



\_\_\_\_\_<sup>1</sup> \_\_\_\_\_<sup>4</sup>  
 Your Name Title

\_\_\_\_\_<sup>2</sup> \_\_\_\_\_<sup>5</sup> \_\_\_\_\_<sup>6</sup>  
 Company: In-House law department: Law Firm:

\_\_\_\_\_<sup>3</sup> \_\_\_\_\_<sup>7</sup>  
 City, State: Date:

### Thank You For Your Feedback.

Please rate the following questions regarding the services provided to you by Major, Lindsey & Africa. We appreciate your open and candid response. The insights from your feedback will be used to improve our relationship and to better serve you. **Please return the completed survey by fax. See below.**

### Rating Scale - choose 1 through 10

- 1 Exceptional Performance - Rarely equaled by other firms.
- 2
- 3 Above Average - Frequently exceeds my expectations.
- 4
- 5 Average - Satisfactorily meets my standards.
- 6
- 7 Below Average - Failed to meet my standards in a material way.
- 8
- 9 Unacceptable - No significant and sustained effort by Major, Lindsey & Africa to improve.
- 10 No Experience/Not Applicable

### Overall Satisfaction

Please indicate your overall level of satisfaction with Major, Lindsey & Africa on your last search.  8

### Responsiveness

- Available and accessible  9
- Consistently delivers when or before I expect it  10
- Returns phone calls and emails as promptly as I wish  11
- 12

### Overall Responsiveness Rating

### Performance

- Do what we say we will do  13
- Knows the legal marketplace and puts that knowledge to work for me  14
- Tailors the search process and deliverables to fit my specific needs  15
- Quickly focuses on and resolves key issues  16
- Communicates well and in a manner I understand  17
- 18

### Overall Performance Rating

### Attitude

- I feel that my interests are always put first  19
- Works well with me  20
- Demonstrates integrity in its service and business relationship  21
- 22

### Overall Attitude Rating

### Search Management

- Understands my organization's legal needs and our culture  23
- Presents qualified candidates who meet our criteria and fit our culture  24
- Presents "the right" number of candidates, not too many or too few  25
- Keeps me informed of the search status as often as I wish  26
- Accurately represents the position to candidates  27
- Coordinates and works well with other people in my organization  28
- Provides timely and clear invoices  29
- Responsive to billing inquiries  30
- 31

### Overall Search Management Rating

### Intangibles

- I am treated as an important client  32
- I can rely on Major, Lindsey & Africa  33
- Understands my personal goals as well as business objectives  34
- Adds value to our relationship beyond what is required  35
- Informs me on matters of general interest/new trends/issues  36
- I am comfortable dealing with others at Major, Lindsey & Africa when my primary contact is not available  37
- 38

### Overall Intangibles Rating

# IN YOUR OWN WORDS....

1. How did you learn about Major, Lindsey & Africa?

39  Colleague referred me

42  MLA contacted me as a potential candidate

40  General reputation

43  MLA contacted me about my company's search needs

41  Advertisement/Conference

44  Other \_\_\_\_\_ (fill in)

2. Why did you choose Major, Lindsey & Africa? \_\_\_\_\_ 45

3. What did you like **most** about working with us during this past search? \_\_\_\_\_ 46

4. What **unique** need (if any) did you have on this search that we did not fully understand? \_\_\_\_\_ 47

5. What was your **least favorite** experience working with Major, Lindsey & Africa on this search? \_\_\_\_\_ 48

6. If Major, Lindsey & Africa could improve **just one thing**, what would it be? \_\_\_\_\_ 49

7a. If a need arose again, would you **engage** Major, Lindsey & Africa for your next search?

Yes  50 No  51 Please explain.

\_\_\_\_\_ 52

7b. If you had occasion to do so, would you **refer** Major, Lindsey & Africa to a colleague or friend?

Yes  53 No  54 Please explain.

\_\_\_\_\_ 55

8. What is your **preferred method** to be contacted by for each major step in the search process?

### Your needs

56  In person

57  Telephone

58  Email

59  Hardcopy letter/doc.

### Candidate submission

60  In person

61  Telephone

62  Email

63  Hardcopy letter/doc.

### Follow-up

64  In person

65  Telephone

66  Email

67  Hardcopy letter/doc.

9. Is there anything else you would like to communicate about our service and capabilities that were not touched on above? \_\_\_\_\_ 68