

CLIENT VALUE STREAM CHECKLIST

DATE: _____ FUTURE PROFESSIONAL: _____

GUEST: _____ LEARNING LEADER: _____

01 GREET THE GUEST

STEPS

1. Smile
2. Make Eye Contact
3. Give a Double Handshake
4. Introduce Yourself
5. Offer the Guest a Beverage

SCRIPT

"Hello _____, I'm _____. I'll be doing your service today. Would you please walk with me?"

02 CONSULTATION

USE L. S. C. P. A.

PART 1:

1. LISTEN

Ask open ended questions to understand what the client wants and challenges they may be having.

Desires/Concerns:

INSTRUCTOR'S INITIALS

2. SUGGEST

Using your observations and the client's input, recommend an authentic suggestion to help the client look and feel their best.

Authentic Suggestion:

03 CONSULTATION

PART 2:

3. CONFIRM

Summarize what you heard and confirm the client agrees.\

4. PERMISSION

Be enthusiastic.

SCRIPT

"Are you ready to get started?"

5. ACT

Start the service.

SCRIPT

"Now let's get started!"

04 ADDED VALUE SERVICE

Give the client more than they pay for – add value to each appointment.

05 EDUCATE YOUR CLIENT

WHAT

What is the product or technique?

WHEN

When should you use this product or technique?

WHERE

In what section should you use this product or technique?

WHY

What is the benefit of using this product or technique?

HOW

How is it done?

Why do you love it?

06 GUARANTEE

SCRIPT

"What else can I help you with today? _____, if you have any questions or challenges about anything we have done today, please call us within _____."

07 REFERRAL

SCRIPT

"_____, I really enjoyed working with you today! I'd love to build my business with people just like you and wanted to ask if you would recommend me to your friends, family, neighbors or anybody that you know who is like you."

08 PRE-BOOK

SCRIPT

"To maintain your service I'd like to see you in _____ weeks. _____ weeks from today is _____. Would you like morning or afternoon?"

09 HOME CARE PRODUCTS

Pick 3 products and place them on the Guest Services counter.

SCRIPT

"These are the 3 products that I used on you today. In my professional opinion, these are the best products for you."

10 FOND FAREWELL

1. Smile
2. Eye Contact
3. Handshake or Hug
4. Name

SCRIPT

"_____, thank you so much for coming in today! You look great! If you have any challenges, please give us a call. Is there anything else I can do for you today, _____?"

NEXT APPOINTMENT

DATE: _____

TIME: _____

SERVICE RECOMMENDATIONS: _____

PRODUCT RECOMMENDATIONS: _____

REFER A FRIEND

you'll both
receive



\$5.00 OFF

When your friend schedules their appointment, have them mention your name. They will receive \$5.00 OFF their first service and you will earn \$5.00 OFF your next service.