**Thank You Card Sample Messages**

New Patients:

* Thank you for choosing Dilworth Drug today! It was a pleasure to meet you.
* Welcome to the Dilworth Drug Family! We are excited to serve you.
* Thank you for choosing Dilworth Drug. I love meeting new patients just like you!

Loyal Patients:

* It was great seeing you today. Have a great rest of your week.
* Thank you for trusting Dilworth Drug for your prescriptions. I love serving patients like you.
* I love seeing your name pop up! Thank you for choosing Dilworth Drug.

Personal:

* Welcome back from vacation!
* Congratulations on your anniversary!
* Happy Birthday! Wishing you an awesome day.

Inactive Patients:

* I miss you! It’s been a while since you have been in. Can I help you with anything?
* It is time to come back in, we haven’t seen you recently.
* It’s been too long! Come back in and say hi.

Off Brand Experience

* I want to apologize for not being at my best today. That is not the experience I want you to have and I know it is not the experience you want to have. Please know I am committed to doing better.
* I am so sorry your wait today was longer than normal. Please accept my sincerest apologies and this coupon for your next visit. Thank you for trusting Dilworth Drugs.
* We messed up by not having your prescription ready on time. We want to always be our best and we fell short of that today. We are honored to serve you. Please accept our deepest apologies.