

APROS

Massage Therapist — Customer Survey Scripts

How to Guide Customers Through the Massage Therapy Survey

MESSAGE THERAPIST



CUSTOMER CHECK-IN SCRIPT

1. Please participate in a survey to support massage therapy. This provides statistics that help us better take care of customers and support the profession of massage therapy as part of integrative healthcare.
2. Please use your phone, click on the QR code, and complete the pre-survey before your appointment.
3. You will be asked to complete a post-survey after your appointment and check-out.
4. This only takes 1–2 minutes to complete.
5. You will receive a completion text letting you know how we helped you today.
6. All customer-identifying information is confidential from survey reporting. Please see the privacy policy link at the bottom of the survey if you have any questions.



CUSTOMER CHECK-OUT SCRIPT

1. Please check your text or email and click on the link to your post-survey.
2. This takes less than 20 seconds to complete.
3. You will receive a completion text letting you know how we helped you today.

Quick Reminders | Pre-survey: 1–2 minutes at check-in • Post-survey: ~20 seconds at check-out • All data is confidential

MESSAGE THERAPIST — Notes and Notifications



PRE SURVEY NOTIFICATION

1. Massage Therapists will receive a summary notification via text once a customer completes their post-survey. This will provide information on client areas of pain, discomfort or tension and preferences.



MESSAGE THERAPIST NOTE

1. At the end of the session you will receive a text link to the practitioner note.
2. Click on the link to open up the practitioner note and complete the note.
3. There may be 1–5 areas to report on.
4. This should take 30 seconds to 2 minutes to complete depending on the number of areas reported.

Thank you for helping us advance massage therapy through evidence-based care!

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