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

## **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

## **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.