

Client Service Questionnaire

*If a business acquaintance asked you about your experience with us,
would you give us an unqualified endorsement?*

For each of the following statements about our firm, please indicate whether you: strongly disagree (1); somewhat disagree (2); neither agree nor disagree (3); somewhat agree (4); strongly agree (5)

- ___ You are thorough in your approach to your work
- ___ You show creativity in your proposed solutions
- ___ You are helpful in redefining our view of our situation
- ___ You are helpful in diagnosing the causes of our problem areas
- ___ You staff my work well: there is enough senior time
- ___ You staff my work well: you don't have high-priced people doing junior tasks
- ___ Your people are accessible
- ___ You keep your promises on deadlines
- ___ You document your work activities well
- ___ Your communications are free of jargon
- ___ You offer fast turnaround when requested
- ___ You listen well to what we have to say
- ___ You relate well to our people
- ___ You keep me sufficiently informed on progress
- ___ You let us know in advance what you're going to do
- ___ You notify us promptly of changes in scope, and seek our approval
- ___ You give good explanations of what you've done and why
- ___ You don't wait for me to initiate everything: you anticipate
- ___ You involve us at major points in the engagement
- ___ You have a good understanding of our business
- ___ You make it your business to understand our company
- ___ You are up to date on what's going on in our world
- ___ You make us feel as if we're important to you
- ___ You deal with problems in our relationship openly and quickly
- ___ You keep us informed on technical issues affecting our business
- ___ You show an interest in us beyond the specifics of your tasks

Client Name _____ Matter _____
Attorneys & Staff on Matter _____

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