## **💼 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.

### **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.

### **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.

### **8. Walk-In Customers**

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

### **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.

### **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.”*