



Sherman Sherman
Johnnie & Hoyt, LLP

CLIENT SURVEY

Your Name/Title: _____

Your Company Name: _____

Name of professional(s) who represented you: _____

Why did you choose our law firm to represent you? (check as many as apply):

- ___ Referral from a friend/family
- ___ Referral from another lawyer
- ___ Former Client
- ___ Saw our ad in a business directory
- ___ Other (please specify): _____
- ___ Referral from our client
- ___ Referral from LawPact
- ___ Reputation in community
- ___ Internet search
- ___ Seminar

1. What type of case did we represent for you?

- ___ Arbitration
- ___ Mediation
- ___ Civil Litigation
- ___ Commercial Litigation
- ___ Personal Injury/Medical Litigation
- ___ Probate/Trust Litigation
- ___ Collection
- ___ Business Sales/Acquisitions
- ___ Other (please specify): _____
- ___ Business Law/Contracts
- ___ Business Formation
- ___ Shareholder Dispute
- ___ Corporate Counsel
- ___ Banking Matter
- ___ Commercial Lending/Loan
- ___ Financing
- ___ Employment Law
- ___ Tax Law
- ___ Real Estate
- ___ Development/Land Use
- ___ Landlord/Tenant
- ___ Conservatorship
- ___ Estate Planning
- ___ Trust Administration
- ___ Wealth Management/Trust
- ___ Probate
- ___ Domestic Relations/Family Law

2. How would you rate:

Question	Excellent	Above Par	Average	Below Par	Poor
Our ability to listen to your concerns/needs?					
Our ability to understand your concerns/needs?					
Conformity of results with expectations?					
Conformity of costs with expectations?					

Question	Excellent	Above Par	Average	Below Par	Poor
How well were you kept informed about your case or matter?					
Clarity of information/explanations we provided?					
Promptness in returning your calls/emails?					
Courtesy of lawyer(s)?					
Courtesy of office staff?					
Time spent in the reception area for attorney?					
Overall satisfaction with results?					
Overall price/quality ratio?					
Overall quality of our facilities?					

3. **If we could improve one thing, what should it be?** _____
4. **Are there any of our lawyers with whom you have worked who have done something especially worth noting?**

5. What do you *like most* about working with our firm? _____
6. What do you *like least* about working with our firm? _____
7. **Other comments?** _____

8. **Would you recommend our firm to another person?** _____ **Why or why not?** (please specify) _____

9. **Please advise if you would like to be contacted by someone from our office to discuss this survey.** (if so, please list your name and contact information)

Thank you for your response. Your feedback is important to us.
Please send the completed survey to our office in the self-addressed, stamped envelope provided
or by email to clientsurvey@shermlaw.com

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