



Survey Instruction Guide for Staff

How to Guide Customers Through the Massage Therapy Survey



RECEPTIONIST



MASSAGE THERAPIST

RECEPTIONIST

First point of customer contact • The survey starts at check-in!

Upon check-in, please direct your customer to begin and complete the pre-survey. This can be done at the reception desk while waiting for the massage therapist.



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, scan 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 a little more than one minute to complete.
5. You will receive a completion text/email letting you know how we helped reduce your pain today.
6. All customer-identifying information is kept confidential from survey reporting. Please see the privacy policy link at the bottom of the survey if you have any questions.



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 and email letting you know how much we helped you.

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MASSAGE THERAPIST

Second point of contact • Supports the receptionist in encouraging survey participation.



CHECK-IN SCRIPT

1. At check-in, ask the customer if they have completed the pre-survey.
2. 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.



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 and email letting you know how much we helped you.

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

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

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