

rubywaxx customer feedback form

So that we can serve you better, please could you complete this questionnaire and then return it to us.

Thank you for your time and valuable information!

Name: **Today's date:**

How often have you visited *rubywaxx*?

☐ This is my first visit ☐ I've been a few times ☐ I come every month or so – I'm a regular

Which treatment did you have today?

Have you tried any of our other treatments? (Tick all that apply.)

☐ Waxing ☐ Facials ☐ Eye treatments ☐ Manicures ☐ Pedicures ☐ Massages
☐ Spray tans ☐ Sunbeds ☐ IPL ☐ Cosmetic injectables ☐ Sparties

Are there any other beauty salons you visit from time-to-time?

☐ No ☐ Yes – what is the name of the salon?
If yes, what does that salon do that you particularly enjoy? (e.g. treatment type, service, ambience, etc.)
.....

Please rate our overall level of service:

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate the quality of our treatments: (Are our staff suitably skilled?)

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate how pampered you feel after a *rubywaxx* treatment:

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate whether you feel you received enough information on your treatment:

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate the ambience and salon interior at *rubywaxx*: (Is *rubywaxx* a nice place to be?)

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate the friendliness of the staff at *rubywaxx*: (Did you feel at ease here?)

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate the cleanliness and hygiene at *rubywaxx*:

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate the value for money which you feel *rubywaxx* offers:

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Please rate the punctuality at *rubywaxx*: (Are we on time for your appointments?)

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

Do you receive our email newsletters? ☐ No ☐ Yes - please rate these:

Terrible → 0 1 2 3 4 5 6 7 8 9 10 ← Awesome!

What are the best aspects of *rubywaxx*?

How can we improve our service to you?

Any additional comments? Please feel free to attach additional information.

How likely is it that you will recommend *rubywaxx* to a friend or colleague? Please mark:

Not at all likely → 0 1 2 3 4 5 6 7 8 9 10 ← Very likely/have already done so

Thank you very much. Now please return this form to us. **Email:** ruby.waxx@hotmail.com

Post: Rubywaxx, Inside Les Mills, 186 Victoria Street West, Auckland. Attn: Ruby Francis.