

Consult & Rebooking Scripts

CONFIDENCE CORNER

Start every visit with a plan. End it with a next step.

01 The Three-Question Consult — Before You Touch the Skin

Ask these before every new-client treatment and before any returning visit where something may have changed. Adjust the wording so it sounds like you.

Q1 — Concern: “What’s the one thing you most want to change about your skin right now?”

Q2 — Routine: “Walk me through what you use morning and night, including anything you use just once or twice a week.”

Q3 — Changes: “Any new products, medications, procedures, or sun exposure since your last visit?”

Listen for: retinoids, acne medication, recent peels, laser, or waxing. Any of these can change what’s safe to do today.

Try this: “So your main concern is ___, and you’re using ___. Today I’m going to ___ because ___. Tell me right away if anything feels uncomfortable.”

Skip: “So, what are we doing today?” “Anything I should know?” “What’s wrong with your skin?” Vague questions get vague answers.

02 The Rebook — Before They Leave the Room

Name the timeframe and the reason, then offer two options. Match the interval to the treatment and the goal, and follow your spa’s protocol.

Try this: “For your goals, I’d like to see you in four weeks. That gives us time to see how your skin responds. Does Tuesday afternoon or Thursday morning work better?”

If they say “I’ll call you”: “No problem. I’ll pencil in Tuesday at 2:00 so you have a spot, and you can move it anytime.”

Follow up within 24 hours: “Thanks for coming in. How is your skin feeling? Remember to [one homecare change]. See you on [date].”

Skip: “Do you want to rebook?” “Just call whenever you’re ready.” “Let me know.” These hand the decision back with no plan attached.

03 The 60-Second Note — After Every Visit

Write these six things down as soon as the client leaves. They set up your next consult.

1 Concern in their own words

4 Recommendation the one change

2 Homecare they use now

5 Question for next visit

3 Treatment and any reaction

6 Next visit date and time

Try this: “Last time you wanted to work on ___. How has that been going?”

Clients don’t need you to be perfect. They need to know what happens next.

Professional insight, translated for real life.



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