

ARISTA LAW & TAX

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Arista Law Client Service Questionnaire

For each of the following statements about our firm, please indicate whether you: Very Much Agree (5); Somewhat Agree (4); Neither Agree or Disagree (3); Somewhat Disagree (2); Very Much Disagree (1).

- ___ Makes me feel as if I am a valued client
- ___ Is accessible
- ___ Communications are clear
- ___ Keeps me sufficiently informed on progress
- ___ Listens well
- ___ Provides adequate turnaround
- ___ Lets me know in advance what "next steps" are in the process
- ___ Notifies me promptly of changes
- ___ Provides good explanations of what has been done and why
- ___ Involves me throughout the major points in the process
- ___ Has a good understanding of my needs/business
- ___ Thorough in approach to work
- ___ Shows creativity in proposed solutions
- ___ Helpful in redefining view of the situation
- ___ Helpful in diagnosing the causes of problem areas
- ___ Keeps proposed deadlines
- ___ Documents work activities well
- ___ Deals with problems openly and quickly

Additional Comments:

Name _____ Date _____

Attorneys & Related Staff on Matter _____