

Front Desk



Phone Greeting:

Thank you for choosing _____ this is _____
How may I help you?

Checking guest out:

Compliment them: You look Great/Relaxed/Beautiful; (Review services completed) Just to confirm you enjoyed a _____ & _____?

Pre-Booking: _____(Tech Name): Needs to see you again in _____weeks, that is _____(give Month and date)?

What works best for you, beginning of the week or end of the week? (Choose day) Do you prefer morning or afternoon/evening? I have _____ or _____ which works best for you?

Confirm Appointment: I have you scheduled for

Month/Date/Day/Time/Service

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Who I am is the Representation of the company

I live the Values and Vision with every guest.

I know I am the *First* and *Last* impression each guest has with the company!

I am committed that each guest has an experience that leaves them feeling valued and excited to talk about the company in a positive way.

I am committed serving each person I come into contact with EXCELLENCE!!!!



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