

The Relax Depot

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February 2, 2020

Phyllis Forgotten
123 Prodigal Way
Anytown, CO 81506

Dear Phyllis,

Hello! It has been a while since I've seen you. You are a valued client and your satisfaction is important to me.

I aspire to establish and maintain good client relationships. Your feedback and suggestions will help me to better serve you and my other clients. Would you please take a moment to answer a few questions? Please be honest, as I desire accurate information.

What did you like about your sessions?
Did you feel that your needs and goals were met?
What are the main reasons you haven't had a session lately?
If you could change anything about our work together, what would it be?
What would encourage you to return?

Please rate my services on the following, using a scale of 1-10 where 1 is the lowest score and 10 the highest:

_____ Professional competence (e.g., the scope of services offered and your confidence in my abilities).
_____ Session quality (e.g., the manner in which services are provided, communication and compassion).
_____ Ambiance (e.g., room temperature, comfort of equipment, lighting and music).
_____ Overall customer service (e.g., scheduling, attention, providing educational materials and follow-up).
_____ Competitive pricing (e.g., are the results you receive from my services comparable to what you pay for other services, products, medications or supplements that address those same concerns?).

Please return this to me by using the enclosed self-addressed, stamped envelope. Your answers are confidential. Thank you for your time. Enclosed is a \$10 coupon toward a session to be redeemed by you or a friend.

Sincerely,

Chris Cross

Enclosure

P.S. I am holding an open house on Friday, March 13 from 4-7 p.m. I will be demonstrating several self-relaxation techniques as well as displaying some nifty new equipment and products. I hope to see you there!

Relax Your Body Into Good Health