

Client Questionnaire - Tally Sheet

1. How would you rate our overall performance in terms of quality and responsiveness?

Exl	Gd	Acp	Blw
292	37	1	3

Exl = Excellent; Gd = Good; Acp = Acceptable; Blw = Below Average

2. Did the lawyers working on your case understand your objectives and expectations?

Y	S	N
17	2	0

Y = Yes; S = Somewhat; N = No

3. Did the lawyers working on your case communicate with you about significant developments in the case?

Exc	Suf	Not
43	279	4

Exc = Excessively; Suf = Sufficiently; Not = Not Enough

4. How would you rate the promptness of lawyers in returning your phone calls and answering your questions?

Exl	Ad	Too
300	25	3

Exl = Excellent; Ad = Adequate; To = Too Slow

5. How did we staff your case?

Exc	Eff	Ins
22	294	2

Exc = Excessively; Eff = Efficiently; Ins = Insufficiently

6. How did the lawyers on your case do meeting deadlines and other time commitments?

Bet	Ok	Dis
276	46	2

Bet = Better than Average; Ok = Okay; Dis = Disappointed

7. Was our trial team well organized and properly led?

Y	N
249	11

8. Were you satisfied with:

- a. Our budgets or projections of expenses?
- b. Billing promptness and details?
- c. Overall level of our fees?

Y	N
260	13
281	11
268	19

Client Questionnaire - Tally Sheet

9. How would you rate the quality of our:

- a. Legal research and briefing
- b. Oral advocacy
- c. Deposition taking
- d. Witness preparation
- e. Mediation advocacy
- f. Trial preparation/performance

	Sup	Gd	Avg	Blw
a	214	71	3	2
b	199	41	3	2
c	125	36	2	0
d	140	36	2	2
e	143	42	5	3
f	128	3	3	3

Sup = Superior; Gd = Good; Avg = Average; Blw = Below Average

10. Would you use us again or recommend us to others in an appropriate case?

Y	N
320	5

11. Should we continue or discontinue the use of a questionnaire like this?

C	D
272	24

C = Continue; D = Discontinue

12. Would you like to talk to a member of our Executive Committee about any comments you might be willing to share about our services?

Y	N
56	231
