

Spa guest survey results

Date

Treatment

Number of answers

Tally how many guests ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. My therapist asked what I wanted from the treatment.							
2. I felt free to ask for a change during the treatment.							
3. My therapist was skilled at this treatment.							
4. Every area I used was spotless.							
5. The spa felt calm from the moment I arrived.							
6. The visit was worth what I paid.							

How tense or stressed did you feel after your treatment

NOT AT ALL

A LITTLE

SOMEWHAT

VERY

EXTREMELY

Strengths

The two statements with the highest percent agree.

Work on next month

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What guests told us, and the change we are making.