

Telephone Interview Questions

1. What comes to mind when you think of the legal services provided by John Doe/Firm Name?
2. Did you believe that you received VALUE for those services?
3. Overall where you satisfied with their services?
4. Specifically, as to the services, please rate the following from 1 (poor) to 5 (excellent):

a. Quality of service	1	2	3	4	5
b. Quality of legal product	1	2	3	4	5
c. Responsive to your needs	1	2	3	4	5
d. Understanding your business	1	2	3	4	5
e. Providing recommendations and solutions to business problems	1	2	3	4	5
f. Thoroughness	1	2	3	4	5
g. Timeliness	1	2	3	4	5
h. Reasonable Fees	1	2	3	4	5
i. Bottom line improvement	1	2	3	4	5
5. What could John/Firm do better or differently to improve their services?
6. Would you use the Firm again for your legal or business needs?
7. Would you recommend John/Firm to others?
 - a. If yes, why _____?
 - b. If not, why _____?
8. Are there any questions I should have asked, but didn't?
9. Would you like to make any additional comments?
10. Do you wish for me to keep any or all of your comments confidential?