

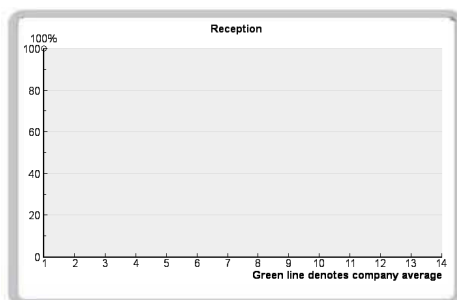
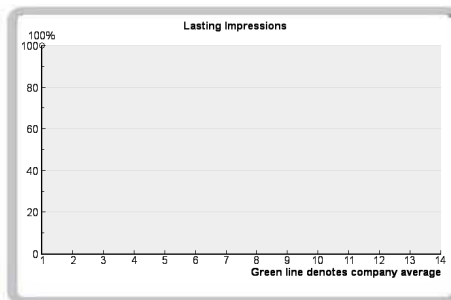
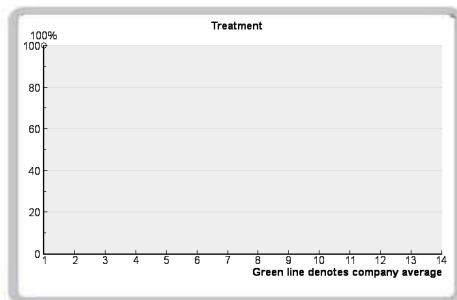
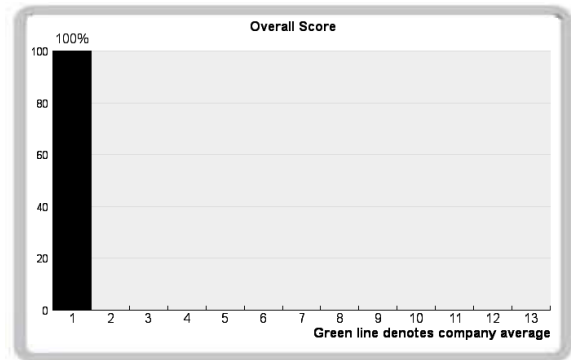
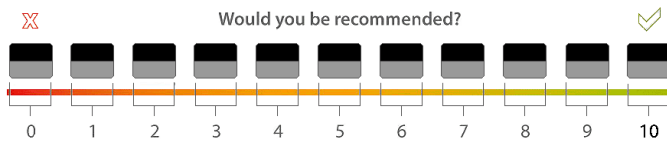
Job ID: 1312912
Job Date: 27/02/09
Amount: 33.00
Profile: Salon Visit
Job Time: 13:00 -> 13:45

This Visit - The Detail	Points	Out of	Category %
Reception	30	30	100.0
Treatment	65	65	100.0
Lasting Impressions	20	20	100.0
OVERALL	115	115	100.0

100.0%



No change from last round



What was the best part of your experience today and why?
 The staff were so friendly and welcoming, they really made me feel at home, Tara asked a number of times if I was OK and comfortable, always explainin...

What could we improve following your experience today and why?
 No improvement necessary.

If you have any queries relating to this report, please call the support team on 01908 328015 or send an email to chloe.walker@retaileyes.co.uk. When contacting the support team, please quote your job number, location name and the question numbers you are querying. **IMPORTANT:** The support team can only resolve basic queries - all others will be referred to Head Office.

top Reception (30 out of 30) 100.0%	
1	Upon entrance did the receptionist initiate contact with you with a smile, eye contact and/or friendly greeting at their earliest opportunity?
	Yes (10) No (0) <i>I was greeted with "Hello, have you got an appointment?"</i>
2	Were all staff smartly dressed ?
	Yes (5) No (0) <i>Staff looked very smart, mostly wearing black.</i>
3	Do you feel that the Reception desk was professionally managed?
	Yes (5) No (0) <i>After I had booked in, Dan said "Take a seat Julie".</i>
4	Was the salon clean, tidy and fresh smelling?
	Yes (10) No (0) <i>The salon was very clean, with no clutter.</i>

top Treatment (65 out of 65) 100.0%	
5	Was the therapist/hairdresser ready and available to meet upon your arrival?
	Yes (10) No (0) <i>I was approached immediately and asked to follow the hairdresser to the sinks.</i>
6	Were refreshments available or were you offered a drink?
	Yes (5) No (0) <i>I was offered coffee but declined.</i>
7	Did you receive a genuine and friendly welcome and did the therapist/hairdresser introduce themselves?
	Yes (5) No (0) <i>"My name is Tara and I will be cutting your hair."</i>
8	Did the therapist/hairdresser take the time to discuss your needs?
	Yes (5) No (0) <i>I was asked what I would like, and talked through the haircut.</i>
9	Did the therapist/hairdresser explain what was going to happen in the treatment?
	Yes (5) No (0) <i>I was advised another staff member would wash my hair and then bring me back to the chair.</i>
10	During the treatment, did the therapist/hairdresser check that you were comfortable and feeling ok?
	Yes (5) No (0) <i>Tara asked if I was comfortable.</i>
11	After your treatment, did your therapist/hairdresser offer any products to compliment your treatment?
	Yes (10) No (0) <i>I was advised to use serum.</i>
12	Did the therapist/hairdresser offer any follow up advice or tips to compliment your treatment?
	Yes (5) No (0) <i>I was advised to use serum and a diffuser.</i>
13	Did the therapist/hairdresser offer to rebook you in for a future treatment?
	Yes (5) No (0) <i>Tara asked if I would like to book now for a future cut.</i>
14	Would you have been happy to pay for your treatment if the situation had been genuine?
	Yes (5) No (0) <i>I would definitely have paid, I was very happy.</i>

15	Would you re-book for the same treatment in the future?
	Yes (5) No (0)

[top](#) **Lasting Impressions (20 out of 20) 100.0%**

16	Did you think the level of service reflected the type of outlet and the brand in a good way?
	Yes (10) No (0) <i>All staff were extremely friendly and smiled all the time.</i>
17	What was your personal impression of the overall service you received on your visit today?
	Excellent, the service could not have been better (10) Good, I was happy with the level of service and interaction (5) Average, the service was adequate (2) Poor, the service was disappointing (0) <i>All staff were very welcoming, Tara talked everything through about the treatment.</i>
18	Based on your overall experience of today's visit, on a scale of 0-10 where 10 is most likely, 5 is neutral and 0 is least likely, would you recommend this outlet to your friends, family and colleagues?
	0 (n/s) 1 (n/s) 2 (n/s) 3 (n/s) 4 (n/s) 5 (n/s) 6 (n/s) 7 (n/s) 8 (n/s) 9 (n/s) 10 (n/s)
19	Did any staff member particularly stand out in terms of delivering outstanding/exceptional service?
	Yes (n/s) No (n/s) <i>Tara, explained everything, she was very friendly and gave an excellent service. She made me feel at home, and did a superb job of my hair. After the treatment had finished, she fetched my coat and helped me put it on, always smiling.</i>
20	What was the best part of your experience today and why?
	<i>The staff were so friendly and welcoming, they really made me feel at home, Tara asked a number of times if I was OK and comfortable, always explaining what she was doing right through the treatment.</i>
21	What could we improve following your experience today and why?
	<i>No improvement necessary.</i>
22	Please describe your overall visit from entering to leaving the outlet. (No less than 50 words)
	<i>I entered the outlet, immediately saw how clean, fresh and nice smelling the salon was. I was acknowledged immediately at reception by a male staff member who called me by my first name after he had confirmed the appointment. I took a seat and was immediately approached by Tara. She introduced me to the female staff member who was to wash my hair. After my hair had been washed, I was taken back to seat were Tara was waiting. She talked me through everything.</i>
23	If you had not visited this outlet where else would you have chosen to make a similar purchase/enquiry and why?
	<i>Air on Newland Avenue as this is my normal salon.</i>