# Guest Consultation/Skin

**Uncovering the Guests Needs:**

- What challenges are you having with your skin?
- If you could change anything about your skin what it would it be?
- What long term result are you looking to achieve?
- What products are you currently using for at home care?

**Recap:** What I heard you say- *(Repeat what you heard your guest say)*

***Ask:*** *My I make a few recommendations based on what I am hearing from you today?* ***What I recommended is . . .!***

***Ask:*** *What would you like to get started with today?*

**Ask:** Throughout the service today I will be **talking to you** about the products that I am using and how they will support your long term results at home**,** when we are finished you can **choose** what you need. Will that be OK with you?

# Guest Consultation/Massage

**Uncovering the Guests Needs:**

- What challenges/problems are you currently having? (Areas of pain or concern)
- When was your last Massage?
- What is your favorite part of a massage?
- Any areas you would like me to avoid?
- What are you currently doing at home or between massages to help /work on these issues?

**Recap:** What I heard you say- *(Repeat what you heard your guest say)*

***Ask:*** *May I make a few recommendations based on what I am hearing from you today?* ***What I recommended is . . .!***

***Ask:*** *What would you like to get started with today?*

**Ask:** After your service today (after I work on you and see what areas need most focus, I will **talk to you** about products or ideas that will support you between visits Will that be OK with you?

# Guest Consultation/Hair

**Uncovering the Guests Needs:**

- When was the last time your hair was Perfect?
- What made it perfect at that time . . .?
- What challenges/problems are you currently having?
- If you could change anything about your hair what would it be?
- What products are you currently using for at home care?

**Recap:** What I heard you say- *(Repeat what you heard your guest say)*

***Ask:*** *May I make a few recommendations based on what I am hearing from you today?* ***What I recommended is . . .!***

***Ask:*** *What would you like to get started with today?*

**Ask:** Throughout the service today I will be **talking to you** about the products that I am using and how they will support you at home**,** when we are finished you can **choose** what you need. Will that be OK with you?

# Guest Consultation/Nails

**Uncovering the Guests Needs:**

- What challenges/issues are you having with your hands/feet/nails?
- What do you like least about your (Hands/Feet/Nails)?
- If you could change anything about your hands/feet/nails what would it be?
- What products are you currently using for at home care?

**Recap:** What I heard you say- *(Repeat what you heard your guest say)*

***Ask:*** *My I make a few recommendations based on what I am hearing from you today?* ***What I recommended is . . .!***

***Ask:*** *What would you like to get started with today?*

**Ask:** Throughout the service today I will be **talking to you** about the products that I am using and how they will support you at home**,** when we are finished you can **choose** what you need. Will that be OK with you?

## Educating & Follow Through

*When you pick up a product or tool you say…*
This is ***WHAT*** I am using. on you. .
This is ***WHY*** I choose this for you is . . .
This is ***HOW*** you will use it at home is. .

**Close:**
At the end of the service put the products you used on them on the counter, say; **"*These are the products you and I talked about today***, "recap how to use them" You can choose what you need
Then you **Let them choose what they want!!!** (Now be-quiet)

**Pre Booking**
I need to see you in___ weeks (give date) that is (month & date)
Do you prefer the morning or afternoon? I have ___ or a ____ what time works best for you?
Great we have you scheduled for Month/Date/Time/Service

**Thank your guest before you walk away**


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