

JUSTIN ZIEGLER, P.L.  
Phone: (305) 403-0966  
Fax: (786) 235-0793  
E-mail: [justin@justinziegler.net](mailto:justin@justinziegler.net)  
Website: [www.justinziegler.net](http://www.justinziegler.net)

**CLIENT SURVEY**

---

1.	Did you feel welcome the first time you walked into the office? If not, why not?	Yes	No
----	--	-----	----

---

2.	Did the receptionist tell you her/his name and call you by your name?	Yes	No
----	---	-----	----

---

3.	Did someone offer to:		
	Get you something to drink?	Yes	No
	Tell you how long you would have to wait?	Yes	No
	Tell you that if you needed anything, just ask?	Yes	No

---

4.	Did the attorney take time to listen to everything you wanted to say?	Yes	No
----	---	-----	----

---

5.	Did the attorney:		
	Ask what goals you wanted to achieve?	Yes	No
	Tell you how the attorney was going to try to achieve your goals?	Yes	No
	Obtain your input and approval on the course of action?	Yes	No
	Tell you how long the process would take?	Yes	No
	Tell you how fees were charged?	Yes	No
	Estimate your total bill?	Yes	No
	Explain that you would be making decisions about your case?	Yes	No
	Use your name when conversing with you?	Yes	No
	Keep you informed of developments?	Yes	No
	Promptly respond to your requests, including returning your calls?	Yes	No

---

6.	Did we meet your expectations? Yes, very well, in the following areas:		
	 Somewhat, in the following areas:		
	 No, improvements could be made in the following areas:		

---

Thanks so much for taking the time to answer these questions. We will review your answers and strive to make appropriate changes to serve you and our other clients better.

We again thank you for selecting Justin Ziegler as your lawyer and helping us to improve our client service.