

# Client Questionnaire - Tally Sheet

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

Exl	Gd	Acp	Blw
343	42	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
72	3	0

Y = Yes; S = Somewhat; N = No

3. Did the lawyers working on your case accomplish your objectives and meet your expectations?

Y	S	N
12	0	0

Y = Yes; S = Somewhat; N = No

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

Exc	Suf	Not
52	325	4

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

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

Exl	Ad	Too
353	26	3

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

6. How did we staff your case?

Exc	Eff	Ins
26	345	2

Exc = Excessively; Eff = Efficiently; Ins = Insufficiently

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

Bet	Ok	Dis
324	52	2

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

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

Y	N
288	13

9. Were you satisfied with:

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

	Y	N
a	303	17
b	333	12
c	311	23

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10. 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	252	84	3	2
b	233	47	3	2
c	145	44	2	1
d	167	42	2	2
e	169	49	5	3
f	152	3	3	3

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

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

Y	N
375	5

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