

## HOW TO OFFER AN ALTERNATIVE WHEN YOU ARE FULLY BOOKED

Scenario – **Client requests an appointment on Saturday at 10am and you are fully booked for the whole day.**

*“Yes certainly, let me see what I can arrange for you.”* Your initial reply must always begin with a positive and should indicate that you are willing to help with their enquiry.

*“We are fully booked on Saturday however what I can offer is to add you on our cancellation/wait list and we will call if an appointment becomes available or alternatively, I can offer you another day or an evening appointment in the next week.”*

When you advise the client of a roadblock in their request, always ensure you are immediately providing a solution or alternative option. Avoid leaving it to them to come up with the alternative option first.

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