# **Guest Consultation/Skin**

### **Uncovering the Guests Needs:**

- What challenges are you having with your skin?
- If you could change anything about your skin what it would it be?
- What long term result are you looking to achieve?
- What products are you currently using for at home care?

**Recap:** What I heard you say- (Repeat what you heard your guest say)

**Ask:** My I make a few recommendations based on what I am hearing from you today? What I recommended is . . .!

Ask: What would you like to get started with today?

**Ask:** Throughout the service today I will be **talking to you** about the products that I am using and how they will support your long term results at home, when we are finished you can **choose** what you need. Will that be OK with you?

## **Guest Consultation/Hair**

# **Uncovering the Guests Needs:**

- When was the last time your hair was Perfect?
- What made it perfect at that time . . .?
- What challenges/problems are you currently having?
- If you could change anything about your hair what would it be?
- What products are you currently using for at home care?

Recap: What I heard you say- (Repeat what you heard your guest say)

**Ask:** May I make a few recommendations based on what I am hearing from you today? What I recommended is . . .!

Ask: What would you like to get started with today?

**Ask:** Throughout the service today I will be **talking to you** about the products that I am using and how they will support you at home, when we are finished you can **choose** what you need. Will that be OK with you?



### **Uncovering the Guests Needs:**

- What challenges/problems are you currently having? (Areas of pain or concern)
- When was your last Massage?
- What is your favorite part of a massage?
- Any areas you would like me to avoid?
- What are you currently doing at home or between massages to help /work on these issues?

**Recap:** What I heard you say- (Repeat what you heard your guest say)

**Ask:** May I make a few recommendations based on what I am hearing from you today? **What I recommended is . . .!** 

Ask: What would you like to get started with today?

**Ask:** After your service today (after I work on you and see what areas need most focus, I will **talk to you** about products or ideas that will support you between visits Will that be OK with you?

## **Guest Consultation/Nails**

### **Uncovering the Guests Needs:**

- What challenges/issues are you having with your hands/feet/nails?
- What do you like least about your (Hands/Feet/Nails)?
- If you could change anything about your hands/feet/nails what would it be?
- What products are you currently using for at home care?

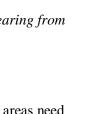
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## **Educating & Follow Through**

When you pick up a product or tool you say...

This is WHAT I am using. on you. .

This is **WHY** I choose this for you is . . .

This is *HOW* you will use it at home is. .

#### Close:

At the end of the service put the products you used on them on the counter, say; "These are the products you and I talked about today, "recap how to use them" You can choose what you need Then you Let them choose what they want!!! (Now be-quiet)

### **Pre Booking**

I need to see you in\_\_\_ weeks (give date) that is (month & date) Do you prefer the morning or afternoon? I have \_\_\_ or a \_\_\_ what time works best for you?

Great we have you scheduled for Month/Date/Time/Service

Thank your guest before you walk away

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