



CLIENT SURVEY

Dear valued client:

Our team here at European massage is consistently striving to improve our services and business; therefore, we need to hear from those whose opinions and suggestions mean the most... yours!

We would greatly appreciate it if you would take 5 minutes to complete the following survey to share your views about our business. We encourage **all** opinions and views both **positive** and **CONSTRUCTIVE**.

To show our appreciation, we will put your name in a monthly drawing for a **FREE** 1 hour massage! Simply fill out the survey and leave it in the **ROOM**. We'll then write down your name and include it in our next drawing. We are grateful for your input and advice.

Rank: 1 = never 2 = infrequently 3 = sometimes 4 = often 5 = always

1) Do you receive a warm greeting from our staff when you enter our business?
1 2 3 4 5

2) When you call us how often is your call answered by our receptionist?
1 2 3 4 5

3) Are your calls returned promptly when you leave a telephone message?
1 2 3 4 5

4) Are you able to schedule appointments at the times most convenient for you?
1 2 3 4 5

5) Do you find our business appearance to be neat and clean?
1 2 3 4 5

6) Is the temperature of our treatment rooms comfortable for you?
1 2 3 4 5

7) Does your therapist use techniques that meet your needs?
1 2 3 4 5

8) Does your therapist communicate clearly so you feel comfortable before, during and after the session?
1 2 3 4 5

9) If given the opportunity to schedule your appointments online how often would you use the online service?
1 2 3 4 5

10) How did you hear about our business?

11) We would like to improve our services by sending thank you cards for referrals with coupons, holiday cards with specials, newsletter and much more. Please provide us with

Your mailing address: _____

Your email address: _____

Your phone number: _____

13) How would you like us to improve in the following areas? (Your comments are much appreciated)

European massage co. service: _____

Therapists: _____

Receptionist: _____

We would like to thank you very much for taking the time to complete our survey. We are always looking for ways how to improve our services so we can always serve you well. As a thank you we would like to give you a free gift with your next appointment. Please mention this to your therapist or our receptionist when you schedule your next appointment. Thank you again.