Customer Care Survey

Response ID: 2283 Data

A	
. How would you rate your overa	all experience with Purebred Breeders?
Rate 1-5 p	paws
Overall experience 3	
Continued to the second of the	
. Did you find your Puppy Cour	nselor to be knowledgeable, courteous, and helpful when selecting your new pupp
Rate 1-5 pa	naws
Puppy Counselor 3	
	The second secon
. Did your Puppy Counselor cle reeders department would supp	early communicate the process of receiving your puppy, clarifying how each Pureb port you along the way?
Rate 1-5 pa	accompany,
Acetas and the tree acetas and the acetas in the case tender is also access in according to a loss of the	SCHOOL STATE OF THE SCHOOL
Puppy Counselor 2	
When calling into Purchred B	Breeders, were your calls handled professionally and in a timely manner?
parameter and the control of the con	rectors, were your date nationed processionary and in a circle, marrier.
Rate 1-5 paws	
Reception 3	
. Were you well informed and p	prepared by our Flights department for your puppy's arrival?
. Were you well informed and pu	
Rate 1-5 paws	
But a superior and an extensive thousand the superior and a superior and an extensive transfer and a superior a	
Rate 1-5 paws Flights Dept. 3	
Rate 1-5 paws Flights Dept. 3	r the first time how would you rate your reaction?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5	r the first time how would you rate your reaction?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for	r the first time how would you rate your reaction?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5	r the first time how would you rate your reaction? paws
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for	r the first time how would you rate your reaction?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws	r the first time how would you rate your reaction? paws
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for	r the first time how would you rate your reaction? paws
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5	r the first time how would you rate your reaction? paws fairly straightforward and easy?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5	r the first time how would you rate your reaction? paws fairly straightforward and easy? erience with our Customer Care department; were they informative and courteous?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5	r the first time how would you rate your reaction? paws fairly straightforward and easy? erience with our Customer Care department; were they informative and courteous?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5	r the first time how would you rate your reaction? paws fairly straightforward and easy? erience with our Customer Care department; were they informative and courteous?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5 How would you rate your experience for Rate 1-5	r the first time how would you rate your reaction? paws fairly straightforward and easy? erience with our Customer Care department; were they informative and courteous? 5 paws
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5 How would you rate your experience for Rate 1-5 Customer Care Dept. 3	r the first time how would you rate your reaction? paws fairly straightforward and easy? erience with our Customer Care department; were they informative and courteous? 5 paws 3 esentative resolve any questions, concerns, or issues that you may have had?
Rate 1-5 paws Flights Dept. 3 When meeting your puppy for Rate 1-5 Customer Reaction 5 Was your billing experience for Rate 1-5 paws Billing Dept. 5 How would you rate your experience for Rate 1-5 Customer Care Dept. 3	r the first time how would you rate your reaction? paws fairly straightforward and easy? erience with our Customer Care department; were they informative and courteous? 5 paws 3 esentative resolve any questions, concerns, or issues that you may have had?

Start par 8 comments principally comments and comments are com-	Rate 1-5 paws
Recommendation	on 2
The same and the s	and the state of the second se

11. Please tell us how you first heard about us.

onlinde search

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

We felt a little mislead by the breeder that our puppy had been started on potty training since he was already 10 weeks old. He has no idea what-so-ever the difference between inside vs. outside. He also has roundworms that we are treating. But the bottom line is, we love him very much and would not give him up for anything.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1067565

2. Thank You!

Email

Sep 20, 2012 18:50:26 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL .
City:	Warrenville
Postal Code:	60555
Long & Lat:	Lat: 41.8251, Long:-88.204903

Response ID: 4994 Data

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	- 5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

Customer Reaction	5	
	Rate 1-5 paws	V. New

7. Was your billing experience fairly straightforward and easy?

Accounting Dept.	5
and the second	Rate 1-5 paws

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	, F

Looking on line and just came upon the site

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Would use your service again

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1031419

2. Thank You!

Email

Jul 28, 2012 15:39:54 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL.
City:	Chicago
Postal Code:	60631
Long & Lat:	Lat: 41.999001, Long:-87.821999

Response ID: 6164 Data

-	ľ	

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	4

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

Reception	F.
	Rate 1-5 paws

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	3

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	4

9. Would you recommend Purebred Breeders to your friends and family?

Recommendation	5
Description (Section)	Rate 1-5 paws

We just looked up Illinois toy poodle breeders on google!	
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!	
WE LOVE OUR PUPPY!	
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	
Customer ID	
1072266	

Email

Nov 09, 2012 22:55:45 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL .
City:	Deerfield
Postal Code:	60015
Long & Lat:	Lat: 42.174301, Long:-87.880997

Response ID: 6398 Data

_	
- [

1 How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

i de l'altre de la company	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate:1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

internet		
11. Is there anything else you would like us to know about your every important to us!	xperience with Purebred Bree	eders? Your feedback is
12. Please feel free to use the space below for a testimonial that w	e can upload to our Purebred E	Breeders site.
Customer ID		
1076264	•	

Email

Nov 30, 2012 02:20:26 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60616
Long & Lat:	Lat: 41.847099, Long:-87.624802

Response ID: 5777 Data

_	
1	

1. How would you rate your overall experience with Purebred Breeders?

Overall experience	5
	Rate 1-5 paws

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	4

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

Accounting Dept.	5
10.2	Rate 1-5 paws

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

website
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
Customer ID
1078362

Email

Oct 04, 2012 14:07:48 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Glenview
Postal Code:	60025
Long & Lat:	Lat: 42.085499, Long:-87.824699

Response ID: 5141 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

Overall experience	4
	Rate 1-5 paws

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	-Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	3

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

Customer Care Dept.	5
	Rate 1-5 paws

9. Would you recommend Purebred Breeders to your friends and family?

100	Rate 1-5 paws
Recommendation	5

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Beth was awesome! The only feedback I can give you of any value concerns "Pet Safe." They are impossible to reach by phone, as the hold wait times are in excess of 30 min. The airline phone number provided to me by the travel department was for the wrong airline. Could easily be made more seamless. Overall we love our puppy, and will happily refer your organization!

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1041294

2. Thank You!

Email

Aug 10, 2012 22:29:53 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60601
Long & Lat:	Lat: 41.8675, Long:-87.6744

Response ID: 3408 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	3

6. When meeting your puppy for the first time how would you rate your reaction?

Customer Reaction	1
	Rate 1-5 paws

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	4

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

Customer Care Dept.	4
	Rate 1-5 paws

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

	£.		١.,	
oet	ш	IU	u	ы

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

The only problem I had (and it is partly my falt for not knowing computers very well) was when trying to print travel information, my computer kept saying there was a pop-up attached. I finely got it. Every thing else was fine. Thanks William

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

I don't know how you did it, but I got the best puppy in the world!! Thanks William

Customer ID

961491

2. Thank You!

Email

Mar 21, 2012 10:15:17 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Orion
Postal Code:	61273
Long & Lat:	Lat: 41.3619, Long:-90.4142

Response ID: 3935 Data

ı	è	٠		

1. How would you rate your overall experience with Purebred Breeders?

Overall experience	5
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

100	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

internet
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
love my puppy
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
I would like to send a picture and testimonial-how do i do this?
Customer ID
986123

Email

Apr 29, 2012 16:27:33 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Marion
Postal Code:	62959
Long & Lat:	Lat: 37.7229, Long:-88.885201

10. Please tell us how you first heard about us.

Response ID: 6380 Data

L.	
	verall experience with Purebred Breeders?
	·
Rate 1-	
Overall experience	
. Did you find your Puppy C	counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?
Rate 1-	5 paws
Puppy Counselor 4	1
. Did your Puppy Counselor Breeders department would s	clearly communicate the process of receiving your puppy, clarifying how each Purebre support you along the way?
Rate 1-	5 paws
Puppy Counselor 4	4
	mmanas antonius viet.
When calling into Purebre	d Breeders, were your calls handled professionally and in a timely manner?
Rate 1-5 paws	
Reception 5	
Rate 1-5 paw	d prepared by our Travel department for your puppy's arrival?
s. When meeting your puppy	for the first time how would you rate your reaction?
Rate 1	L-5 paws
i ·	
	enancemonical and the second and the
'. Was your billing experienc	ce fairly straightforward and easy?
Rate 1-5	paws
Accounting Dept. 5	
If you had any interaction y	with our Customer Care department, how would you rate your experience; were they
nformative and courteous?	with our customer care department, now would you rate your experience, were mey
Rate	= 1-5 paws
Customer Care Dept.	4
	rebred Breeders to your friends and family?
Rate 1-	5 paws
Recommendation 4	1

11. Is there anything overy important to us!	lse you would like us to know about your experience with Purebred Breeders? Your f	feedba
12. Please feel free to	se the space below for a testimonial that we can upload to our Purebred Breeders site	e.
Customer ID		
1106645		
		,
2. Thank You!		
Email		
Email	3 Success: Email Sent to: marketing@purebredbreeders.com	
Email Nov 28, 2012 18:40:4	3 Success: Email Sent to: marketing@purebredbreeders.com	
Email Nov 28, 2012 18:40:4	3 Success: Email Sent to: marketing@purebredbreeders.com United States	
Email Nov 28, 2012 18:40:4 Response Location Country:	United States	
Email Nov 28, 2012 18:40:4 Response Location		
Email Nov 28, 2012 18:40:4 Response Location Country:	United States	
Email Nov.28, 2012 18:40:4 Response Location Country: Region:	United States	

Response ID: 5156 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

and the second second	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	4

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

Travel Dept	E .
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

Customer Reaction	5
	Rate 1-5 paws

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

~	_	_	~	le

- 11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
- 12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1034422

2. Thank You!

Email

Aug 12, 2012 11:25:01 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	West Chicago
Postal Code:	60185
Long & Lat:	Lat: 41.8969, Long:-88.210403

Response ID: 5845 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	4

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	'Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	4

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	4

internet	
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your fe very important to us!	edback is
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	
Customer ID	
1072266 	.]

Email

Oct 12, 2012 10:38:09 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	L
City:	Deerfield
Postal Code:	60015
Long & Lat:	Lat: 42.174301, Long:-87.880997

Response ID: 5403 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

Overall experience	5
	Rate 1-5 paws

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

100	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

Puppy Counselor	5
	Rate 1-5 paws

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

and the second	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

Association Donat	- Company
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

Customer Care	e Dent	5	
414 62 6 6 6	F	are 1-5 paws	Š

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

Internet
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
Customer ID
1048666

Email

Sep 01, 2012 15:47:52 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60601
Long & Lat:	Lat: 41.8675, Long:-87.6744

Response ID: 3977 Data

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

Travel Dept.	1
	Rate 1-5 paws

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1.5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

ONLINE

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

PLEASE TRY TO GET THE AIRPORT INFO OF WHERE TO PICK UP THE PUPPY, IT TOOK ME HRS TO FIND THE CORRECT PICK UP PLACE.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

EVERY BIT OF INFORMATION REGARDING THE PUPPY WAS EXACT. hE IS SOOO FULL OF ENERGY, THE CUTEST PUP I'VE EVER SEEN. THE VETS OFFICE PASSED HIM AROUND SO I BARELY SAW HIM WHEN I WAS THERE. LOL THANK YOU.

Customer ID

987206

2. Thank You!

Email

May 03, 2012 02:16:33 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	1L
City:	Bourbonnais .
Postal Code:	60914
Long & Lat:	Lat: 41.191601, Long:-87.855499

Response ID: 2732 Data

1

1. How would you rate your overall experience with Purebred Breeders?

and the second second	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

Customer Reaction	Kale 1-5 paws
Customer Redution	

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

Internet search for my desired breed of dog.	
11. Is there anything else you would like us to know about your experience with Purebred Breed very important to us!	ders? Your feedback is
Everything went well.	
I was apprehensive to purchase a dog without first seeing the animal but glad I overcame this fear.	
Dog was healthy and has adjusted to her new home quickly.	
The ability to talk with the breeder on the phone was a big factor in going ahead with the purchase.	
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred B	reeders site.
Use the comments above.	
Customer ID	
906726	

Email

Jan 01, 2012 11:21:30 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Lake Zurich
Postal Code:	60047
Long & Lat:	Lat: 42.200802, Long:-88.042999

Response ID: 5960 Data

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

Internet	
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback very important to us!	
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	
Customer ID 1084340	

Email

Oct 23, 2012 12:52:05 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60601
Long & Lat:	Lat: 41.8675, Long:-87.6744

Response ID: 4970 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

Overall experience	5
	Rate 1-5 paws

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

Puppy Counselor	5
	Rate 1-5 paws

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	2

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

**************************************	Rate 1-5 paws
Recommendation	5

Internet search

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

The shipping experiance was not good. American airlines has very poor service. I attempted to contact them 3 times. The first time there was no notification of time to be on hold and after 45 minutes i hung up. The second time the notification was that the wait time was between 30 and 35 minutes and i did not have that much time. The third and final time i called, the anounced wait time was between 25 and 30 minutes, the call was answered in 22 minutes. All i needed to know was the pick up address and that is something that your people should have been able to provide. The American airlines representative took almost 5 minutes to find the address for the carco hub at the second buisiest airport in the world, go figure??? They confirmed the flight was running 5 minutes behind and other than that, they were no help at all. It ends up that all i needed was the pick up address and your service should have provided that. Other than that, the entire process was great!!!

Thank you!

Shawn

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

I was very happy with the service I received! The puppy counselor spent plenty of time with me and reviewed many puppies' Bios, and he was very patient while I made my decision of what puppy would fit our family best. I received our little bundle of energy and joy in four days and we are doing great!

Thank you!

I will recommend your service to everybody that is looking for a new four legged friend.

Shawn

Customer ID

1035742

2. Thank You!

Email

Jul 26, 2012 09:58:44 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL .
City:	Oswego
Postal Code:	60543
Long & Lat:	Lat: 41.663399, Long:-88.315498

Response ID: 5557 Data

-	
1	

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

Puppy Counselor	5
	Rate 1-5 paws

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	4

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

*		-Rate 1-5 paws
	Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

_	
enthor	he internet

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

I would like to have updated pictures of the puppy while waiting for the delivery date.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1037172

2. Thank You!

Email

Sep 13, 2012 17:16:04 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	iL
City:	Naperville
Postal Code:	60540
Long & Lat:	Lat: 41.7701, Long:-88.140404

10. Please tell us how you first heard about us.

Response ID: 6648 Data

-\$.		
. How would you rate you	verall experience with Purebred Breeders?	
Rate	-5 paws	
Overall experience	5	
		a alu pii ppii
and the second of the second o	Counselor to be knowledgeable, courteous, and helpful when selecting your r	iew pappy:
Rate		
Puppy Counselor	5	
L Did vour Puppy Counse	r clearly communicate the process of receiving your puppy, clarifying how ea	ch Purebre
	support you along the way?	
Rate	-5 paws	
Puppy Counselor	5	
	transfer to the second of the	
When calling into Purel	ed Breeders, were your calls handled professionally and in a timely manner?	
Rate 1-5 pa		
Reception 5		
Rate 1-5 p	Ŵ\$`;	
6. When meeting your pur	y for the first time how would you rate your reaction?	
, ≀ Rε	1-5 paws	
Customer Reaction	5	
Last case concerns where the confidence of purific the party and short had called the case of the case	management and the least of the	
gya yang taga yang dan dan galang kalang	ce fairly straightforward and easy?	
Rate	5 paws	
Accounting Dept.	;	
2 If you had any interaction	with our Customer Care department, how would you rate your experience; we	ere thev
nformative and courteous	with our dustance date department, now would you take your experience, or	
	te 1-5 paws	
Customer Care Dept.	5	
9. Would you recommend	rebred Breeders to your friends and family?	
Rate	-5 paws	
Recommendation	5	

•						- 1						- 1	
ı	n	T	0	""	٠.	_	۰	S	o	•	۲.	~	n

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Sent an email to your office yesterday - have not yet received a response. Looking to see if I can get a copy of original information sheet on Beauty with in info on her parents. I neglected to copy it originally and no longer have access. We would like the info on the parents they showed initially. Any chance that can still be found and electronically attached to an email to us? You guys have been great to deal with. Only confusion was the travel arrangements. Earlier contact with the breeder upon learning of breeder delivery vs. flying Beauty would have helped a lot. Breeder was great and very understanding about the travel mixup. He went out of his way to make the delivery easier.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1114636

2. Thank You!

Email

Dec 19, 2012 14:40:00 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	L.
City:	La Grange
Postal Code:	60525
Long & Lat:	Lat: 41.777599, Long:-87.860497

Customer Care Survey

Response ID: 2175 Data

L.	manufacture and the second of
How would you rate your over	all experience with Purebred Breeders?
Rate 1-5	paws
Overall experience 4	
. Did you find your Puppy Cou	inselor to be knowledgeable, courteous, and helpful when selecting your new pup
Rate 1-5 p	Daws
Puppy Counselor 4	
. Did your Puppy Counselor cl reeders department would sup	early communicate the process of receiving your puppy, clarifying how each Pure oport you along the way?
Rate 1-5 p	Daws
Puppy Counselor 5	
. When calling into Purebred E	Breeders, were your calls handled professionally and in a timely manner?
Rate 1-5 paws	
Santa and a santa a sa Santa a	•
Reception 4	
Were you well informed and p Rate 1-5 paws	prepared by our Flights department for your puppy's arrival?
Flights Dept. 5	
. When meeting your puppy for	r the first time how would you rate your reaction?
Rate 1-5	paws
Customer Reaction 5	
. Was your billing experience t	fairly straightforward and easy?
Rate 1-5 paws	
Billing Dept. 5	
	erience with our Customer Care department; were they informative and courteous?
Rate 1	
Customer Care Dept.	4
Company of the Compan	Activities and the second seco
. Did your Customer Care repre	esentative resolve any questions, concerns, or issues that you may have had?
Rate 1-	5 paws
	amonto de la companya del companya della companya d
	4

till der state og forstatte state state state state state og forstatte state og forstatte state of the state	Rate 1-5 paws
Recommendation	5
11 Please tellus how	you first heard about us.
internet	yea matricus a about us.
12. Is there anything very important to us!	else you would like us to know about your experience with Purebred Breeders? Your feedback is
Our experience with	Purebred Breeders was great! It was an easy process and we could not be happier with our new puppy!
13. Please feel free to	use the space below for a testimonial that we can upload to our Purebred Breeders site.
Customer ID	
691255	
2. Thank You!	
	·
Aug 20, 2012 12:08	15 Success: Email Sent to: marketing@purebredbreeders.com
	5-2
esponse Location	
Country:	United States
Region:	L.
	randrada. Tanangan membangan salah mengangan salah salah salah salah salah salah sebagai sebagai sebagai sebagai sebagai Tanangan salah salah salah sebagai seb
City:	Chicago

Postal Code:

Long & Lat:

60614

Lat: 41.922401, Long:-87.652397

Response ID: 6169 Data.

1.	
How would you rate your overall experience with Purebrece	d Breeders?
Rate 1-5 paws	
Overall experience 5	
2. Did you find your Puppy Counselor to be knowledgeable,	courteous, and helpful when selecting your new puppy?
Rate 1-5 paws	
Puppy Counselor 5	
3. Did your Puppy Counselor clearly communicate the proce	ss of receiving your puppy, clarifying how each Purebred
Breeders department would support you along the way?	
Rate 1-5 paws	
Puppy Counselor 5	
4. When calling into Purebred Breeders, were your calls har	adled professionally and in a timely manner?
Experience of the different demonstration of a consequence of the cons	ruled professionally and in a unitry manner.
Rate 1-5 paws	
Reception 5	
5. Were you well informed and prepared by our Travel depart	ment for your puppy's arrival?
Rate 1-5 paws	
Travel Dept. 5	
naver Dept. 3	
6. When meeting your puppy for the first time how would yo	u rate your reaction?
Rate 1-5 paws	
Customer Reaction 5	
CONTRACTOR AND	
7. Was your billing experience fairly straightforward and ea	sy?
Rate 1-5 paws	
Accounting Dept. 5	
Notice the manufacture of the second control	
8. If you had any interaction with our Customer Care departrinformative and courteous?	nent, how would you rate your experience; were they
An experience of the second	
Rate 1-5 paws	
Customer Care Dept. 5	
9. Would you recommend Purebred Breeders to your friends	and family?
Rate 1-5 paws	
Recommendation 5	
Trecommendation of	

Internet search
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
Customer ID
1089768

Email

Nov 10, 2012 13:23:43 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States		• •		
Region:	IL	*	٠		
City:	North Aurora				
Postal Code:	60542				
Long & Lat:	Lat: 41.804401, Long:				