



Follow-up Script for New Clients

Hello, _____ (Client) this is _____ (name)
from _____ do you have a minute?

If Yes:

Great, it is our intention to make sure your experience at _____ is enjoyable. We just wanted to find out how you enjoyed your _____ (service type) on _____ (date) with _____ (technician's name).
Were you happy with your service?

If Satisfied:

I'm glad to hear that you enjoyed your experience! Have you rebooked your next appointment yet?

If No, they have not rebooked:

Would you like me to do that now? (if yes, do so)

If No: Okay, thank you for your time and please call us when you are ready.
Thank you _____ (client's name)!

If NOT Satisfied:

I'm sorry to hear that you are not satisfied, what can we do to resolve the situation? Do not make any promise, just listen and hear the concern. When they finish repeat back what you hear them say and respond with) What I will do is share your concern with the salon's owner, and I will have them get back to you within the next 24 hours. Again let me reiterate it is our commitment to make sure you are 100% satisfied. Thank you so much for your honesty and for trusting me enough to share your concerns. I will notify _____ immediately. Thank you _____ (client's name).