

## Mystery shopper report card

Practice name: \_\_\_\_\_  
Location: \_\_\_\_\_  
Date: \_\_\_\_\_  
Shopper's name: \_\_\_\_\_  
Services sought: \_\_\_\_\_  
Veterinarian seen: \_\_\_\_\_  
Services rendered: \_\_\_\_\_ Fee: \$ \_\_\_\_\_  
\_\_\_\_\_ Fee: \$ \_\_\_\_\_  
\_\_\_\_\_ Fee: \$ \_\_\_\_\_

### Appearances

What were your impressions of the exterior of the practice, including the sign and parking lot?

\_\_\_\_\_

\_\_\_\_\_

When you entered the practice, were you greeted by a receptionist? ☐ Yes ☐ No  
Were staff members wearing uniforms? ☐ Yes ☐ No  
Did staff members wear name badges? ☐ Yes ☐ No

Did the following employees' appearances seem professional?

Receptionists: ☐ Yes ☐ No  
Technicians: ☐ Yes ☐ No  
Veterinarians: ☐ Yes ☐ No  
Practice manager: ☐ Yes ☐ No

Was the inside of the practice:  
☐ Clean and orderly ☐ Untidy but overall clean  
☐ Dirty and smelly

Comments: \_\_\_\_\_  
\_\_\_\_\_

### Client service

When you made your appointment, how were you treated on the telephone? \_\_\_\_\_  
\_\_\_\_\_

On-site, the staff members' attitudes were:  
☐ Friendly and helpful  
☐ Nice enough, but distracted  
☐ Unfriendly and unhelpful

The doctor's attitude was:  
☐ Professional and compassionate  
☐ Professional, but hurried  
☐ Unprofessional, but compassionate  
☐ Unprofessional and hurried

Did you have to wait to be seen? ☐ Yes ☐ No  
If so, how long?  
☐ Five minutes or less ☐ Six to 10 minutes  
☐ 11 to 15 minutes ☐ More than 15 minutes

Did team members talk to you about other services, vaccinations, and preventive care your pet may have needed? ☐ Yes ☐ No  
Did the staff call you by name? ☐ Yes ☐ No  
Did the staff call your pet by name? ☐ Yes ☐ No  
Was a technician or assistant in the exam room? ☐ Yes ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_

### Client education

Did the doctor use a pamphlet or brochure to help explain products and services? ☐ Yes ☐ No  
Did he or she use videos? ☐ Yes ☐ No  
Did you receive an exam room report card? ☐ Yes ☐ No  
Did the doctor ask if you had any questions or concerns before he or she reached for the door to leave? ☐ Yes ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_

### Overall

What were the practice's best aspects? \_\_\_\_\_  
\_\_\_\_\_

What were the practice's weakest aspects? \_\_\_\_\_  
\_\_\_\_\_

On a scale of one to 10, with 10 being the highest, how did the practice rate? 1 2 3 4 5 6 7 8 9 10

Why? \_\_\_\_\_  
\_\_\_\_\_

How could the practice be improved? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Spa Mystery Shopper Questionnaire Template

**Judd E. Hollander**



## **Spa Mystery Shopper Questionnaire Template:**

**Selling Skills for Spa's, Salons & Health Clubs** Gerard Assey, 2023-05-13 This book is a must have for anyone in the Spa Beauty Salon Health Club similar businesses on how to increase Sales Revenues and Profits and take the business further by 1 Selling Yourself Customers go by what they see in you first the way you carry conduct yourself 2 Selling Your Services 3 Retailing your Products Up Sell Cross Sell 4 Retaining Customers for Life 5 Standing out from your Competition 6 Projecting the Right Salon Image It covers in detail each step required for the Sales Customer Service Process the skills sets behavior attitude and is aimed at all therapists beauticians stylists receptionists retail sales customer service shop floor staff supervisors team leaders managers who are keen on creating a memorable experience that is enjoyable by encouraging customers to return again Potential profits could be walking out of the door every single day Can your salon spa business afford this to be happening Increase Sales in Your Spa Salon Today Here s what some of our Participants have to say after attending our session on Professional Selling Skills for SPA s Salons and Health Clubs Very interesting One of the best I have had in my life After the training I was clear about the objectives of selling in my spa It built our creativity to work in teams with open minds Learnt a lot on up cross selling handling complaints politely how to translate to profits Awesome Interesting Very useful information the way to handle my Guests very useful for my future I liked the fact that the Trainer was able to keep the attention interest of the participants at ALL times A lot of useful information Forced us to think by ourselves Excellent Training Clear great information loved the exercises examples I gained enough valuable information Gerard A great Trainer Helped me greatly on my self confidence handling complaints being customer focused Every part clearly understood Gained extensive knowledge in selling up selling cross selling our services Changed my personal attitude Thanks a lot

**The Spa Manager's Essential Guide** Mike Wallace, Melanie Smith, 2020-09-01 The Spa Manager s Essential Guide contains all the basic day to day information on how to run a wellness beauty or thermal spa operation successfully It focuses on those areas that industry leaders have identified as critical and missing in today s spa leaders combined with advice from over 40 spa experts

**Mystery Shopping Made Simple** Ilisha Newhouse, 2004-04-28 How to earn good money by shopping dining out and more Cover subtitle

**International Spa Management** Sarah Rawlinson, Tim Heap, 2017-02-28 a sound and though guide for all future spa managers looking at all aspects on the successful running of a spa facility Divided into four parts it discusses the following The spa industry The spa consumer The business of spas Future directions

**Spa, Salon & Health Club Selling Skills** Gerard Assey, If you could drastically increase the value of each customer s visit to your Spa Salon or Health Club by 60% or more Yes certainly more how would that impact your business s profitability To be brutally honest sadly most spas salons or health clubs LOSE that amount every time a customer walks out of their door Salon Marketing has changed considerably over the last few years and so businesses need to embrace these changes to improve the way they sell to their clients without being in fear of doing so Besides the regular services and when successfully done

the profit from retail sales can even pay for the rent of your premises and part of the consumables This book Spa Salon Health Club Selling Skills is therefore is a must have for anyone in the spa beauty salon health club similar businesses on how to take the business further by Selling 1 Yourself 2 Customers go by what they see in you first the way you carry conduct yourself 3 Your Services 4 Retailing your Products 5 Projecting the Right Salon Image It covers in detail each step required for the Sales Customer Service Process the skills sets behavior attitude and is aimed at all therapists beauticians receptionists retail sales customer service shop floor staff supervisors team leaders their managers who are keen on creating a memorable experience that is enjoyable by encouraging customers to return again Potential profits could be walking out of the door every single day Can your salon spa business afford this to be happening Increase Sales in Your Spa Salon Today Here s what some of our Participants have to say after attending our session on Professional Selling Skills for SPA s Salons and Health Clubs Very interesting One of the best I have had in my life After the training I was clear about the objectives of selling in my spa It built our creativity to work in teams with open minds Learnt a lot on up cross selling handling complaints politely how to translate to profits Awesome Interesting Very useful information the way to handle my Guests very useful for my future I liked the fact that the Trainer was able to keep the attention interest of the participants at ALL times A lot of useful information Forced us to think by ourselves Excellent Training Clear great information loved the exercises examples I gained enough valuable information Gerard A great Trainer Helped me greatly on my self confidence handling complaints being customer focused Every part clearly understood Gained extensive knowledge in selling up selling cross selling our services Changed my personal attitude Thanks a lot

**Health, Tourism and Hospitality** Melanie Smith, Laszlo Puczko, 2014-02-03 Health Tourism and Hospitality Spas Wellness and Medical Travel 2nd Edition takes an in depth and comprehensive look at the growing health wellness and medical tourism sectors in a global context The book analyses the history and development of the industries the way in which they are managed and organised the expanding range of new and innovative products and trends and the marketing of destinations products and services The only book to offer a complete overview and introduction to health tourism and hospitality this 2nd Edition has been updated to include Expanded coverage to the hospitality sector with a particular focus on spa management New content on medical tourism throughout the book to reflect the worldwide growth in medical travel with more and more countries entering this competitive market Updated content to reflect recent issues and trends including ageing population governments encouraging preventative health consumer use of contemporary and alternative therapies self help market impacts of economic recession spa management and customer loyalty New case studies taken from a range of different countries and contexts and focusing on established or new destinations products and services such as conventional medicine complementary and alternative therapies lifestyle based wellness beauty and cosmetics healthy nutrition longevity and anti or active ageing amongst others Written in a user friendly style this is essential reading for students studying health tourism and hospitality *Career Opportunities in the*

*Travel Industry* Judy Colbert, Executive Director, 2009      *Spa Management* ,2008      *Spa Business* ,2009      **Green Book**  
,2000      *Spa* ,2009      *Marketing* ,2008      *The Review* ,1895      *Magical Bulletin of the Magical Shop of the West* ,1915  
*Proceedings of the United States Naval Institute* United States Naval Institute,1920      *United States Naval Institute*  
*Proceedings* United States Naval Institute,1920      **The Complete Works of Charles Dickens in Thirty Volumes** Charles  
Dickens,1900      *The Publishers' Circular and Booksellers' Record* ,1930      **The Lancet London** ,1870      *Nation* ,1926

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