

GOLD, KHOUREY & TURAK, L.C.
POST-REPRESENTATION SURVEY

How did you find out about Gold, Khourey & Turak, L.C.?

- Referred by family/friend
- Knew attorney personally
- Advertisement in TV
- Other _____

- Was our office conveniently located for you?
- Did our staff greet you courteously when you came to the office?
- Were your phone calls answered pleasantly by staff?
- Were your phone calls returned promptly by attorneys?
- Did the attorney handling your case explain what the firm would do?
- Did you feel you met with our staff when you needed to?
- Did you feel our firm cared about you and your case?
- If you need legal representation in the future, would you call our firm?
- If a friend needed an attorney, would you refer him/her to our firm?

<u>YES</u>	<u>NO</u>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>

How do you rate our:	<u>Excellent</u>	<u>Above Average</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>
1) Professionalism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Competence & Ability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Treatment of You	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Legal Fees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Overall Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write down any comments or suggestions that you may have to help us better serve our clients in the future:

Taylor was Wonderful! He explained everything that was happening with my case, so I could easily understand. He spent as much time as I need when I had questions. Thank you Taylor for all your help!

Jarileyn
Name (Optional) _____

May we use your survey and comments for marketing purposes? YES NO

THANK YOU AGAIN. IT WAS OUR PRIVILEGE TO REPRESENT YOU.