

## Client Satisfaction Results 2015 - Client responses in red

Thank you for taking the time to complete this questionnaire. Client feedback is very important to us.

We will not be able to identify you from this questionnaire unless you choose to identify yourself.

### Questions

#### 1. Preparing for your treatment

- How quickly was the telephone answered when calling to make your appointment?

Excellent 6          very good 7          quite good 0          poor 0

Comments

- How helpful and courteous was the Receptionist?

Excellent 12          very good 1          quite good 0          poor 0

Comments

- How easy was it to get the appointment you wanted with the therapist of your choice?

Excellent 8          very good 3          quite good 2          poor 0

Comments

- How was your experience of being welcomed to the salon?

Excellent 12          very good 1          quite good 0          poor 0

Comments

- How adequate was the pre treatment information?

Excellent 9          very good 4          quite good 0          poor 0

Comments

Consultation beforehand really useful

#### 2. The treatment

- What treatment did you have?

Hair removal

Pedicure and polish

Permanent make up (eyebrows)

Eyebrow tidy and tint

Nails

Eyebrow wax and tint

Skin breeze and VPL

HD Brows

Lip and eyebrow

Permanent eyebrow make up

Many

Waxing HD Brows

I have had so many here and enjoyed all of them. Caci eyebrow upper lip laser pedicures

- How good was the standard of your treatment?

Excellent 12                      very good 1                      quite good 0                      poor 0

Comments

### 3. The therapist

Who was your therapist? Cerys 8 Andrea 1 Paula 1 Ayprul 1 Jess 1

Cerys                      Andrea                      Carrie                      Paula                      Ayprul

Charmaine                      Rhian                      Bethan                      Jess

- How friendly and helpful were they?

Excellent 12                      very good 1                      quite good 0                      poor 0

Comments

- How good were their skills in providing the treatment?

Excellent 13                      very good 0                      quite good 0                      poor 0

Comments

• How good was their knowledge of the treatment?

Excellent 13                      very good 0                      quite good 0                      poor 0

Comments

Answered all my questions

4. After care

• Did you receive after care advice?

Yes 13                      No 2                      written 2                      verbal 7

Comments

• Did you think the service was good value for money?

Yes 13                      No 0                      If no why not?

Comments

Treatment not finished as yet

• How was the level of cleanliness in the salon and treatment area?

Excellent 11                      very good 2                      quite good 0                      poor 0

Comments

I'm always impressed by the cleanliness and organisation of the salon

• How does Bliss Beauty compare to other salons you have used?

Better 11                      no difference 0                      not as good 0

Please could you explain why?

Haven't used another salon

Friendly staff calm atmosphere reminder texts

Really lovely treated wonderfully

I feel the standard / quality of treatments here are better and feel they are more trustworthy when it comes to what expectations one can have re results

Very personal experience previously had eyebrow waxing and tinting with Carrie

Professional. Range of services

Don't go anywhere else

Haven't used any other salon

What was the best thing about your experience at Bliss Beauty?

Friendly and service

Staff friendly and helpful

Relaxed atmosphere

Good service

The staff

Friendly staff always happy with the results from treatments

Professional

What was the worst thing about your experience at Bliss Beauty?

N/A 6

Waiting for an appointment

What suggestions do you have for improving the salon experience?

N/A 3

Advertising NHS Staff discount

On a scale of 1 - 10                      1=poor                      10 = excellent

How would you rate the service provided by Bliss Beauty? (please circle)

1 -0      2 -0      3 -0      4 -0      5 -0      6 -0      7-0      8 - 1      9 - 5      10 -7

Comments

How did you become aware of Bliss Beauty?

Google

Work locally

Used previously

Through a colleague

From internet

Always came here since opening

From online research for a nearby spa

Friend recommended

Friends and family

Family member recommendation

Driving past

Passed by

What treatments would you be interested in having in the future including treatments not yet provided by Bliss Beauty?

Facials

Facials and massage

Thread vein treatment

Have you visited our website? [www.blissbeautybycerys.co.uk](http://www.blissbeautybycerys.co.uk)      Yes 7      No 4

If yes were you able to find all the information you wanted easily?      Yes 6      No 0

Comments

Thank you for taking the time to complete and return this questionnaire.

Cerys Davies

Salon Director