

# LAW OFFICE OF JONAS M. GRANT

A PROFESSIONAL CORPORATION

JONAS M. GRANT, ATTORNEY AT LAW / MBA

LEGAL SOLUTIONS FOR SMALL BUSINESS ®

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## CLIENT SATISFACTION SURVEY

**Except where otherwise indicated, this information will be handled confidentially and all answers are strictly for internal use, to improve service and gather ideas. Thank you for taking the time to complete this survey. Use additional sheets or the back of this form if necessary. Please return by mail, fax, or scan/email.**

Please explain briefly how you found us (If 'Internet', what site/search words; if referral, who referred you)?

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Did you comparison shop or speak to other attorneys, and if so, who? Why did you choose us over them?

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Did we meet, exceed, or fail to meet your expectations? In what way? \_\_\_\_\_

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What could have made your experience better? If the answer involves the inclusion of additional services or materials, how much more would you have been willing to pay for such add-ons?

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We would also like to have your feedback regarding the interactions that you have had with our office and any other comments that you would like to make.

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Lastly, based on your experiences with our office, have you or would you recommend our services to friends, family, or business colleagues for their business law and other legal needs? Why or why not? \_\_\_\_\_

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May we use your comments in our marketing materials with your full name? With initials and city name only?

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May we give your name and phone number to potential clients seeking a reference prior to engaging us?

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

Date: \_\_\_\_\_

***"If you're pleased with our services, tell a friend. If you're not, tell us."***  
***Please review us on Avvo.com, Yelp.com, Martindale.com, or your favorite online review website.***