

3 WAYS

To enhance your connection with your clients



1

BEFORE THE APPOINTMENT

Make sure your client
can easily reach you in
case they have
questions or concerns



*Make the first move:
Use 2-way texting to
remind them of
appointment
preparations in
advance

2

DURING THE APPOINTMENT

- Always greet
your client by
name



- Start your
appointments
with a short
consultation
- Engage in small
talk! This shows
that you have a
genuine interest
in getting to
know them

3 AFTER THE APPOINTMENT



- Take detailed notes about the customer's small
talk points to bring up during your next salon
appointment
- Provide the client with an easy way to provide
feedback