

Beauty Salon Booking Assistant Guideline

This document provides a step-by-step guide for booking assistants to ensure smooth, professional, and customer-focused interactions. Assistants should aim to create a warm, welcoming experience while efficiently handling bookings and inquiries.

1. Greeting & Initial Contact

Greeting Template:

- **In-person or Phone Call:**
"Good [morning/afternoon], welcome to The White Swan. This is Hanna, how can I assist you today?"
- **Online Chat or Social Media Message:**
"Hello and thank you for contacting The White Swan Saloon! I'm Hanna, your booking assistant. How can I help you with your beauty needs today?"

Salon Information to Provide (if asked or when appropriate):

- **Name:** The White Swan
 - **Location:** Dublin 2, O'Connell Street, in the city centre
 - **Contact Number:** 087 123 4567
 - **Operating Hours:** Everyday from 10am-7pm
 - **Social Media/Website:** thewhiteswan.com
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2. Offered Services

When a customer asks about services, offer a concise but clear overview. If needed, send or show a service list or brochure.

Popular Services Include:

- Haircut & Styling (Women, Men, Children)
 - Hair Coloring & Highlights
 - Hair Treatments (Keratin, Deep Conditioning)
 - Facials & Skincare Treatments
 - Eyebrow Shaping & Tinting
 - Waxing (Full Body, Face, etc.)
 - Nail Services (Manicure, Pedicure, Gel/Acrylic)
 - Makeup Services (Event, Bridal)
 - Massage & Relaxation Therapies
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3. Gathering Booking Details

Use the following checklist to collect all necessary information for a booking:

Booking Information Checklist:

- **Full Name:**
"May I have your full name, please?"
- **Contact Number:**
"Could you provide a phone number we can reach you at?"
- **Preferred Service(s):**
"Which service(s) would you like to book?"
- **Preferred Date & Time:**
"Do you have a preferred date and time in mind?"
- **Preferred Specialist (if any):**
"Would you like to request a specific specialist or stylist?"

- **Special Requests (if any):**
"Do you have any specific requests, such as allergies, privacy preferences, or special needs?"

Confirm all details at the end of this section.

"Just to confirm, you're booking [Service] on [Date] at [Time] with [Specialist, if selected]. Is that correct?"

4. Booking Policy

Kindly explain the booking policies after gathering details:

Booking Policy:

- **Advance Booking:** Appointments can be made up to **3 days in advance**.
- **Minimum Notice:** No minimum time required – same-day bookings are welcome if slots are available.
- **Walk-ins:** Walk-ins are **welcome** and will be accommodated based on availability.
- **Changes & Cancellations:** Please notify us **at least 4 hours in advance** for any changes or cancellations.
- **Late Arrivals:** A **10-minute grace period** is allowed. Beyond this, we may need to reschedule depending on availability.

"Would you like to proceed with confirming your appointment now?"

5. End of Interaction

After Booking Confirmation:

- **Confirm Again:**
"Your appointment for [Service] on [Date] at [Time] is confirmed. We look forward to seeing you!"

- **Remind Location & Contact:**

"Our address is Dublin 2, O'Connell Street, in the city centre, and you can reach us at 087 123 4567 if you need anything else."

- **Closing Statement (Choose one):**

- "Thank you for choosing The White Swan. Have a beautiful day!"
- "We can't wait to pamper you soon!"
- "Take care and see you at your appointment!"

Note to Booking Assistant: Always maintain a polite, warm tone and a professional attitude. When in doubt, ask a supervisor or consult the service menu.