

Salon Client Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about your most recent hair appointment at the salon named in the invitation. All questions are optional. Do not include health information, photos, payment details or another person's name. Contact the salon directly if you need a response about your appointment.

1. How well did the stylist understand the result you wanted before starting?

- ☐ Not at all well
- ☐ Slightly well
- ☐ Moderately well
- ☐ Very well
- ☐ Extremely well
- ☐ I did not discuss a preferred result

2. How clear was the expected price before the service began?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not discuss the price
- ☐ I cannot remember

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3. How satisfied were you with the wait before your service began?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I cannot judge

4. How satisfied were you with the finished result?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I cannot judge yet

5. Before leaving, how comfortable did you feel asking for a change to the result?

- ☐ Very uncomfortable
- ☐ Somewhat uncomfortable
- ☐ Neither comfortable nor uncomfortable
- ☐ Somewhat comfortable
- ☐ Very comfortable
- ☐ I did not want a change
- ☐ Prefer not to say

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6. What part of the appointment worked particularly well?

7. What should the salon improve for your next visit?
