

# WALK IN CLIENT PROCEDURE

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- Step 1.** Greet the client and find out their name and what they are wanting to have done. All walk in's should be accommodated and be told how long the wait is. They need to be offered a senior stylist first.
- Step 2.** If the appointment book looks full go and check with team member about if they are on time or behind before offering a time to the walk in client
- Step 3.** If for some reason, you may be short staffed or flat out with back to back clients you may not be able to fit the client in straight away. Apologise for the inconvenience and let them know the next available time, always book it in the next available slot.
- Step 4.** No client is to leave without a booking, whether it be the same day or another day
- Step 5.** Once a time has been set, offer for the client to sit and wait and they can have a refreshment as the wait will not be long
- Step 6.** Get them to fill out a new client form whilst they are waiting to get their details
- Step 7.** Once the team member is ready bring the client through and have them set up then proceed with service as per regular procedure