

READY, SET, FRONT DESK!™

© SSBC

VIRTUAL TRAINING

SIMPLIFYING THE TRAINING PROCESS AT YOUR FRONT DESK

VIRTUAL ZOOM LESSON #1

- Elevate your customer service with new scripts and "luxury language"
- Understand nonverbal communication and why it's important to master
- Learn the full mission of the front desk = customer service and sales
- Learn how to effectively offer additional services
- Implement Summit's 4-Step Phone Script

VIRTUAL ZOOM LESSON #2

- Advanced intelligent verbiage scripts
- Understand how to increase service and retail / 4-Step Check in
- Discover how to effectively rebook and close the retail sale / 4 Step Check-out
- Develop and deliver a consistent 4-Step Salon Tour

INCLUDES: 6-weeks / Virtual Actions & Accountability
PRIVATE FACEBOOK GROUP – Replay recorded lessons / Post & Celebrate Success



SUMMIT FACILITATOR



**JULIE
MOLINA**

**March 8 &
March 29
10-11am EST**

**REQUIRED
PLATFORMS
ZOOM WEBINAR
+ PRIVATE FB PAGE**

INVESTMENT AND REGISTRATION OPTIONS

LEVEL
LOYALTY REWARDS

**XXXX Points / \$XX
PER ATTENDEE**

CLICK TO

REWARD POINTS

REDEEM

CREDIT CARD

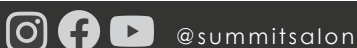
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CE Hours

CE Business for DC, IA, IL, NC & NE.
Please contact
CE@supportloreal.com
for further questions regarding CE.



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1-800-718-5949 SummitSalon.com

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