



Greeting: Hello, and thank you for calling. My name is [OpName]. Are you calling today to schedule an appointment?

i. Yes (Calling to Schedule)

- a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
- b. May I have the spelling of your last name?
- c. And what is the best number to reach you?
- d. Thank you [FirstName]. What procedure are you looking to have done?
- e. Is this appointment for a Color?

i. Yes

1. Unfortunately, we do not do same day appointments for Color, but someone will be in touch with you within 24 to 48 hours to schedule that.
2. May I ask, which stylist would you like to schedule with?
3. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - a. Send message through.

ii. No

1. May I ask, which stylist would you like to schedule with?
2. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - a. Send message through.

ii. No (All Other Calls)

- a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
- b. May I have the spelling of your last name?
- c. And what is the best number to reach you?
- d. Thank you, [FirstName]. What message would you like me to pass on?
- e. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - i. Send message through.