

# **CANINE LODGE**

**8330 ROUTT ROAD  
LOUISVILLE, KENTUCKY 40299**

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**(502) 240-6133**

## **Customer Satisfaction Survey**

Canine Lodge is a new and growing business. In an effort to please our customers more, we would like you to tell us how we did in the following categories by rating us on a scale of 1 to 10. Circle the number that applies with 10 being the best and 1 being the worst. Please return in the provided envelope.

### **Boarding**

- |  |    |   |   |   |   |   |   |   |   |   |
|--|----|---|---|---|---|---|---|---|---|---|
| 1. Cleanliness:                        | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 2. Size and condition of the dog runs: | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 3. Price:                              | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 4. Care received while staying:        | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 5. Condition of dog when picked up:    | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |

### **Obedience Training**

- |  |    |   |   |   |   |   |   |   |   |   |
|--|----|---|---|---|---|---|---|---|---|---|
| 1. Overall satisfaction with the training: | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 2. Trainers professionalism:               | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 3. Clarity of trainer during instruction:  | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 4. Number of lessons offered:              | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 5. Price                                   | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |

What can we do to improve Canine Lodge?

Would you refer us to friends, or bring your dog back to Canine Lodge in the future?

Do you have any comments?

May we use your comments on our web site [www.caninelodge.com](http://www.caninelodge.com)?      Yes      No

Can we use your name?      Yes (sign here)      \_\_\_\_\_      No

Thank you for your comments and your business!