

Spa Service 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 visit to the spa named in the invitation. All questions are optional. Please leave out medical details and other people's personal information.

1. How clear was the explanation of what your spa service would involve?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not receive an explanation
- ☐ Not applicable

2. How well did staff listen to your preferences for the service?

- ☐ Not at all well
- ☐ Slightly well
- ☐ Moderately well
- ☐ Very well
- ☐ Extremely well
- ☐ I did not share preferences

3. How comfortable was the treatment environment during your visit?

- ☐ Very uncomfortable
- ☐ Somewhat uncomfortable
- ☐ Neither comfortable nor uncomfortable
- ☐ Somewhat comfortable
- ☐ Very comfortable
- ☐ Not applicable

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4. How easy was it to ask staff to change something during your service?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I did not need to ask

5. Overall, how satisfied were you with this spa visit?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied

6. What part of the visit worked especially well for you?

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7. What one change would have improved your visit?
