

# Client Loyalty Marketing Tools

Practice Managers recommend that you solicit client feedback to facilitate practice growth and customer satisfaction.



## Client Mail Back Survey Postcard 4"x9"

**Rosemont Pet Hospital**  
**LOYAL CUSTOMER REWARD SURVEY**

Your comments are extremely important to us. In appreciation for your business please select one of these rewards and mail this card within the next 7 days.

PLEASE CHOOSE ONE  Please send me a \$10 Gift Certificate for professional veterinary services.  
 Please enter me in your MONTHLY drawing for a free bag of premium pet food. Winner will be drawn from Loyal Customer Reward cards received during the month.

1. Telephone Experience. When scheduling an appointment, checking on a hospitalized pet or asking questions, is the reception staff professional, efficient and knowledgeable?  
 1 2 3 4 5  
 RARELY SOMETIMES ALWAYS

2. When arriving for your appointment is the reception staff professional, warm and friendly to both you and your pet?  
 1 2 3 4 5  
 RARELY SOMETIMES ALWAYS

3. Did you find the hospital clean and odor free?  
 1 2 3 4 5  
 NO SOMEWWHAT YES

4. When discussing pet wellness programs is the Vet Tech and/or reception staff knowledgeable and understanding in helping you make the best choice for your family and your pet?  
 1 2 3 4 5  
 RARELY SOMETIMES ALWAYS

5. When discussing your pet's medical issue does the Doctor spend enough time with you explaining your pet's needs and treatment options in a language that you can understand?  
 1 2 3 4 5  
 RARELY SOMETIMES ALWAYS

*Thank You! We appreciate your business.*

Please complete your name and address if you would like to receive a gift certificate or be entered into our monthly drawing.

**Rosemont Pet Hospital**  
 2550 Foothill Blvd., Suite A  
 La Crescenta, CA 91214-4529

*Thank You!*

REGULAR PREFERRED REWARD

All elements of the survey postcard and loyalty certificate can be edited to meet your unique practice requirements.

## Loyalty Order Form fax to 888-302-8832

**CUSTOM DESIGNED FOR YOU –**  
 We can custom design your practice survey with the questions you would like to ask your clients. Please fax us with your special design request.

## Loyal Client Survey Postcard

- Setup/Design Charge is \$99
  - 1000 - \$239 + S/H
  - 2000 - \$320 + S/H
  - 4000 - \$595 + S/H

## Client Loyalty Savings Certificate

- Setup/Design Charge is \$69
  - 1000 - \$239 + S/H
  - 2000 - \$320 + S/H
  - 4000 - \$595 + S/H

Please tell us your savings offer for your loyalty certificate and your hospital theme colors. If desired you may email your logo to: phil@philwinter.com

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Include AAHA Logo  Yes  No



Practice Name: \_\_\_\_\_

\_\_\_\_\_

Veterinarian: \_\_\_\_\_

Circle Credit Card Type: VISA MASTERCARD AMX DISCOV

C.C. #: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ CVC# \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

FAX #: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Signature: \_\_\_\_\_

## Client Loyalty Savings Certificate

**Rosemont Pet Hospital**  
 2550 Foothill Blvd., Suite A  
 La Crescenta, CA 91214-3552  
 Ph. (818) 957-2451  
 www.rosemontpet.com

**Loyalty Certificate**

this entitles \_\_\_\_\_  
 to professional veterinary services valued at \$ **\*\*\*10.00\*\*\***  
 presented by: The Caring Staff of Rosemont Pet Hospital  
 date: \_\_\_\_\_  
 certificate no. \_\_\_\_\_ authorized signature \_\_\_\_\_

(valid 12 months from date - not good with any other offer - no cash value)



302 Washington St., #159  
 San Diego, CA 92103  
**ph. 800-803-8832**  
**fax 888-302-8832**