



Customer Service Survey

We would like to partner with you for excellence
Please Share Your Analytical Service Experience

Customer Name: _____ Contact Name: _____

	Excellent	Very Good	Acceptable	Less Than Acceptable	Needs Attention
Staff Professional Courtesy					
Sample Receiving					
Analytical Capabilities					
Analytical Reports					
Response Time					
Website Usability					
Customer Support					

Would you recommend San Antonio Laboratory to a colleague: Yes No

We need your input to improve. Please provide in a few words where you received less than acceptable service.

What areas can we improve upon?

Please cite instance(s) where our services were less than acceptable, so we can focus and improve upon.

Any other comments or suggestions: