

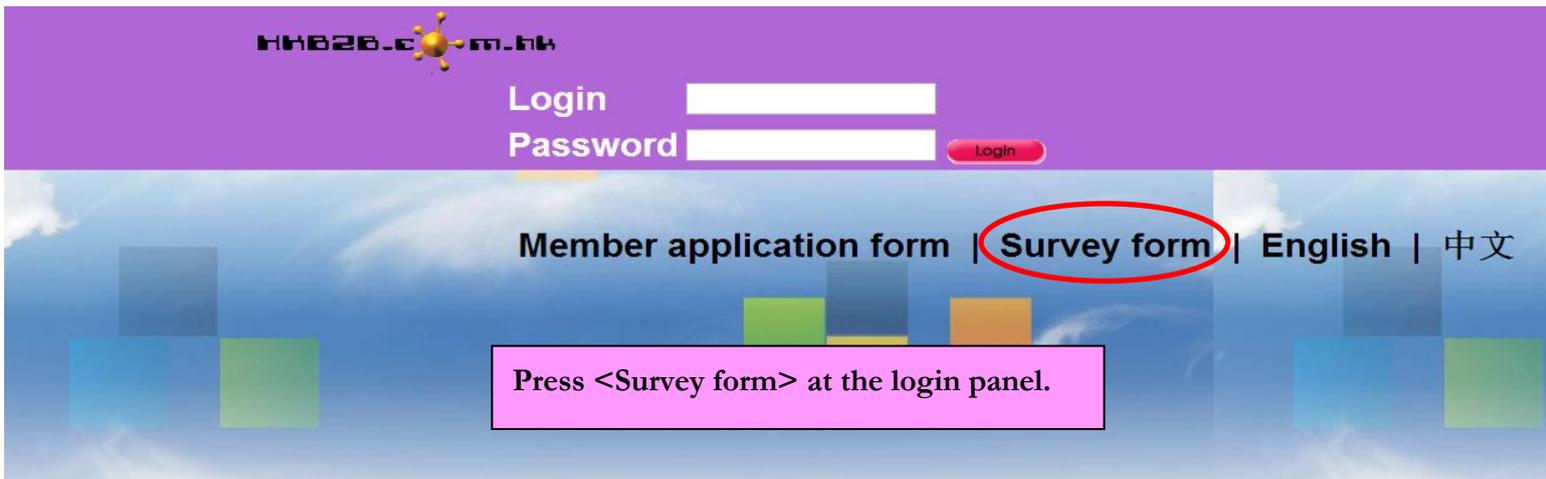
Member Survey Form

Member can fill in the survey form using the tablet and the information will be concealed with just a button.

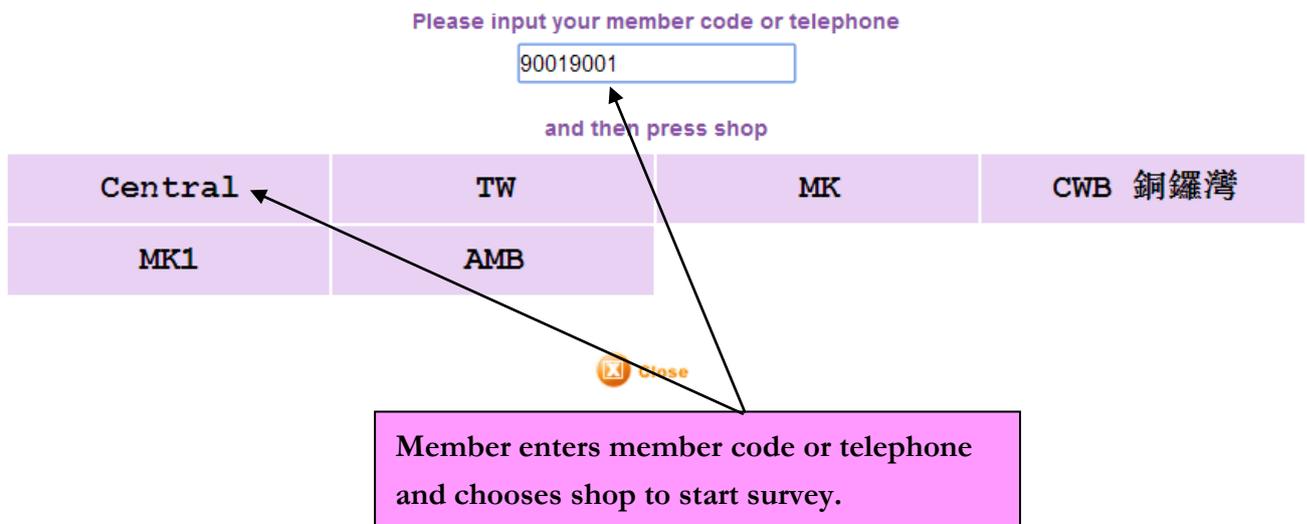
After that, member can return the tablet to consultant and survey result will be kept confidential during the process.

Users can view the survey result on b2b system so that they can know members' satisfaction level towards the shop.

📖 Mobile System > Survey form



23-May-2014



Therapist that served the member on the survey day will be shown automatically in the survey.

23-May-2014

Club: Central

Please press following number to rate, 0 point to 5 point, 0 is worst, 5 is best

Central	KK (KK)						
Attentive	0	1	2	3	4	5	
Technique	0	1	2	3	4	5	
Politeness	0	1	2	3	4	5	
Services	0	1	2	3	4	5	
Professional	0	1	2	3	4	5	

Member can comment on more than one therapist.

Central							
Attentive	0	1	2	3	4	5	
Technique	0	1	2	3	4	5	
Politeness	0	1	2	3	4	5	
Services	0	1	2	3	4	5	
Professional	0	1	2	3	4	5	

Club : Central

Clean	0	1	2	3	4	5
Comfortable	0	1	2	3	4	5
Opinions	Will come next time! :)					

Member can also rate the shops and provide other opinions.

Thank you for your comments. Hope you enjoy your experience with us!

Please press submit, sign and then return this tablet to your consultant

Press <Submit> to finish the survey.

Submit Reset Close

HKB2B Office

Signature Reset Cancel

After confirming the survey content, member can sign on tablet and press <Signature> to submit the survey.

23-May-2014

Club: Central

KK (KK)

Attentive	0	1	2	3	4	5
Technique	0	1	2	3	4	5
Politeness	0	1	2	3	4	5
Services	0	1	2	3	4	5
Professional	0	1	2	3	4	5

Club : Central

Clean	0	1	2	3	4	5
Comfortable	0	1	2	3	4	5
Opinions	Will come next time! :)					

Thank you for your comments. Hope you enjoy your experience with us!

Survey form

Please login to add survey form

Processing in progress.....Please Wait

Login beauty

Password ●●●●●●

Survey form added

OK

After signature, system will conceal the survey content to ensure the confidentiality. Member will return the tablet to consultant for login to complete the process.

In addition to filling out the survey from by member themselves, it can be filled out by colleagues on the b2b system.

📖 Main page > Booking > Survey

Select the shop, survey date, and enter member code or telephone.

Shop CWB Member WeM-00007 Me Date 13-Dec-2017

Select the therapist and choose a rating.

CWB		1	2	3	4	5
Attentive		1	2	3	4	5
Technique		1	2	3	4	5
Comfortable		1	2	3	4	5
Politeness		1	2	3	4	5
Services		1	2	3	4	5
Professional		1	2	3	4	5

CWB		1	2	3	4	5
Attentive		1	2	3	4	5
Technique		1	2	3	4	5
Comfortable		1	2	3	4	5
Politeness		1	2	3	4	5
Services		1	2	3	4	5
Professional		1	2	3	4	5

Shop : CWB Select a rating for the shop.

Clean	1	2	3	4	5
Voice	1	2	3	4	5

Opinions

Press <Submit> to save the rating.

Submit

Reset

View, edit and delete the survey forms.

Main page > Booking > Survey > Search

Survey search

Survey date	From <input type="text" value="1"/> / <input type="text" value="Dec"/> / <input type="text" value="2017"/> to <input type="text" value="31"/> / <input type="text" value="Dec"/> / <input type="text" value="2017"/> <input type="text" value="This month"/>
Member code	<input type="text" value=""/>
Survey staff	<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px;"> All CWB MK </div> <div style="border: 1px solid #ccc; padding: 2px;"> All Amy (S007) Anna (S004) cobi ng (MK001) cobi_testing (MK002) Gary (S002) Ivy (beauty) </div> </div>
Shop	<div style="border: 1px solid #ccc; padding: 2px;"> All CWB MK </div> <div style="border: 1px solid #d9534f; padding: 5px; margin-top: 10px; text-align: center;"> Enter search criterion and press <Submit>. </div>
Opinions	<input type="text" value="All"/>

Submit
 Reset

Press the magnifying glass to filter the survey by date, member, staff, rating and comments for questions.

The survey form filled out by colleague can be edited.

Survey list																
Date	Member code	Member name	Staff code	Staff name	Attentive	Technique	Comfortable	Politeness	Services	Professional	Shop	Clean	Voice	Opinions	Input staff	Action
13-Dec-2017	WeM-00007	Mei	S007	Amy	9	9	9	9	9	9	Central	9	9		Ivy (beauty)	Edit Delete
13-Dec-2017	WeM-00007	Mei	S002	Gary	8	8	8	8	9	9	Central	9	9		Ivy (beauty)	Edit Delete
12-Dec-2017	WeM-00023HK	張生	S002	Gary	7	6	6	7	7	6	Central	8	8	如能夠提供網上預約會更方便	Ivy (beauty)	Print Delete
12-Dec-2017	WeM-00023HK	張生	S005	Joan	7	7	7	7	7	8	Central	8	8	如能夠提供網上預約會更方便	Ivy (beauty)	Print Delete

[Back](#) | [Print](#) | [Excel](#)

The survey content can be printed and exported as excel.

The survey form filled out by the member is not allowed to be edited. Press <Print> to print the survey form with member's signature.



The system validates the content of survey form.

📖 Main page > Booking > Survey > Validate

Survey validation

Booking date From / / to / /

Select the date for validation and press <Submit>.

Validation content includes:

Member had an appointment but therapist who provided the services did not match the therapist who was rated.

Survey validation list													
Survey date	Member code	Member name	Booking date	Booking time	Treatment	Status	Shop	Staff code	Staff name	Survey shop	Survey staff code	Survey staff name	Action
12-Dec-2017	WeM-00023HK	張生	12-Dec-2017	11:15-12:15	穴位指壓按摩 (50分鐘)	Finished	CWB	S003	Lee	CWB	S002	Gary	Print Delete
12-Dec-2017	WeM-00023HK	張生	12-Dec-2017	11:15-12:15	穴位指壓按摩 (50分鐘)	Finished	CWB	S003	Lee	CWB	S005	Joan	Print Delete
13-Dec-2017	WeM-00007	Mei								CWB	S002	Gary	Edit Delete
13-Dec-2017	WeM-00007	Mei								CWB	S007	Amy	Edit Delete

On the day of survey, the member did not receive the service but rated the therapist.



The system analyses the survey content to display the total rating according to the questions.

📖 Main page > Booking > Survey > Analysis

Survey analysis

Survey date	From 1 / Dec / 2017 to 31 / Dec / 2017 This month
Member code	<input type="text"/>
Survey staff	<div style="display: flex; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 2px;">All CWB MK</div> <div style="border: 1px solid #ccc; padding: 2px;"> All Amy (S007) Anna (S004) cobi ng (MK001) cobi_testing (MK002) Gary (S002) Ivy (beauty) </div> </div>
Shop	<div style="border: 1px solid #ccc; padding: 2px;">All CWB MK</div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 5px; text-align: center;"> Enter the scope of survey that needs to be analyzed and press <Submit>. </div>
Opinions	All

The total rating is displayed according to the number of questions.

Survey analysis

	Attentive	Technique	Comfortable	Politeness	Services	Professional	Clean	Voice
6 point		1	1			1		
7 point	2	1	1	2	2			
8 point	1	1	1	1		1	2	2
9 point	1	1	1	1	2	2	2	2
Total record count	4	4	4	4	4	4	4	4

*** Press count to view survey list

Back Print | Excel Analysed content can be printed and exported as excel.

Click the rating to view the survey list and know the analysis date, members who give rating and other information.

Survey list

Date	Member code	Member name	Staff code	Staff name	Attentive	Technique	Comfortable	Politeness	Services	Professional	Shop	Clean	Voice	Opinions	Input staff	Action
13-Dec-2017	WeM-00007	Mei	S007	Amy	9	9	9	9	9	9	CWB	9	9		Ivy (beauty)	Edit Delete
13-Dec-2017	WeM-00007	Mei	S002	Gary	8	8	8	8	9	9	CWB	9	9		Ivy (beauty)	Edit Delete

Set up the content of survey form.

📖 Main page > Booking > Survey > Config

Change the number of defaulted questions as needed and enter new questions in test box to replace the defaulted question.

System defaults the survey content.

System setup			Survey configuration	
Show	English	Chinese	English	Chinese
Survey - staff				
1	<input checked="" type="checkbox"/>	Attentive	細心	<input type="text"/> (Maximum 50 characters)
2	<input checked="" type="checkbox"/>	Technique	技術	<input type="text"/> (Maximum 50 characters)
3	<input checked="" type="checkbox"/>	Comfortable	舒適	<input type="text"/> (Maximum 50 characters)
4	<input checked="" type="checkbox"/>	Politeness	禮貌	<input type="text"/> (Maximum 50 characters)
5	<input checked="" type="checkbox"/>	Services	服務	<input type="text"/> (Maximum 50 characters)
6	<input checked="" type="checkbox"/>	Professional	專業	<input type="text"/> (Maximum 50 characters)
Survey - shop				
7	<input checked="" type="checkbox"/>	Clean	整潔	<input type="text"/> (Maximum 50 characters)
8	<input checked="" type="checkbox"/>	Voice	聲浪	<input type="text"/> (Maximum 50 characters)
9	<input checked="" type="checkbox"/>	Opinions	意見	<input type="text"/> (Maximum 50 characters)

Select number of survey staff.	Survey staff	2
	Survey point	Start from 0 <input type="checkbox"/> (Not tick will start from 1) -----> to 10
	Remark	<input type="text"/>

Set up the rating criteria. The lowest point can be 0 or 1 and the maximum can be 10.

Enter remark and member can view the remark on survey form.

Press <Submit> to save the setting.

