

Build Your Feedback Treasure Box



Commencing today, embark upon creating a valuable resource of client preferences and feedback. For each new client you work with, establish a "Love/Dislike" list to record their specific likes and dislikes. Additionally, revisit your existing client charts and meticulously review your notes to extract insightful information that can be included in this list.

Recognize that understanding these nuanced details can serve as a safeguard against inadvertently repeating actions or techniques that your clients dislike in the future. Moreover, it can also positively influence your approach in upcoming sessions. These notes can encompass a wide range of information, from temperature preferences, preferred relaxation techniques, and favoured starting positions, to even specific aversions such as avoiding oil contact with their hair.

By diligently maintaining this feedback treasure box, you equip yourself with the means to consistently deliver a personalized and enjoyable experience for your clients, demonstrating your commitment to their comfort and satisfaction.

Client Name: Jane Smith

Example

Likes: A gentle pressure, extra time working into her right hand (does a lot of computer work) and cupping on areas that need it.

Dislikes: talking through the massage, her feet being touched, and being cold.

Additional Notes: Jane works a fairly stressful job, and she comes to massage part to rehabilitate her physical body but also part to get out of reach from people's ongoing demands. She has 3 kids, and although they are older now, has some residual impacts on the right side of her body from carrying children on one hip. These issues come and go so she may or may not wish for a focus on the lowback, glute area of that side.

