

Arlene's Stables
435 Martin's Pond Road
Groton, Mt 01450
(978) 448-6370

SATISFACTION QUESTIONNAIRE

- 1- What do you think about the way your horse is/was fed? _____
- 2- About the way the stalls are/were kept? _____
- 3- About the way your horse is/was turned out? _____
- 4- About the way your horse is/was blanketed? _____
- 5- About the space available to keep tack? _____
- 6- About the space available to tack your horse? _____
- 7- About the use of a schedule for indoor ring use? _____
- 8- About the way the barn in general is/was kept? _____
- 9- Is there anything you would have/like/d to talk about to me to better your stay and the care of your horse here? _____
- 10-Do you think that I treat/ed you and/or your horse fairly? _____
- 11-Do you think that the way you handle/d your horse here is/was respected? _____
- 12-Would you have/like/d to share more activities with the other members (trails, lessons,...)? _____
- If not, what would you suggest? _____
- 13-Do you feel your presence is/was enjoyed here? _____
- 14-Do you think the boarding service is fair for the respective amount of money paid? _____
- 15-What do/did you like here the most? _____
- 16-What do/did you dislike here most? _____
- 17-Where would you suggest/expect a helpful change? _____
- 18-Do you think that the barn rules are fair and why? _____

Using the back of this page, feel free to elaborate on any question and make suggestions that will help me improve the services here. All the information that you provided me with will remain confidential. Try to answer with sincerity. It will help me understand you better as a customer and in order to keep a better focus on your horse's needs.

Thank you for helping me serve you better!