

Caller Satisfaction Survey
April – June 2007

# callers surveyed	Was the amount of time spent on your call adequate?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?
25	100% yes	100% yes	100% yes

Comments:

- Callers thanked Kim, Dave, Charisse, Peggy, Jim, Judy G., Becky.
- Charisse was so nice. She calmed me down.
- Kim and the Poison Center are worth their weight in gold.
- I'm telling all my friends about your wonderful service.
- I was amazed to get a follow-up call.
- I was happy to know what signs to watch for (in my child). I watched him closely all day.