# SAMPLE ADMINISTRATIVE FORM

## CLIENT SATISFACTION TELEPHONE SURVEY

1. In general, what qualities do you feel are more important when dealing with a lawyer?

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2. a. Do you send work to any other law firms besides ours?

[ ] Yes

[ ] No

b. If so, for what types of services?

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c. Did you consider selecting our firm to provide these services?

[ ] Yes. If you did consider us, why was the firm not selected?

[ ] No. If our firm was not considered, why not?

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3. Do you feel our firm has a good knowledge of your legal requirements and needs?

[ ] Yes.

[ ] No

4. Besides the type of work that we are doing for you, are you familiar with the other areas of law in which our firm practices?

[ ] Yes. Could you mention those that you know?

[ ] No.

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5. Are there additional services that you would like the firm to provide now or that you anticipate needing in the future?

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6. How could we be better prepared to help meet your needs in the future?

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7. Are there any other comments you would like to make?

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I would like to thank you very much for taking this time today.