

Prosper U Guest Services Coaching Checklist

Purpose: This tool is used to assess guest services' skills and behaviors. Consistently using this tool aids in development of guest services.

Name _____ Date _____ Time _____

Completed by _____

Culture

Culture:

YES/ NO/NA

Provide a positive and motivating environment for our students____ ☐ ☐ ☐

Support team members in a positive way____

Self Motivated____

Positive talk____

Client Value Stream

Greeting

YES/NO/NA

Introduce self to guests ☐ ☐ ☐

-smile, eye contact, offer beverage, inform client of package & promotions, recommend additional service

Final Steps

YES/NO/NA

Guarantee ☐ ☐ ☐

Inform the guest of when to call back by with any questions or challenges

Referral ☐ ☐ ☐

Inform the guest of any referral programs

Prebook ☐ ☐ ☐

Work with the guest to schedule the next appointment. Lead the books.

Home Care Products

☐ ☐ ☐

Ask the guest which products they would like to take home today. Make recommendations if the student did not bring up products

Fond Farewell

☐ ☐ ☐

-smile, eye contact, say "Is there anything else I can do for you today, _____."

Non-Negotiables & Pleasure Principle

YES/NO/NA

Did you use the non-negotiables and pleasure principle? ☐ ☐ ☐

Smile and make eye contact with every guest ☐ ☐ ☐

Use the client's name at least 3 times ☐ ☐ ☐

End every conversation with "Is there anything else I can do for you, (name)?" ☐ ☐ ☐

Reply with "My pleasure!" when a guest says thank you. ☐ ☐ ☐

Legendary Customer Service

	YES/NO/NA		
Look the part	☐	☐	☐
Gather client info	☐	☐	☐
Inform guests of wait time. Check in with guests who have been waiting more than 10 minutes.	☐	☐	☐
Return phone calls the same day if possible	☐	☐	☐
Utilize B.L.A.S.T. when handing upset clients.	☐	☐	☐

Comments:

Expectations:
