

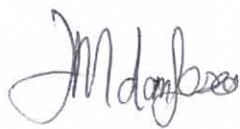
Customer satisfaction questionnaire

	Agree	Disagree
The lab client manual is available	✓	
Expected TAT Met	✓	
Are reports easily understood	✓	
Quality of service consistent and reliable	✓	
Telephonic communication with the lab professional	✓	
Messenger / courier service efficient	✓	
Lab easily reached telephonically	✓	
Cleanliness of the reception area is acceptable	N/A	
Waiting time before being attended to less than 10 min	N/A	
Messenger / couriers dressed professionally	✓	
Courtesy of the lab staff at reception	✓	
Urgent results available within TAT	✓	

Any other comments / suggestions:

Name of client: Dr. J. Madonsela

Date:10/03/2021



Customer satisfaction questionnaire

	Agree	Disagree
The lab client manual is available	✓	
Expected TAT Met	✓	
Are reports easily understood	✓	
Quality of service consistent and reliable	✓	
Telephonic communication with the lab professional	✓	
Messenger / courier service efficient	✓	
Lab easily reached telephonically	✓	
Cleanliness of the reception area is acceptable	N/A	
Waiting time before being attended to less than 10 min	N/A	
Messenger / couriers dressed professionally	✓	
Courtesy of the lab staff at reception	✓	
Urgent results available within TAT	✓	

Any other comments / suggestions: I have been working well with the proteus team and I am thankful.

Name of client: Sr. Unjani Clinic Katlehong

Date:03/03/2021



Customer satisfaction questionnaire

	Agree	Disagree
The lab client manual is available	✓	
Expected TAT Met	✓	
Are reports easily understood	✓	
Quality of service consistent and reliable	✓	
Telephonic communication with the lab professional	✓	
Messenger / courier service efficient	✓	
Lab easily reached telephonically	✓	
Cleanliness of the reception area is acceptable	✓	
Waiting time before being attended to less than 10 min	✓	
Messenger / couriers dressed professionally	✓	
Courtesy of the lab staff at reception	✓	
Urgent results available within TAT	✓	

Any other comments / suggestions: Thanks for excellent service.

Name of client: Dr. S.E Leketi

Date:10/03/2021

