

HAIR PACKAGE

Fantastic you want to book in for (NAME) Package, it has been very popular but we still have a few packages left.

Which option would you like to book in for? The colour & 6 Foils or the ½ head of foils?

Client answer

Great, so is that what you normally have or do you have extra foils done?

I'm not sure, I normally have more I think

That's ok; we can just upgrade you to extra foils.

Is it short, medium or Long Hair?

I normally have a full head

That's ok; we can just upgrade you to a full head of foils at the special upgrade price

Is it short, medium or Long Hair?

Short/medium/long
Take note of clients answer to book appt

Great! Now while you are here did you want to book in for our Enchanting Eye Makeover?

What's That?

It is an Eyebrow wax, Eyebrow tint and Eyelash tint for only \$XX

No thanks

Ok sure

That's ok, if you change your mind you can let us know and we can book you in for it.

When do you want to make your appointment for?

(DAY/DATE)

We have an appointment available with (NAME) at (TIME) or (TIME) on (DATE), which suits you?

(TIME)

Neither

Ok, what about (TIME)?

Yes

Ok great, can I just get your contact number please?

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Thank you, Now I just want to tell you about our cancellation Policy, we require at least 24hrs notice to reschedule your appointment, if we get less than that you will be charged 50% of your booked appointment and will be unable to rebook until it has been paid. If you give less than 4 hours notice or just don't show up you will be charged 100% of the booked service as we have been unable to fill the appointment. Basically if you need to reschedule please give us as much notice as you can so we don't have to charge you the cancellation fee! Do you understand the policy?

Do you know that we are at (INSERT ADDRESS) near the (INSERT LANDMARK)? We will see you on (DATE) at (TIME). Thanks (Client Name) see you then.

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General Timing when a client asks how long it will take.
Short X hours Medium – Long X hours Enchanting eyes 20-30mins