

1. How did you first hear about us?

- Local newsletter
- Friend or Family member
- Yellow pages
- Radio ad
- Don't know
- Other (please specify)

2. What made you choose us as your dental surgery? (Please choose all that apply)

- Up to date Technology
- Quality of work
- Price
- Friendly Staff
- Location
- Great Service
- Other (please specify)

3. How long have you been a regular patient with us?

- Less than 1 year
- 1-2 years
- 3-4 years
- 5-9 years
- 10-19 years
- 20+ years

	Extremely Poor	Poor	Fair	Good	Excellent	N/A
Your treatment options being well explained	<input checked="" type="checkbox"/> Extremely Poor	<input checked="" type="checkbox"/> Poor	<input checked="" type="checkbox"/> Fair	<input checked="" type="checkbox"/> Good	<input checked="" type="checkbox"/> Excellent	<input checked="" type="checkbox"/> N/A

**6. In which areas does our staff make you feel comfortable?
(Please choose all that apply)**

- Value
- Organisation
- Hygiene treatment
- Service
- Convenience
- Quality
- Communication
- Understanding of our sterilization practices
- Waiting time
- Management of discomfort
- Sincere concern
- Making you feel special
- Financial arrangements
- Other (please specify)

7. Would you recommend your friends and family have their dental work done with us?

- Yes
- No
- Maybe (please specify)

8. What is the best way to communicate with you if we get new services or have specials on the current ones? (Please choose all that apply)

- Mail
- Notice in waiting room
- E-mail
- Local newspaper
- Dentist newsletter
- Other (please specify)

10. Have you ever considered teeth whitening?

- Yes
- No

11. Into what age group do you fall?

- 20 and under
- 21 to 40
- 41 to 60
- 61 and over

12. What is something we could do to say thank you for referring others to our practiced? (Please choose all that apply)

- No need to do anything
- Gift certificate for dental services
- Free dental hygiene products
- Discount off dental services
- Other (please specify)

13. Is there anything else we could do to improve your dental experience?