



Look Ahead Call Procedure & Script

Be proactive and take care of your clients' needs – whether they are in the salon at the moment or not!

LOOK AHEAD AT YOUR BOOK 1 WEEK FROM TODAY:

- Are you booked 85%?
- If not, call all clients you saw six weeks ago who do not have scheduled appointments – invite them in!

STEPS FOR “LOOK AHEAD” CLIENT CALLS:

- Look in SALONBIZ at your schedule six weeks ago.
- Look up the client history of those clients & make a note of those who have revisited or who currently have an appointment scheduled.
- Call the rest of the clients who do not have an appointment scheduled.

SCRIPTS:

If he/she answers:

“Hello {first name}, this is {your name} from Solaris! I noticed it has been six weeks since your last {cut/color/wax/appointment etc}, and I am looking forward to seeing you again soon! I have an appointment available on {give dates/times} and would love to see you. Can I help you schedule that now?”

If leaving a message:

“Hello {first name}, this is {your name} from Solaris! I noticed it has been six weeks since your last {cut/color/wax/appointment etc}, and I am looking forward to seeing you again soon! I have an appointment available on {give dates/times} and would love to see you. Please call us back so the front desk can take care of you.”