


Voice – (309) 359-3461
 Fax – (309) 359-8918
 Danvers – (309) 963-4312
 www.mcgrathpc.com
 mcgrathpc@verizon.net

 **MCGRATH
 LAW OFFICE, P.C.**
 113 S. Main St.
 P.O. Box 139
 Mackinaw, Illinois 61755

Attorney
 Mark J. McGrath

Paralegal
 Denise L. Chrestenson

CLIENT SURVEY

Our firm strives to constantly improve service to our clients. As a part of that effort, we would like to hear from you. Could you take a few moments to complete this survey? I have enclosed a self addressed stamped envelope for your use in remitting the completed survey to our office. For each survey that is returned, a donation will be made to the Educational Foundation that you designate.

NAME(S): (OPTIONAL) _____

We request McGrath Law Office, P.C. donate to the following education foundation in my/our name(s):

CIRCLE ONE: Dee-Mack Education Foundation Olympia Education Foundation
 Tremont Education Foundation _____ Education Foundation

Just like in school, we want you to grade how we are doing. The following is a summary of our grading scale:

- A** – Exceptional performance, far in excess of my expectations
- B** – Above average performance, exceeds my expectations.
- C** – Average performance, satisfactorily meets my standards
- D** – Below average performance, failed to meet my standards in a material way
- F** – Unacceptable performance, significant and repeated failure to meet my expectations

GRADE OUR LAWYERS

QUESTION	
1. Which attorney primarily worked on your case?	PAT / MARK
2. We strive to provide each of the following metrics of service. Please grade us on how we are doing.	<u>GRADE</u>
a. Provides overall outstanding service.	
b. Provides high quality legal work.	
c. Gives prompt and timely attention to your case.	
d. Returns telephone calls, faxes, or emails in a prompt manner.	
e. Helps each client understand complicated legal documents.	
f. Appropriately updates you on the progress of your case.	
g. Displays a strong substantive understanding of the law.	
h. Demonstrates an interest in your case and an understanding of your particular situation.	
i. Provides strong value.	
j. Charges a fair price for the service provided.	

GRADE OUR STAFF

QUESTION

1. Which staff member, if any, did you primarily interact with at our office?

2. Just like our attorneys, our staff aspires to provide excellent client service to each client and to ensure that every contact with our business is as positive an experience as possible. Please grade our staff on how they are doing meeting this goal.

GRADE

a. Demonstrates courtesy and friendliness to each client.

b. Provides helpful point of contact service.

c. Demonstrates substantive knowledge commensurate with your expectations.

d. Listens to your needs and offers appropriate attention.

e. Provides a realistic explanation of when you can expect return correspondence from our firm.

OVERALL

1. Are you pleased with the services we provided to you? If not, please explain. _____

2. What did we do well? _____

3. What do we need to do better in the future to serve you? _____

4. Do you anticipate the need for any legal services within the next 12 months? If so, what services might you need? _____

5. Would you use this law firm again to serve your legal needs? _____

6. Do you know of anyone who might be in need of the legal services that we provide? If so, would you refer your friend or colleague to our office? _____

7. ADDITIONAL COMMENTS _____

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.