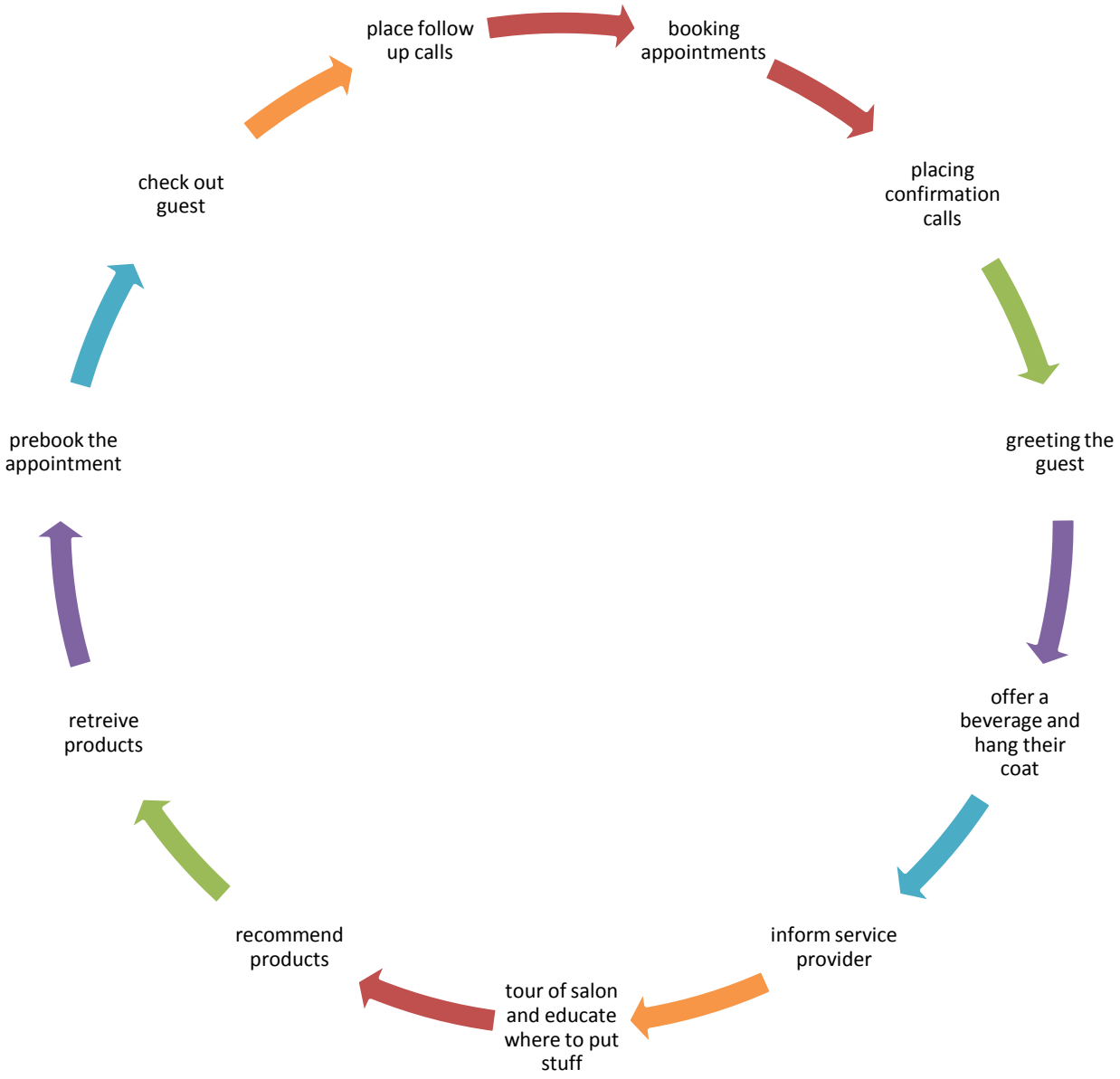
Front Desk in Action –Staff Reviewing itself



Let's grade ourselves 1 Never - 10 Always (or you're in the middle somewhere)

Booking the appointments

	Functions	Yes/no	1-10
1	Telephone was answered in three rings or less		
2	Telephone was answered using proper script		
3	Extremely friendly and accommodating		
4	Policies prices and options were available		
5	Refer to guest by name		
6	Offers additional services		
7	Confirmed date time service and phone number		
8	Confirmation calls were made to guest 24hr in advance		

Checking In

1	Guest were greeted within 8-10 seconds		
2	Confirmed guest appointment with them		
3	Escorted to changing room		
4	First time guest offered a tour of salon		
5	Fill out new client form		
6	Inform service provider their guest is here		

Waiting

1	Guest were offered tea, coffee water		
2	Restrooms, changing rooms are clean and inviting		
3	Refer to the guest by name		
4	Alert guest of their service providers status of schedule		

Service

1	Introduce guest to the service provider		

Choosing take home products

1	Offer at home care		
2	Pre-book their next appointment		
3	Offer additional services when pre booking		
4	Thanked and given a warm farewell		
5	Follow up calls		

What makes your spa/salon different from the Spa/Salon down the street?

Below please describe how you do it differently and what makes the way you do it different and special…

Answer the Phone:

_____

_____

Greeting:

_____

_____

Up selling:

_____

_____

Check out:

_____

_____

Re booking:

_____

_____

Retail follow up:

_____

_____

Booking Appointment on Phone:

_____

_____

My one commitment to systemizing or making the FD run better is: