

**HOW DID YOU HEAR ABOUT  
PAQUETTE, TRAVERS & DEUTSCHMANN?**

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Yellow Pages

Real Estate Agent

Name: \_\_\_\_\_

Friend or Relative

Name: \_\_\_\_\_

Previous or Existing Client

Name: \_\_\_\_\_

Other: \_\_\_\_\_

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**WHY DID YOU CHOOSE PAQUETTE, TRAVERS  
& DEUTSCHMANN?**

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Please check all that apply.

Competitive Fees

Flexible Hours

Friendliness

Knowledge

Reputation

Location

Our Yellow Pages Photo

Language Spoken

Other: \_\_\_\_\_

**CAN WE BE OF SERVICE IN OTHER AREAS?**

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Please indicate below if you would like to receive information on other legal services we provide.

Family Law

(Separation Agreements, Custody & Access, Property Division, Support Claims, Court Proceedings)

Business Law

(Incorporation, Business Purchase/Sale, Shareholder Agreements, Franchises, etc.)

Real Estate

Wills and Powers of Attorney

Estate Matters

**LET'S KEEP IN TOUCH**

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Would you like to be on our mailing list?

Yes  No

Do you have an email address?

Yes  No

Email:

Client Name(s): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

File Number: \_\_\_\_\_

# Your Opinion Counts!

Please take a moment ...

By completing and returning this questionnaire, you will help us to provide optimum service to our present and future clientele.



**Paquette  
Travers &  
Deutschmann**  
*...one impressive commitment to service*

**FIRST IMPRESSIONS**

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Please check the response that most appropriately reflects your opinion of the service provided to you.

	Excellent	Good	Acceptable	Poor
<b>Telephone Reception</b>				
Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Office Reception</b>				
Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**WE WELCOME YOUR COMMENTS:**

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**HOW WELL DID WE SERVE YOU?**

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	Excellent	Good	Acceptable	Poor
<b>Legal Assistants</b>				
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Lawyer</b>				
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Documents &amp; Procedures</b>				
Explanation of Documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction with Results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DID WE MEET YOUR EXPECTATIONS?**

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**FUTURE CONSIDERATIONS ...**

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If you were asked about our services, would you:

- Highly recommend us
- Say our service was excellent
- Say our service was good
- Not recommend us

**DO YOU HAVE ANY SUGGESTIONS ON IMPROVING OUR SERVICE?**

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