Transcript for the reception duties video

# Reception duties

### Scene 1: Create a positive first impression

The receptionist is usually the first face the customer will see. It takes just a few seconds for them to form an opinion of the receptionist and the salon itself. A negative impression may well mean you lose business. Simply being attentive and friendly and having a smile on your face is a great first impression for any customer, and can be the difference between gaining and losing custom.

Receptionist: Good morning.

Client: Good morning. I’ve got an appointment this morning at 9:30.

Receptionist: OK.

Client: I’m not actually sure who it’s with.

Receptionist: All right. What name is it, please?

Client: Alison Booth.

Receptionist: OK. Oh, yes, Alison, you’re with Janine this morning for a colour.

Client: That’s right.

Receptionist: Janine’s just running slightly behind schedule this morning. Are you all right with that?

Client: That’s fine. Yep.

Receptionist: She won’t be long. I’ll tell you what we’ll do. I’ll come round and I’ll take your coat. I’ll get you a cup of coffee or whatever you’d like and settle you with a few magazines until Janine’s ready.

Client: That’ll be lovely. OK, thank you very much.

Receptionist: OK. Oh, Alison, let me take your coat for you.

Client: Thank you very much.

Receptionist: Can I get you a drink?

Client: White coffee, one sugar, please.

Receptionist: Will do. Alison, do you want to just take a seat there. Do help yourself to the magazines.

Client: Thank you very much.

Receptionist: All right. It won’t be long.

Client: That’s great. Thank you.

Receptionist: Hi. Can you get a message to Janine for me, please? Can you tell her that her half past nine appointment, Alison, is sat in reception waiting for her? Right, OK. Right, yeah. OK, thank you, I’ll tell her that. Thank, bye-bye.

Alison? Janine will be about five minutes then she’ll be with you.

Client: That’s fine. No problem. Thank you.

### Scene 2: Good practice when booking an appointment

Receptionist: Good morning. College Salon.

Client: I’d like to book an appointment for a cut and a colour on Saturday. 10:30 if possible.

Receptionist: OK, let me just check our availability. So, because you’re wanting to book a colour service, we do require you to come in 48 hours before you have your service to have a skin test.

Client: Is that still the case even though I’ve had a colour on my hair before?

Receptionist: It is because actually you can suddenly become allergic or have a sensitivity to any products that we may use, so obviously we do insist that you do have your skin test 48 hours before you have your colour service.

Client: Right. So it has to be 48 hours, then. It can’t be just a couple of hours or anything?

Receptionist: No. No, it does have to be 48 hours. It can take that time for your sensitivity to react.

Client: OK, then, so when’s the best time for me to come in?

Receptionist: OK, so you want your appointment at 10:30 on Saturday morning. Would you be able to come in Wednesday or Thursday evening?

Client: Wednesday would probably be good for me. Do you open late?

Receptionist: Yes, we do. We’re open till eight o’clock on a Wednesday. Does that fit in with you?

Client: Yes. Would half six be OK?

Receptionist: That’s fantastic. So half past six to have your sensitivity test. Can I just take some details from you, please, and then I can book those appointments on the system? Can I take your name, please?

Client: Yes. My name’s Mary Adams.

Receptionist: And can I have a contact number, Mary, please?

Client: Yeah, it’s 01...

[Obtaining a contact number from a client is extremely important as it means that should any unforeseen circumstances arise, such as the stylist being off sick, they can be notified.]

Receptionist: Can I take an address as well? Can we get you on our mailing...?

[In addition to this, if a client is running late, you can make contact to see if they are still able to make their appointment.]

Receptionist: OK, Mary, thank you for that. I’ve got all your details now. So just to run through, you’re coming in Wednesday evening at 6:30 for your skin test and then Saturday at 10:30 for your colour service. Is there anything else I can help you with?

Client: No, that’s great, thank you.

Receptionist: OK, brilliant. Bye, Mary. Bye, now.

#### Transcript ends 0:04:17.4