

July 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 | Love it here! ♥ | 7/8/2015 |
| W | Y | Y | | | | Y | Y | Positive | Beth was great!! | 7/8/2015 |
| W | Y | Y | | | | Y | Y | Positive | Everyone was very helpful & friendly | 7/8/2015 |
| W | N | Y | | | | Y | Y | Positive | the staff was very helpful | 7/8/2015 |
| W | N | Y | | | | Y | Y | Negative | Long wait so many people behind the glass only one helping cust. | 7/8/2015 |
| W | Y | Y | | | | Y | Y | Positive | Lacy was extremely helpful and kind. | 7/8/2015 |
| W | Y | Y | | | | Y | Y | Positive | Suzie has been very compassionate and most helpful!! Yes I will return, absolutely I do rescue work & do what I can to help | 7/8/2015 |
| W | Y | Y | | | | Y | Y | Positive | They made it easy and fast to get it done | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Positive | Your employee was great to us. Her name was laura. She worked in the puppies on 7/4/15 very very helpful & polite!! She was excellent | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Neutral | | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Positive | They were awesome | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Neutral | | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Neutral | | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Positive | Danette is awesome! Very helpful, Very informative & patient | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Positive | helpful staff | 7/8/2015 |
| W | Y | Y | | | Y | | Y | Positive | Amazing Job! | 7/8/2015 |
| W | Y | Y | Y | | | | Y | Positive | Lenora is fantastic! Very helpful. Julie & sam are great too! | 7/8/2015 |
| W | N | Y | | Y | | | ?? | Negative | W/ Halo & MCACC long wait to see a dog, long wait to purchase dog. Took 3hrs. | 7/8/2015 |

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| W | N | N | Y | | | | N | Negative | We called and were given bad information the counter person was apathetic. The stench is bad. We called and asked why was needed to change status from regular to fixed we were told just to sign the form. We drove 20 miles we were then told we needed proof. The counter person was less than helpful-bad apethetic attitude. | 7/8/2015 |
| W | Y | N | Y | | | | N | Negative | Terrible service. Very slow & inefficient | 7/8/2015 |
| W | N | Y | | Y | | | Y | Positive | Beth was very helpful!!! | 7/8/2015 |
| W | Y | Y | Y | | | | Y | Neutral | Streamline a process/there is a disconnect between documenting accounts/notating | 7/8/2015 |
| E | Y | Y | | | | Y | Y | Positive | I was helped by Maggie-She was so nice & extemely helpful!! You are truly blessed to have her! | 7/8/2015 |
| E | Y | Y | | | | Y | Y | | (Illegible) | 7/8/2015 |
| E | Y | Y | | | | Y | Y | Positive | Great Place!! | 7/8/2015 |
| E | Y | Y | | | | Y | y | Positive | We came to look and left with two babies! | 7/8/2015 |
| E | Y | Y | | | | Y | Y | Positive | Great Service | 7/8/2015 |
| E | Y | Y | | | | Y | Y | Positive | Paula was absolutely amazing! | 7/8/2015 |
| E | Y | Y | | | | Y | Y | Positive | I like this shelter | 7/8/2015 |
| E | Y | Y | | | Y | | Y | Positive | The folks at the front counter are professional helpful and friendly thank you! | 7/8/2015 |
| E | N | Y | | | Y | | Y | Neutral | Chelsie was awesome. Another staff person was rude and grumpy | 7/8/2015 |
| E | N | Y | | | Y | | | Neutral | | 7/8/2015 |
| E | Y | Y | | Y | | | Y | Neutral | | 7/8/2015 |
| W | N | N | Y | | | | Y | Negative | An animal was not pulled off the e-list as requested. | 7/14/2015 |

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| W | N | Y | | | Y | | Y | Negative | Need to be more personable. Less Chitchat & get to work | 7/14/2015 |
| W | Y | Y | | | Y | | Y | Positive | The staff her is awesome! Knowledgeable, helpful and caring | 7/14/2015 |
| W | Y | Y | | | | Y | Y | Neutral | No gifts - | 7/14/2015 |
| W | N | Y | | Y | | | N | Negative | unorganized, confusing & we didn't receive much help | 7/14/2015 |
| W | Y | Y | | | Y | | Y | Positive | very helpful | 7/14/2015 |
| W | N | N | | Y | | | N | Negative | I am very unhappy with the service & the front desk is rude! | 7/14/2015 |
| W | Y | Y | | | Y | | Y | Positive | Racael was super helpful, knowledgeable and sincere. She was also thorough & very pleasant. | 7/14/2015 |
| W | Y | Y | | | | Y | Y | Neutral | | 7/14/2015 |
| W | Y | Y | | | Y | | Y | Positive | Beth is amazing Very Helpful! | 7/14/2015 |
| W | N | Y | | | Y | | N | Positive | they help a lot we were going to leavebut a man help us we foud are dog we all ready faed haur dog | 7/14/2015 |
| E | y | Y | | | Y | | Y | Positive | Thank you for helping us find Tonka! ☺ | 7/14/2015 |
| E | Y | Y | | | Y | | Y | Positive | Thank you for completing our family once again | 7/14/2015 |
| E | Y | Y | | Y | | | Y | Positive | We would like to give our appreciation to Roxelli. She was a great help and went out of her way to assist us. Thank you Roxelli. | 7/14/2015 |
| E | Y | Y | | Y | | | Y | Positive | Thank you Roxelli for your help and going out of your way to assist us. | 7/14/2015 |
| E | Y | Y | | | Y | | Y | Negative | Hard to find out what to do when you want to see dog. | 7/14/2015 |

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|---|---|---|---|---|---|---|-------|----------|---|-----------|
| E | N | Y | | | | Y | Y | Positive | Thank you for your help to my family & the community | 7/14/2015 |
| E | Y | Y | | | | Y | Y | Positive | Great Service!! | 7/14/2015 |
| E | Y | Y | | | | Y | Y | Positive | I got my dog | 7/14/2015 |
| E | Y | Y | | | Y | Y | | Positive | The employees are a bit overwhelmed but good job overall. | 7/14/2015 |
| E | Y | Y | | | Y | Y | | Neutral | | 7/14/2015 |
| E | N | Y | | Y | | | Y | Neutral | I was 9 xyn experience | 7/14/2015 |
| E | Y | Y | | | | | Y | Positive | Pat at the front and whole staff as well as valenteers of the shelter were very helpful. Adopting a dog was one smoothly Need some improvement on updating status of all animal in your shelter | 7/14/2015 |
| E | N | Y | Y | | | | N & Y | Neutral | So, basically you make a dog "pass" a test. If it fails, you put a "strike" on it, like what do you do when you put a dog down because it didn't pass a "test" because its too scared? How do you sleep at night? Give them a chance. | 7/14/2015 |
| E | N | Y | | | Y | | Y | Positive | Evie was amazing! Others not as nice at all! | 7/14/2015 |
| E | Y | Y | | | | Y | Y | Positive | A very caring animal shelter. This is the third time we have been here. | 7/14/2015 |
| E | N | N | | Y | | | N | Negative | Worst experience ever! They were not concerned locking customers outside with dogs for over 30 mins! You can return the dogs on their time. | 7/14/2015 |
| W | Y | Y | | | Y | | Y | Positive | Beth volunteered to bathe the dog we adopted So Nice! | 7/21/2015 |
| W | Y | Y | | | Y | | Y | Positive | Nice & helpful gave lots of information | 7/21/2015 |
| W | N | N | | Y | | | N | Negative | | 7/21/2015 |

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|-----|---|---|---|---|---|---|---|----------|--|-----------|
| W | N | Y | | | | Y | Y | Positive | Fast & Helpful Great service Courteous I arrived an hour early Ha! Ha! | 7/21/2015 |
| w | y | Y | Y | | | | Y | Positive | AWESOME ☺ | 7/21/2015 |
| W | N | Y | | | Y | | Y | Neutral | | 7/21/2015 |
| W | Y | | | | Y | | Y | Positive | She was very nice and helpful | 7/21/2015 |
| E | y | Y | | Y | | | Y | Positive | Joseph ??bert - great help | 7/28/2015 |
| E | Y | Y | | | | Y | Y | Positive | A great job was done in there ????. Keep up the good work | 7/28/2015 |
| E | Y | Y | | | Y | | Y | Positive | Everyone was very helpful ;) | 7/28/2015 |
| E | y | Y | | | | Y | Y | Positive | She is the FREAKIN BEST | 7/28/2015 |
| E | Y | Y | | | Y | | Y | Positive | A great shelter. Keep loving the wonderful animals! ♥ anonymus | 7/28/2015 |
| E | Y | Y | | | Y | | Y | Neutral | | 7/28/2015 |
| E | N | Y | | | | Y | Y | Positive | Good Job! Nice shelter :) | 7/28/2015 |
| E | Y | Y | | | | Y | Y | Positive | I was threatred very well Evie was very helpful. | 7/28/2015 |
| E | Y | Y | | Y | | | Y | Neutral | | 7/28/2015 |
| E | N | Y | | | Y | | Y | Neutral | | 7/28/2015 |
| E | Y | Y | | Y | | | Y | Neutral | | 7/28/2015 |
| E | Y | Y | | | Y | | Y | Positive | Easy experience | 7/28/2015 |
| E | N | Y | | | Y | | Y | Neutral | | 7/28/2015 |
| E | Y | Y | | | Y | | Y | Positive | Annette & Philip were very kind and understanding. I appreciate their help | 7/28/2015 |
| E | Y | Y | | | Y | | Y | Positive | Thank you for taking care of my dog ♥ I love you! | 7/28/2015 |
| E | Y | Y | | Y | | | Y | Neutral | Didn't find a dog today! | 7/28/2015 |
| E | N | Y | | Y | | | Y | Positive | Pat was super friendly and gave me answers to my questions. I would love interacting with her again :) very helpful | 7/28/2015 |
| EAC | Y | Y | | | | Y | Y | Positive | She cares very much abt the animals & our new dog loved her you could see tht. She gave me lots of info & was very friendly. | 7/28/2015 |

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|---|---|---|---|---|---|---|---|----------|---|-----------|
| W | Y | Y | | Y | | | Y | Negative | You need air conditioning in kennel too hot for people & dogs | 7/28/2015 |
| W | N | N | Y | | | | Y | Negative | Clean their kennels | 7/28/2015 |
| W | Y | Y | | | | Y | Y | Neutral | | 7/28/2015 |
| W | Y | Y | | | | Y | Y | Positive | Great service & Helpful! | 7/28/2015 |
| W | Y | Y | | | | Y | Y | Positive | Eduardo & Sam Z were excellent help | 7/28/2015 |
| W | Y | Y | | | Y | | | Neutral | | 7/28/2015 |