



Strategic **SALON SERVICE**

Your Essential Salon Service Routines
Ideal for Owners, Managers, and Staff of All Levels

Your staff's actions literally determine your bank balance so it's crucial your team knows exactly what to do and delivers it consistently, every client, every time.

We cover all key client service areas to show you and your team:

- What must be covered in a thorough client consultation
- How to educate clients without ever having to SELL
- How to answer the 'How much do you charge for...?'" question
- How to consult, educate, inspire, rebook and still stay on time!
- What's all the fuss about targets? How they're calculated, where the money goes and why it's not about the money!