



Hi Jim!

I'm writing to alert you to a new referral initiative we have decided to offer as a courtesy to our valued TSB Health Club Members.

For the last year, many of patients have prevailed upon us to accommodate their friends, relatives and business and social acquaintances, who they felt could realize therapeutic benefit from coming to our facility, receiving our newsletter or attending our monthly workshops.

Subsequently, we have decided to establish, for the next 14 days, a time every day when we will, on an appointment only basis, provide a no-cost consultation to valued friends and loved ones of yours who may benefit from our services. If someone dear to you suffers from something, and they haven't been able to get relief, and you believe we may be able to help – have them ring us immediately 03 9499 6875 for a free consultation.

We have never done this before, but it seems there are so many people like you who have friends and loved ones they want to refer to us, and we are always so busy during the course of the typical day that it is hard to accommodate them. So, we're doing this as an experiment. We cannot promise to do it for very long, but we are committing to you and the members of our 'TSB Health Club' for 14 days, every morning from 8 – 10am and every evening 5 – 7pm. But, it's strictly going to be on an appointment and referral basis only. So, if you know of anyone, tell them soon, because frankly we expect to fill up the consultation periods quickly since we have 1000 local members benefiting from our TSB Health Club! For this very reason we are alerting you in advance, because we have a suspicion that you know of someone who would want to avail themselves.

I will contact you this week to see if you have anyone suitable we can assist. For immediate bookings simply call us on 03 9499 6875 or have them contact us and mention your name.

# FREE FOOTY TICKETS!!

**To that end:**

We really want to know what you like about us but perhaps more importantly, how we can best serve your health requirements in the future. Please fill this out and return via the attached envelope.

The first ten responses will receive two free tickets to the **Collingwood vs Richmond** game on June 9.

This questionnaire will take about three minutes to fill out and you may be able to give us a few ideas on how we can improve and refine the service we currently provide for you and your loved ones we are soon to meet.

Membership Number: \_\_\_\_\_

Your Name: \_\_\_\_\_

1. How did you originally come to find TSB?

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2. Are our employees punctual? **YES** **NO**

3. Does the level of service we provide meet your expectations **YES** **NO**

4. Does the level of service we provide match the standard of the quotation originally provided? **YES** **NO**

5. How long have you been with us?

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6. Is there anything we do that you would recommend?

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7. Is there anything we do that could be improved?

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8. In your opinion, what are the most important issues when it comes to our health products and services?

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9. In what ways, if any, could we improve our service to you?

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10. What would you say to other businesses considering using our services?

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11. Has there ever been a time when you have been really delighted with us? If so, when?

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12. Are you currently taking advantage of all your Health Club Bonuses?

**YES**      **NO**

13. Which of the products below would you be interested in us providing more information about?

- Platinum Membership
- Reflexology
- Remedial Massage
- Monthly Focus Groups
- Our regular speakers
- Arthritis Solutions
- Client of the Month Competition

14. Please rate our quality of service:

Excellent	Good	Average	Below average
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please rate the quality of education we provide you:

Excellent	Good	Average	Below average
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Do you know that there are different levels of service that we can provide? Dependant upon you and your loved ones situation and needs.

**YES**

**NO**

17. Would you be interested in finding out about the rewards and referral programs that we offer?

**YES**

**NO**

Any other comments:

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Thank you for filling out this TSB questionnaire and we will be in contact regarding any comments you have made.

Thank you for taking the time!

To Your Health,

Sue Allen  
Director