
SAMPLE CUSTOMER SATISFACTION SURVEY QUESTIONS:

- Was this your first time visiting our salon?
 - Did you find it easy to book an appointment with one of our stylists?
 - How long did it take our staff to acknowledge you after you arrived?
 - What was your overall front desk experience?
 - How would you rate the cleanliness of our salon?
 - How would you rate our staff's professionalism?
 - Did your stylist start your appointment on time?
 - Do you feel as though you received a thorough consultation prior to services rendered?
 - Did your stylist listen to your requests?
 - Do you feel your stylist understood your needs?
 - Did your stylist recommend products during your appointment?
 - Did you purchase products for home maintenance?
 - Are you satisfied with the quality of work delivered by your stylist?
 - Were you charged the amount you expected?
 - Do you feel the services you received were worth the money you spent?
 - Which of the following ensures your return to a salon? (Atmosphere, Customer Service, Quality of Work, Price, Other)
 - What did you like most about your experience?
 - What did you like least about your experience?
 - Is it likely that you would recommend a friend or family member to our salon?
 - Would you revisit our salon in the near future? If not, why?
 - May we contact you to follow up on these responses?
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