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## CLIENT SATISFACTION SURVEY

Listening to what our clients tell us about our business, and where we need improvement, helps us to be sure that our business measures up to our clients' expectations. A customer satisfaction survey is one way to gather this vital information.

We are constantly looking for ways to improve the quality of our services. Customer satisfaction is the key to our success. We want our clients to be happy with the services we provide. If our clients feel they have received good value for their money, our business will prosper.

This customer satisfaction survey is designed to get our clients to tell us what they really think about our performance. We would greatly appreciate it if you would take just a few minutes to respond to the handful of questions below. As a valued client, how you rate our work is the most important information we can get.

Please check the appropriate box and make comments at the end. If the question does not apply, just leave blank or mark "N/A." Please return this survey by fax or email at (562) 216-4445 or [clientsurvey@michellawyers.com](mailto:clientsurvey@michellawyers.com). Your responses will be handled discreetly.

**SUPERVISING PARTNER:**                     *Poor*    *Adequate*    *Good*    *Excellent*  
**C.D. Michel**

**CASE MANAGING ATTORNEY:**            *Poor*    *Adequate*    *Good*    *Excellent*  
**Name:** \_\_\_\_\_

**ASSOCIATE ATTORNEYS:**                 *Poor*    *Adequate*    *Good*    *Excellent*

**SUPPORT STAFF:**                             *Poor*    *Adequate*    *Good*    *Excellent*

**CASE STRATEGY AND IMPLEMENTATION:**            *Poor*    *Adequate*    *Good*    *Excellent*

**LAW & MOTIONS PRACTICE:**            *Poor*    *Adequate*    *Good*    *Excellent*

**COURT PERFORMANCES:**                 *Poor*    *Adequate*    *Good*    *Excellent*

**FIRM CORRESPONDENCE:**                 *Poor*    *Adequate*    *Good*    *Excellent*

**SUPPORT SERVICES:**                         *Poor*    *Adequate*    *Good*    *Excellent*

