

Fierce Front Desk

COURSE OUTLINE

WEEK
1

Video One - Understanding The Role Of The Front Desk Specialists

- Create a clear big picture of the role of a Front Desk Specialist

WEEK
2

Video Two - Connecting With Salon/Spa Guests

- Discover the value of connecting with salon/spa guests in person and over the telephone

WEEK
3

Video Three - 5 Star Customer Service

- WOW customer care, how to exceed client's expectations

WEEK
4

Video Four - The Service Cycle

- Managing the books through effective booking practices

WEEK
5

Video Five - The Farewell

- The power of the client's departure, rebooking, closing the sale