SAMPLE ADMINISTRATIVE FORM

CLIENT SERVICE QUESTIONNAIRE

How were you referred to our firm?

[ ] Know lawyer or staff member personally.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Referred by someone.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Saw firm advertisement or brochure.

Where? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why did you select our firm?

[ ] Internet

[ ] Convenient location

[ ] Firm reputation

[ ] Lawyer reputation

[ ] Personal / business relationship with lawyer/staff member

[ ] Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What are your opinions about the following?

| Very Satisfied | Somewhat Satisfied | Somewhat Unsatisfied | Very Unsatisfied |
| --- | --- | --- | --- |

Convenience of office location [ ] [ ] [ ] [ ]

Getting through to lawyer on

the telephone [ ] [ ] [ ] [ ]

Returned telephone calls [ ] [ ] [ ] [ ]

Lawyer explained things clearly [ ] [ ] [ ] [ ]

Courteousness [ ] [ ] [ ] [ ]

Staff helpfulness [ ] [ ] [ ] [ ]

Kept you informed about your case [ ] [ ] [ ] [ ]

Amount of settlement [ ] [ ] [ ] [ ]

Amount of attorney fees [ ] [ ] [ ] [ ]

Lawyer met with me when I wanted [ ] [ ] [ ] [ ]

Lawyer seemed concerned about

me as a person [ ] [ ] [ ] [ ]

Lawyer believed in my case [ ] [ ] [ ] [ ]

| Very Satisfied | Somewhat Satisfied | Somewhat Unsatisfied | Very Unsatisfied |
| --- | --- | --- | --- |

Overall, what is the level of

satisfaction with our service? [ ] [ ] [ ] [ ]

Do you feel you could have handled your case as well without an attorney? [ ] Yes [ ] No

Would you ask our firm to handle another case for you? [ ] Yes [ ] No

Would you refer a friend to our firm? [ ] Yes [ ] No

***Thank you for taking the time to complete our questionnaire.***

***Please feel free to call our office any time we can be of service to you.***