

## **Guest Arrival**

"Hi, welcome to Lavish. My name is \_\_\_\_\_, how may I be of service today?"

"Would you like to choose something from our beverage menu? We have Aveda comforting tea, which is a blend of peppermint and licorice, very refreshing. We also have cucumber infused water, along with coffee, coke, or wine."

"I would like to give you a tour of the facility. Aveda is an environmental company; our products are made from plant and flower essences. Lavish Salon has been in business since 1995."

## **Showing Our Stuff**

"We have the availability for \_\_\_ while you are here with us today. We offer all new guests to our salon the opportunity to enjoy \$20 off their first service at Lavish (*service must be valued at \$40 or more*). Are there any additional services I can book for you today?"

## **Guest Scheduling Over The Phone**

"Good morning, afternoon, evening!"

"It's a beautiful day at Lavish Salon. This is \_\_\_\_. How may I be of service today?"

"To whom do I have the pleasure of helping today?" (Always get name first and use throughout call)

"What is most important to you when looking for a stylist?"

"Thank you. Based on what you have told me I would recommend a level \_\_\_\_, or between a level \_\_\_\_ and \_\_\_\_\_. We have several stylists that I would recommend who will be able to accommodate what you are looking for." (Give specific names and times)

\*Offer personal experience but not specified.\*

"We have several options to choose from. Our salon operates on a level system. Our levels range from New Talent to Master Designer, Level 4."

"Our Level 1 stylists have approximately 2 years of experience and training. They are promoted based on advanced training and client referrals."

## **Confirmation Calls**

"Good morning, afternoon, evening!"

"This is \_\_ calling from Lavish Salon. I am calling to confirm your appointment with \_\_ on \_\_\_\_ @ \_\_\_\_."

"If you have any questions or concerns regarding your appointment please give us a call back at 281-332-9100."

## **Guest Service Provider Scripts**

### **Check-Out**

Introduction to guest. Thank stylist for bringing guest over, compliment style, etc. Smile and ask, "How was everything today?"

"I see you received \_\_ services today with \_\_. Your stylists recommended the following products for you today. Do you have any questions on the products?" *add products if the client wants them*

"Your total today comes to \_\_. Would you like me to add any gratuity?"

"I see that we do not have your current mailing address, e-mail, or phone number."

"Are you still at address, e-mail, phone number?"

"We offer a \$5 discount for pre-booking your next appointment. May I book your next appointment for you today? Thank you and have a wonderful day."

## **Call Backs For New Guests**

- Left Message

"Hi, this message is for \_\_\_\_, this is Lavish Salon calling to do a follow-up with you on your services you had with \_\_\_\_ on (date). Please give us a call back if you have any questions, concerns, or feedback at 281-332-9100. Thank you and have a wonderful day."

- Answered

"Hi this is \_\_\_\_ calling with Lavish Salon. I was calling to do a follow-up with you on your services you had with \_\_\_\_ on (date)."

*Good review:* "Good! We look forward to seeing you again soon. Thank you and have a wonderful day!"

*Bad review:* "We are so sorry to hear that. I would love to relate this to my manager and have them give you a call back at your earliest convenience. Would that be okay?"