



Anonymous Massage Evaluation Form

Rate your satisfaction with an (x)	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1) Overall Satisfaction with the massage experience					
2) Setting the appointment					
3) Therapist was a good listener					
4) Therapist delivered the massage I asked for					
5) Comfort with draping for modesty					
6) Level of pressure used during the massage					
7) Massage started and ended on time					
8) Noise level during the massage					
9) Room the massage was held in					
10) Overall professionalism of the therapist					

If you WERE highly satisfied with this massage experience (#1), please indicate what in particular caused your high level of satisfaction.

If you WERE NOT highly satisfied with your overall experience (#1), please indicate what can be done to improve the massage experience.

POINTERS:

- You can build your own evaluation form using this as a template. I recommend using some or all of the questions from above. The first question is the most important.
- You are striving for only the highest levels of satisfaction from your clients. Anything less than a five for the first question (Overall Satisfaction) means they might not return to you for another session.
- Look for common themes in comments, rather than personalizing individual responses. If you notice that many clients mark you lower on a couple of the questions, then this is where you should focus your energy on improvement.
- The open ended question allows the client to fully express those things which caused high or low levels of satisfaction. Look for themes in this area as well. Be thankful when a client writes for you, because most massage clients will never voice complaint, they simply will not come back.
- It is important that this form remain anonymous for the client so they give you authentic answers. Create a way for them to return the form without identifying who is returning it. You can create mailers, online surveys or simply have a drop box in your waiting room that you review on a weekly basis.

Good Luck and let me know how it goes! **Debra**