

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



TIFFANY
BOCCIA

**MONDAYS
AUGUST 2 & 23, 2021
7:00-8:00pm EST**

**ZOOM SESSIONS
LIVE AND RECORDED FOR REPLAY
IN PRIVATE GROUP**

INVESTMENT AND REGISTRATION OPTIONS

LEVEL
LOYALTY REWARDS

**13,300 Points /
\$199
PER ATTENDEE**

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