

CLIENT ARRIVAL PROCEDURE

- Step 1.** Greet the client and find out their name and find the appointment and change status to ARRIVED. "Take a seat on the lounge Mrs Smith, I'll just let therapist/stylist name know that you are here"
- Step 2.** Check that the client is comfortable (hang up jacket, serve drinks and has reading material)
- Step 3.** Let the team member know that their client has arrived and is waiting for them check if the team member is running behind
- Step 4.** If team member is running behind schedule let the client know the wait time and offer them refreshments while they are waiting
- Step 5.** If the client needs to fill out any consultation or medical forms before a service they need to be done before the therapist/stylist brings them through.
- Step 6.** If the team member is ready the client can be brought straight through and set up
- Step 7.** If the client is on their first visit to the salon they need to fill out a new client form. This can be done either while they are waiting, during treatment (depending on service) or at the front desk when leaving
- Step 8.** Do a full consultation, even if it is a regular client, you never know if your client may want something different this time.
- Step 9.** All new client details need to be entered into the computer before checking the client out.