

## GREETING

“Good Morning / Good Afternoon / Good Evening”

“It’s a beautiful day at Lavish, This is \_\_\_\_\_ (your name).”

“To whom do I have the pleasure of speaking with?”

- Use name throughout call

“Hello \_\_\_\_\_ (clients name), How can I be of service to you today”

“Have you ever been to Lavish before?”

- Always smile : A guest can tell your body language over the phone
- Always use positive words : “Happy to help”, “My Pleasure”, “Absolutely”, etc...
- Don’t use negatives : “No problem”, “Unfortunately”, etc...

## CONSULTATIONS

A prior consultation is needed when booking...

- Any type of corrective color
- Going darker to lighter
- Ombre
- First time Keratin Treatments, Perms, or Anti-Curls
- New Client, when not knowing what exact services to book for.

APPROVED VERBAGE...

“In order to ensure your desired results we recommend a consultation prior to booking actual service. This enables you to be booked for proper timing as well as understand the cost of your services.

“We want to make sure you LOVE your results.”

“Your desired results are our goal.”

FIRST TIME HAIR SALON GUESTS

(HAIRCUTS & ARTISTIC STYLES)

- **Approved Greeting**

- **Hair type**

“Tell me a little bit about your hair”

- **Level system & pricing**

“Is there a price point or level of hairdresser you are interested in?”

“Our level system ranges from New Talent to level 4”

“Advancements in our levels are based on training and years of experience.”

- **Reference Service Chart for stylist and timing.**

- **Proper timing:** add an addition 15 minutes for first time haircuts.

- **Photos of desired style**

“We really want you to love your style, so please feel free to bring in or email us photos of styles you wish to achieve. Our email is [www.getlavish@gmail.com](mailto:www.getlavish@gmail.com)”

- **End the Conversation**

“We appreciate your call and look forward to seeing you on

\_\_\_\_\_ (Day, Date and Time).

“Please visit our website at [GetLavish.com](http://GetLavish.com) to view our Policies as well as to obtain our \$20 off New Client card. It’s valid for use with services of \$40 or more on your first visit”

“It was a pleasure speaking with you, have a wonderful day.”

## FIRST TIME COLOR GUESTS

### (COLOR & HIGHLIGHTS)

- **Approved Greeting**

- **What color services** – ask specific questions

- **Is consultation needed** – Refer to consultation page

Same day consultation require guest to email in photo and a phone call from style to ensure proper booking.

- **Pricing & Level Options**

“Is there a price point or level of colorist you are interested in?”

“Our prices start at \_\_\_ and go up to \_\_\_. These are always a base price and could go up depending on what is needed to achieve your desired result”

“Our levels range from New Talent to Level 4. Levels are determined by training and experience.”

- **End the Conversation**

“We appreciate your call and look forward to seeing you on  
\_\_\_\_\_ (Day, Date and Time).

“Please visit our website at [GetLavish.com](http://GetLavish.com) to view our Policies as well as obtain our \$20 off New Client card. It’s valid for use with services of \$40 or more on your first visit”

“It was a pleasure speaking with you, have a wonderful day.”

## REPEAT HAIR SALON GUEST (Haircuts & Artistic Styles)

- **Approved Greeting**

“So happy to hear from you.”

- **Determine which stylist they wish to see.**

- **Be aware of each stylist time** – Each stylist require different times

- **End the Conversation**

“We appreciate your call and look forward to seeing you on  
\_\_\_\_\_ (Day, Date and Time).

“Please be sure to ask your stylist about our Referral program to receive a gift for a friend as well as yourself.”

“It was a pleasure speaking with you, we appreciate your business, have a wonderful day.”

### SCHEDULING REPERT COLOR SERVICES

- **Approved Greeting**  
“So happy to hear from you.”
- **Determine which stylist** they wish to see.
- **Always be specific** when determining if they want color, highlights or both as the timing is different for each of those services.
- **Check guest history** – If you need to look at the guests history to determine booking don’t be afraid to do so.
- **Be aware of each stylist time** – Each stylist require different times
- **Blowdry or Haircut** – Always ask if they need a blowdry or haircut with their color service as it is not included. – Always encourage guest to NOT leave wet. If price of stylist blowdry is too much offer a New Talent Blowdry at \$25.

## **End the Conversation**

“We appreciate your call and look forward to seeing you on

\_\_\_\_\_ (Day, Date and Time).

“Please be sure to ask your stylist about our Referral program to receive a gift for a friend as well as yourself.”

“It was a pleasure speaking with you, we appreciate your business, have a wonderful day.”

## **SCHEDULING PERMS/KERATIN/ANTI-CURL**

### **Keratin**

- Consultation prior to scheduling appointment if 1<sup>st</sup> time Keratin guest.
- 50% pre-payment when scheduling treatment for ALL Keratin guests.
- 72 hours (3 days) notice of cancelation or rescheduling. *Failure to reschedule or cancel prior to the 72 hour period will result in loss of the 50% down.*

### **Perms & Anti-Curls**

- Consultations required prior to booking 1<sup>st</sup> time guests.

## **End the Conversation**

“We appreciate your call and look forward to seeing you on

\_\_\_\_\_ (Day, Date and Time).

“Please be sure to ask your stylist about our Referral program to receive a gift for a friend as well as yourself.”

“It was a pleasure speaking with you, we appreciate your business, have a wonderful day.”