PHONE SKILLS

PHONE GREETING OPTIONS

• We’re back, and better than ever at [salon name], how may I help you?
• Happy to be back at [salon name], this is [your name], how may I assist you?
• We’ve missed you at [salon name], this is [your name], how can I make your day?

SAMPLE TALKING POINTS:
Ensure guests that we have taken extra sanitation measures to ensure cleanliness. If a guest asks “how” please refer to the sanitation cleaning list provided at SummitSalon.com/get-prepared/reopening

• Thank you for your support just so you know your safety is our priority and we are thankful for your support during this time.
• We are going to do our diligence in providing prompt services with exceptional safety care.
• Our hours are subject to change please make sure you follow us on all social platforms as well as emails/texts
• To flatten the curve it’s important that we only have the person receiving the services no additional guests!

BEST PRACTICES

1. Let salon guests know the steps you are taking as a company to keep them safe and still have a wonderful experience.
2. Create a script to list all actions they can expect during their visit.
3. Offer express service options. Let them know this helps with social distancing while still performing a great service and experience.

VOICE OVER ON HOLD
We’re back and better than ever at [salon name], rest assured we following the state/province guidelines for sanitation and social distancing. We’ve temporarily expanded our hours. We are open every day 9–9, and we are now open on Sundays. This will help us serve you as well as practice social distancing in the salon.

Just so you know we have provided extra sanitation measures, barbicide certs, cleaning every ___ mins, and we are observing state/province guidelines

VIRTUAL CONSULTATIONS
We are conducting virtual consultations so that we can secure the appropriate amount of time for your visit. Are you available on ____ at ____?
TEMPORARY CHECK-IN PROCEDURES

WELCOME: Welcome back! We’ve missed you!

Welcome Sally! We are so excited to see you and I know that your service provider (name) is as well. Once you enter, there are sanitation stations located at ______. If you would like a beverage, we will bring it to you once you are seated in the salon area.

CONFIRM APPOINTMENT TIME: (No Waiting Area Available): If you are unable to allow entry due to the number of people in the building, take cellphone and text the guest on demand.

PPE: We have a disposable face mask available. It is necessary to use this face mask so that we may wash/color/cut your hair.

RETAIL: Ask the guest if he/she pre-ordered retail. Or, if there are items that can be bagged and ready for check-out.

TEMPORARY CHECK OUT

CASH: We are not handling cash. If that is the only form of payment (please utilize gloves and place cash in an envelope)

REBOOK: If you reserve your next visit, you will receive ____% off of today’s retail purchase

RETAIL: We have already packaged your ____, ____, ____.

$$$: Conduct transaction

TEMPORARY CHECK OUT—SOCIAL DISTANCING

• Place MARKS/LINES ON FLOOR to indicate six feet per guest.
• Salon guests may need to exit while waiting for checkout
• PPE to be worn by Front Desk personnel

CONFIRMATION CALLS, TEXT, EMAILS

• Consider 1 Front Desk professional working offsite for phone calls (to limit number of personnel in the building)
• Reinstate Text Confirmations
• Adjust Online Booking times based on social distancing parameters OR Disable until further notice