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Spa & Beauty
Staff Questionnaire

Spa:_____
Date:_____ Staff: _____

Thank you for taking the time to answer the questionnaire. Your professional feedback is highly valued.

- Why have you chosen to work in the Beauty Industry?
  _____
  _____

- Why this Spa?
  _____
  _____

- What do you believe the Vision of the Spa is?
  _____
  _____

- Can you describe the Management style of the Spa?
  _____
  _____

- What do you like/enjoy about working at the Spa?
  _____
  _____

- What would you like to see changed at the Spa? And Why?
  _____
  _____

On a scale of 1-10 (10 being high) How would you rate the:

- SpaEnvironment _____

  Why?
  _____
  _____

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- Service Menu

  _____

  Why?

  _____

  _____

- Retailing/Merchandising Area

  _____

  Why?

  _____

  _____

- How would you describe the Spas clients?

  _____

  _____

- How would you describe the staffing team at the Spa?

  _____

  _____

- What is the Spas Marketing campaign like?

  _____

  _____

- How would you describe the Spas current product ranges?

  _____

  _____

- Other _____

  Why?

  _____

  _____

  _____

  _____

Self-Assessment: On a scale of 1-10(10 being high) How would you rate you're:

- Customer Service_____
- Welcome _____
- Rebooking _____
- Fairwell _____

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Why?

_____

_____

_____

- Retail Ability_____

Why?

_____

_____

- Professional Treatment Ability _____

Why?

_____

_____

- Product Knowledge _____

Why?

_____

_____

- How often would you like to receive (please choose one) daily, weekly, monthly report (KPI's) on your treatments done, sales totals, rebookings etc

_____

- Would you like to receive more in house post grad training? _____

If so in what areas?

_____

- Do you believe you have the tools/skill base to up sell services and suggest retail product to clients?

_____

- On a scale from 1-10 (10 being high) how important do you rate up selling of services and retail product sales? _____

Why do feel this way?

_____

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- Where do you see yourself in the future?

6 Months? _____

1 Year? _____

2 Years? _____

General Comments

_____
_____
_____
_____
_____

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