CUSTOMER SERVICE EXPERIENCE REPORT

1) Looked at Google and Facebook reviews to see what the customers are saying:
   - What did we not deliver?
   - Why did we miss the expectation?

Positive feedback examples:

- Lisa
  10 reviews - 9 photos
  ★★★★★ a year ago
  My pets and I have been very happy here and we have been coming to Animal Hospital for years. They have convenient hours, beyond the normal 8-5. The front desk workers are AMAZING. They know you and your pets by name. The... More

Negative feedback examples:

- Lee
  Local Guide - 3 reviews - 6 photos
  ★★★★☆ 2 months ago
  Poorly trained vet tech let our cat bite and stick a needle inside of her mouth and left the needle like that in a panic for me to retrieve it. Do not trust this place with your fur babies, they let you in with how much they act like they care, but BEWARE!

2) Looked at our negative reviews and compared / gathered negative feedback:
   - Bad communication
   - Does not seem caring
   - Does not show prices first
   - No concern or sympathy.

(People who made a complaint about money seemed to complain about the service first, then the price).

3) Googled "Best veterinary hospitals in the area" looked at the stars/ reviews:
   1. Bluestone Junction 4.9* - Helpful, Friendly, Caring
   2. Whispering Pines 4.9* - Caring, Communication
   3. Sunflower Springs 4.9* - Low cost
   4. Moonlight Hollow 4.9* - Helpful
   5. Cedarbrook Valley 4.9 - Low cost
   6. Willow Creek 4.9*- Accepts walk in appointments
   7. Misty Harbor 4.9* - Low cost, can walk in and be seen
   8. Silverpine Meadows 4.8* - Good communication
   9. Harmony Falls 4.8* - Answered all questions, nice staff
   10. Wonderwood 4.7* (us)