

RE-BOOKING POLICY

Re-bookings are beneficial to both the client and yourself.

Client's benefits

- Their style and colour always looks great, they don't have to leave it too long because they forgot to call us.
- Can get their preferred day and time
- They don't have to worry about remembering to book we always call and confirm.

Your benefits

- Always busy and appointments are correctly booked.
- Easier to make your targets.
- Guarantees your future employment hours, especially if on casual.
- Phone isn't constantly ringing – Yes you read this right.
- If all clients are rebooked, it minimizes the time spent on the phone.

When you are doing your initial consultation, you must let the client know that to maintain this particular colour/style she must have it trimmed or touched up every 4-6 weeks. You must reiterate this to your client throughout the service.

At the end of the service when you are at the reception desk tell them the date of 4-6 weeks is (i.e. 14th August) and ask them what time would suit them for the next appointment. Or you can ask if morning or afternoon would suit them better.

If the client hesitates, offer to make the appointment and assure them that they can reschedule it, when it gets closer, but it's easier if they have an appointment to move it rather than try to squeeze them in. Remind them that this way they get their preferred day or time.

Remind the client that you are getting really busy and you don't want them to call and not be able to get in with you and end up with terrible regrowth. Tell them you don't want them walking around with dark roots or grey roots for any longer than necessary.

Once the client re-books, write the day and time on a card for them. Say, "If you need to change it and can't make it, just let us know".

Remind the client of the Salon Cancellation Policy.

Staff Name	Date	I have read through and agree with all aspects of this Policy