



Rebooking, Retail & Upselling

PREBOOKING

“(Clients Name), let’s prebook your next appointment.

How many weeks would you like to schedule out?

What is the best day of the week and/or best time of day for you?

And what services would you like to have done on that day?

We have a {give available appointment date, day & time} available, will that work for you?

Great! We will schedule you for a {service(s) to be received} on {date} at {time}

Allow me to give you an appointment card for that.”

If the client does not wish to prebook his/her appointment:

“Okay, (Clients Name), I understand. Please make sure to call us as soon as possible to schedule your next appointment, we want to ensure that you get in at the most convenient time for you, and {service provider’s name} schedule fills up fast!”

UP SELLING

After the client arrives for their appointment, you should suggest add-on services and/or share all current promotions.

Examples:

“Would you care to add a (available service options) with your service today?”

“(Clients Name), (Tech’s Name) is available today, may I recommend a (add on service type) in addition to your regularly scheduled service today?”

“We are currently running a (promotion type) promotion would you be interested in adding that to your service today?”

CHECKING OUT

Our intention in checking out our clients is to ‘complete the service’ by providing them with any final support/service before they leave the salon. Similar to checking in, there are four key elements to checking out each and every client for their scheduled service (greeting, retail follow-up, prebooking, and checkout). The approach varies slightly depending on if you are welcoming a new client or a returning client:

#1 GREET

“You look great! How was your service today/tonight?”



#2 RETAIL FOLLOW UP

"Did (*Service Provider's name*) recommend any products that you would like me to grab for you?"
or

"These are the products your service provider recommended for you. Which ones would you like to take home?"

{If yes, grab the products. If no, inquire if they need any recommendations}.

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