



Customer Service Booking Guideline for Beauty Salon Staff

Objective:

To provide professional, courteous, and consistent booking service that ensures client satisfaction, minimizes scheduling issues, and supports salon operations smoothly.

1. Greeting & Initial Contact

- **Always greet warmly:** “Good morning/afternoon, thank you for calling [Salon Name], how can I help you today?”
 - **Use the client’s name** whenever possible to personalize the conversation.
 - Maintain a **friendly and professional tone**, whether in person, over the phone, or via messaging platforms.
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2. Gathering Booking Details

Always collect the following information:

- **Full Name**
- **Contact Number**
- **Preferred Service(s)** (e.g., manicure, hair coloring, facial)
- **Preferred Date & Time**
- **Preferred Staff** (if any)
- **Special Requests or Allergies**

♦ Example:

“May I please have your name and contact number? What service would you like to book and do you have a preferred time or stylist?”

3. Confirming the Appointment

- **Check availability** in the system before confirming.
- **Confirm service, date, time, and staff** to the client:
“Just to confirm, you’re booked for a full body massage with Jenny on Friday at 2:00 PM, is that correct?”
- **Explain deposit policy**, if applicable:
“We require a 20% deposit to secure your appointment. This will be applied to your final bill.”

4. Handling Deposits

- Accept via in-salon payment, bank transfer, or mobile payment (as applicable).
- Send **receipt confirmation** via SMS or email upon payment.
- Clearly **inform the client about the cancellation policy** related to the deposit.

5. Sending Reminders

- Send **reminder messages** 24–48 hours before the appointment via:
 - SMS / WhatsApp / Email (depending on customer preference)
 - Include time, date, service, and location.

6. Handling Cancellations & Rescheduling

- Be **empathetic but firm** with policies:
“We completely understand, but as per our policy, cancellations made less than 24 hours in advance may result in a deposit loss.”

- Offer alternative time slots when rescheduling.
 - Record the cancellation reason (if given) in the system.
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7. Late Arrivals & No-Shows

- If a client is late:
 - Call or message after 10 minutes.
 - Inform them of reduced service time or possible rescheduling.
 - If the client doesn't show:
 - Mark as a no-show.
 - Note it in their client file and inform them of any penalties for future bookings.
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8. Walk-In Customers

- Accommodate walk-ins if availability allows.
 - If not, offer the nearest available slot and suggest pre-booking for convenience.
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9. Professional Etiquette

- Never gossip or speak negatively about clients or other staff.
 - Be discrete with personal client information.
 - Stay updated on all services, pricing, and current promotions.
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10. End of Interaction

- Thank the client warmly:
"Thank you, [Name], we look forward to seeing you on [Date]! Have a lovely day!"
- Offer assistance:
"Please feel free to contact us if you need to make any changes."