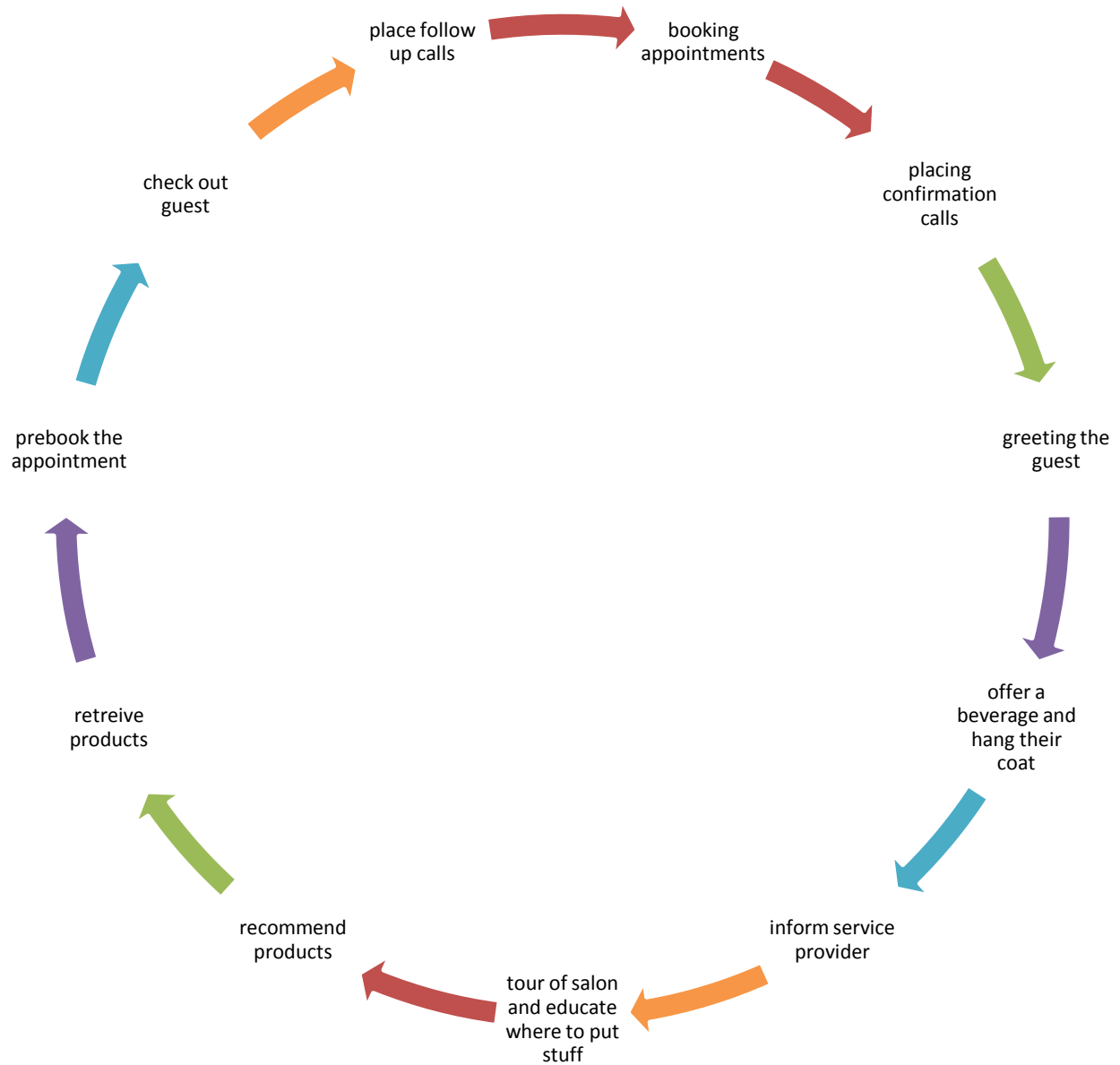


# Front Desk in Action –Staff Reviewing itself



**Let's grade ourselves 1 Never - 10 Always (or you're in the middle somewhere)**

**Booking the appointments**

|          | <b>Functions</b>                                      | <b>Yes/no</b> | <b>1-10</b> |
|----------|---|---------------|-------------|
| <b>1</b> | Telephone was answered in three rings or less         |               |             |
| <b>2</b> | Telephone was answered using proper script            |               |             |
| <b>3</b> | Extremely friendly and accommodating                  |               |             |
| <b>4</b> | Policies prices and options were available            |               |             |
| <b>5</b> | Refer to guest by name                                |               |             |
| <b>6</b> | Offers additional services                            |               |             |
| <b>7</b> | Confirmed date time service and phone number          |               |             |
| <b>8</b> | Confirmation calls were made to guest 24hr in advance |               |             |

**Checking In**

|          |   |  |  |
|----------|---|--|--|
| <b>1</b> | Guest were greeted within 8-10 seconds      |  |  |
| <b>2</b> | Confirmed guest appointment with them       |  |  |
| <b>3</b> | Escorted to changing room                   |  |  |
| <b>4</b> | First time guest offered a tour of salon    |  |  |
| <b>5</b> | Fill out new client form                    |  |  |
| <b>6</b> | Inform service provider their guest is here |  |  |

**Waiting**

|          |   |  |  |
|----------|---|--|--|
| <b>1</b> | Guest were offered tea, coffee water                      |  |  |
| <b>2</b> | Restrooms, changing rooms are clean and inviting          |  |  |
| <b>3</b> | Refer to the guest by name                                |  |  |
| <b>4</b> | Alert guest of their service providers status of schedule |  |  |

**Service**

|          |   |  |  |
|----------|---|--|--|
| <b>1</b> | Introduce guest to the service provider |  |  |
|----------|---|--|--|

**Choosing take home products**

|          |  |  |  |
|----------|--|--|--|
| <b>1</b> | Offer at home care                         |  |  |
| <b>2</b> | Pre-book their next appointment            |  |  |
| <b>3</b> | Offer additional services when pre booking |  |  |
| <b>4</b> | Thanked and given a warm farewell          |  |  |
| <b>5</b> | Follow up calls                            |  |  |

**What makes your spa/salon different from the Spa/Salon down the street?**

Below please describe how you do it differently and what makes the way you do it different and special...

**Answer the Phone:**

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**Greeting:**

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**Up selling:**

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**Check out:**

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**Re booking:**

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**Retail follow up:**

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**Booking Appointment on Phone:**

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**My one commitment to systemizing or making the FD run better is:**