

BEAUTY THERAPY TOOLKIT
SCENARIO

EXCELLENT CUSTOMER SERVICE SKILLS

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The following is a scenario of excellent customer service skills

The demonstration can be viewed by visiting <http://multimedia.forthvalley.ac.uk/Player/3578>

Scenario

Receptionist	"Good Morning, How can I help?"
Client	"Good Morning, I have got an appointment this morning"
Receptionist	"Who's it with?"
Client	"It's with Louise at 10am"
	The receptionist checks the appointment book
Receptionist	"There seems to be a mix up, you're in for an appointment tomorrow"
Client	"Are you sure it's not today, hold on ill check my appointment card".
	The customer checks her appointment card which is in her bag
Client	"Oh it is tomorrow, it's baby brain and the weather outside is absolutely horrendous, the bus was late, I even shouted at the bus driver"
Receptionist	"If you hold on I'll check with the technician to see if there is anything we could do, I'll get you a seat first and take your coat".
	The receptionist shows the client to the waiting area, takes her coat
Receptionist	"Can I get you a cup of tea or coffee?"
Client	Thank you, I would love a cup of tea please
	The receptionist goes to check with the technician if she is available to meet with the client
Receptionist	There seems to be a mix up, the client is scheduled in tomorrow but she's came in today. Her appointment was at 10am, however is there anything you could do between 11am or 11.30am"
Technician	11am is my lunch break and I don't want to miss my lunch break. Who is the client?"
Receptionist	"It's Miss Smith"
Technician	"Oh she's a regular and she's a good client and I don't want to send her away, especially with the weather

Receptionist	“Do you think that you could even do a mini manicure?”
Technician	“If you could give me a hand setting up, I could manage to fit her in. I will go through and get that sorted and get set up”
	The receptionist returns to the client
Receptionist	“I have good news, the technician is going to fit you in over her lunch break, but you will have to wait for a short time”
Client	“That’s fine, thank you very much. I really didn’t want to come back tomorrow as I have another appointment as I seem to have double booked”
Receptionist	“No problem, I will go and make you that cup of tea”