

PROCEDURE FOR GREETING AND EXITING CLIENTS

ON ARRIVAL:

- Smile and acknowledge immediately.
- If you are on the phone or talking to someone at the front counter you MUST smile, acknowledge and gesture that you will not be long.
- If you are running late notify the reception so that they can phone the client to let them know
- If you are running late and the client has already arrived, you must notify the reception and tell them how long you will be so they can inform the client.
- Remember a client waiting 10 minutes will feel like 30 minutes to them.
- When you greet client for the first time introduce yourself with a handshake.
- If it is a new client reception would have already had them fill out a health consultation form.
- You must read this thoroughly and discuss anything that might be a contra-indication with the client.
- This is done in the consultation room.
- Walk your client to the treatment room.
- If they are to change explain where they can hang their clothes and place their shoes and bag (and anything else that they might have with them).
- Advise them that you will leave the room while they change.
- Follow protocol for the treatment that they are having.

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ON EXITING:

- Follow protocol for ending the service that you are providing.
- Leave a refreshment in the room for the client if this is a part of your service.
- Have their shoes at the bedside and place the basket with their bag in it on the counter (never let your client bend down to pick anything up).
- Show them the comb and brush if they need one.
- Advise that you will leave the room to let them change and you will meet them at the front.
- You have already talked about further treatments and home care in the room.
- Have the products ready for your client and advise the reception when to make their next appointment.
- Thank your client for visiting and you look forward to seeing them again at their next visit.
- Let them know reception will make their next appointment and give them their products.

RECEPTION:

- Once the re-booking is completed and the sale is completed walk around to the front of the desk
- Thank them again for visiting and walk them to the door.

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