Sample Call Center Script: Customer Satisfaction Survey

Andrew
Hello?

Samantha
Hi, may I please speak with Andrew Arnold?

Andrew
May I ask who’s calling?

Samantha
This is Samantha from Einstein Hospital. I am calling to speak with him about his recent stay with us.

Andrew
This is Andrew.

Samantha
Hi. This is Samantha. I’m from Einstein, as I said. We are currently conducting a survey to obtain patient reviews on their recent visits. The survey will help us improve our services as well as our facilities and equipment. We’re obtaining information from as many former patients as possible. And although participation in this survey is not mandatory, it will be help to hear a former patient’s opinions so that we can better our services and facility for the future. We greatly value our patients, and want to create the best experience for them when visiting our hospital. The survey will only take about ten minutes, and your participation will be greatly appreciated.

Andrew
Alright, I’ll do it.
Samantha
Great. Okay. According to our records, you have stayed at Einstein Hospital within the past year, is that correct?

Andrew
Yes.

Samantha
And how long was your stay at Einstein?

Andrew
Three nights.

Samantha
Okay. And your gender?

Andrew
Male.

Samantha
And how old were you at the time of your visit.

Andrew
Twenty-eight.

Samantha
Okay. And which area do you live in?

Andrew
I’d rather not give that information.
Samantha
Okay, no problem. How many times in the past year have you checked into Einstein Hospital?

Andrew
Just once.

Samantha
And what was the reason for your hospital visit?

Andrew
I had surgery on my shoulder.

Samantha
Okay. And how long did you have to wait to see a nurse when you first arrived?

Andrew
Hm. It took a little while. I’d say about thirty minutes.

Samantha
Okay. And during your stay, how often did you feel that you were in good hands with the nurses and doctors: all of the time, most of the time, some of the time, or never?

Andrew
I’d say most of the time.

Samantha
Okay. And do you believe that Einstein Hospital has modern equipment and facilities?
Andrew
Eh, I’m not sure. I’ve never really been anywhere else.

Samantha
Did you have any problems or complaints that you would like to report about your visit?

Andrew
No.

Samantha
Okay. And have you had any problems with the care you received at Einstein Hospital after checking out?

Andrew
No. Not really.

Samantha
Okay. And since checking out, have you contacted Einstein for any reason?

Andrew
No I have not.

Samantha
Alright. And how often did the nurses and doctors care for you appropriately, and were available to provide you with assistance when it was needed during your stay?

Andrew
Pretty much all the time.
Samantha
Okay. And for the following questions, please respond with one of the following: excellent, good, average, below average, poor.

Andrew
Okay.

Samantha
How well did the hospital staff explain your illness, as well as the appropriate medications and procedures?

Andrew
I really don’t remember that too well.

Samantha
Would you say average, then?

Andrew
Yeah, I’d say average.

Samantha
Okay. How would you rate the knowledge and skills of the nurses and doctors?

Andrew
Good.

Samantha
Okay. How would you rate the environment of the facility?

Andrew
Excellent.
Samantha
And how would you rate the cleanliness of the hospital?

Andrew
Excellent.

Samantha
How would you rate the friendliness of the hospital’s employees?

Andrew
Average, I’d say.

Samantha
Okay. And on a scale of one to ten, ten being the best and one being the worst, how would you rate your overall experience at Einstein Hospital?

Andrew
I’d say a nine.

Samantha
Great. And would you recommend Einstein Hospital for friends or family, if needed?

Andrew
Yeah, sure. Absolutely.

Samantha
Okay. And what did you like the least about Einstein Hospital.

Andrew
The least? Well some of the nurses were very nice, but there were a lot of the employees that weren’t quite as friendly or helpful.
Samantha
Oh, okay. These are all of the questions I have for you. Thank you so much for your time and have a good day.

Andrew
Alright, thank you very much.

Samantha
Goodbye.

Andrew
Goodbye.

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