

CHECKING A CLIENT OUT OF THE SALON PROCEDURE

- Step 1.** Ensure that when the client has left the chair or room that their clothes are correct e.g. Collars not tucked in and are free of any loose hair
- Step 2.** Walk the client to the front desk and retail area
- Step 3.** If the sale of retail is not already confirmed then now is the time to do so (If sale already closed continue from Step 6.)
- Step 4.** Show the client the product that you recommend and share the benefits of how it relates to the client
- Step 5.** Remind them that products from the supermarket contain harsh ingredients and detergents that can cause their colour to fade quickly and make the hair dry. They may be spending a bit more money upfront but the product will last for a lot longer and is much better for the hair. All the products are concentrated and only a small amount needs to be used. “Would you prefer to buy the pack Mrs. Smith, with the Free moisturizer or buy the products separately?” – Follow the Retail procedure script and Key phrasing.
- Step 6.** Bring the client with their products to the front desk
- Step 7.** Ensure that the client details are in the computer
- Step 8.** Put transaction through the computer checking that all prices are correct – See Computer checkout procedure
- Step 9.** Offer a bag to the client for the product that they have purchased
- Step 10.** “Mrs. Smith your total for today comes to \$X, are you paying with cash or Eftpos?” Put payment through
- Step 11.** Ask the client if they would like to rebook. “When would you like me to rebook your next appointment Mrs. Smith, would you prefer 4, 5, or 6 weeks so that you can maintain your style or service?”
- Step 12.** Rebook next appointment and write the time and date on the card
- Step 13.** Remind them of the Cancellation Policy
- Step 14.** Ask the client to contact should they have any concerns about their hair or not sure how to use the products they are purchasing
- Step 15.** Thank the client for visiting our salon and can’t wait to see them next time.
- Step 16.** Walk the client to the door.