

Price Increase Script

It is important to be prepared for the “What if’s. . .” in business, so we have designed a script to support you!

Check out:

FD: How was your service today?

Client: Great, thank you

FD: Let me review the service ticket with you, Your charges today are.....

Client: Did the prices go up?

FD: Yes, as a matter of fact we are so happy for _____, she was promoted to “_____”we are all know so excited for her ☺

Client: Oh, okay

(Some clients this will be all you need to say and address)

If the client complains or protest more:

Client: Well, I wasn’t prepared to spend XXXX more today OR I can’t afford to pay XXXX more today!

FD: I can understand that and what I can do today is honor the old pricing structure today, but your next visit will be at the new prices. That makes sense, doesn’t it?

Tiered pricing:

FD: Well, I can’t afford to pay these prices, I think I will have to take my business elsewhere!

FD: Ms/Mr. Client we would hate to see that happen, we value your business very much and would hate to lose you as a customer! _____ Is aware of this and wanted me to make sure to offer you another service provider

I can schedule your next appointment with _____ they can provide you with amazing service at the old pricing. Would that work for you?