

# READY, SET, FRONT DESK!™

© SSBC

## V I R T U A L T R A I N I N G

### ***SIMPLIFYING THE TRAINING PROCESS AT YOUR FRONT DESK***

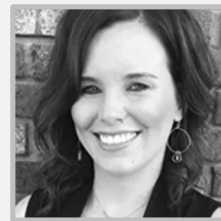
#### **VIRTUAL ZOOM LESSON #1**

- 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**



**LORIE  
McDONALD**

**TUESDAY  
JULY 13 & AUGUST 3, 2021  
10 AM - 11AM EST**

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

## INVESTMENT AND REGISTRATION OPTIONS

**LEVEL**  
LOYALTY REWARDS

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

CLICK TO

REWARD POINTS

REDEEM

CREDIT CARD

BUY

MORE INFO

LEARN

**CE Hours**

CE Business for DC, IA, IL, NC & NE.  
Please contact  
[CE@supportloreal.com](mailto:CE@supportloreal.com)  
for further questions regarding CE.

@summitsalon

1-800-718-5949 [SummitSalon.com](http://SummitSalon.com)

All ticket sales are final, non-refundable, non-transferable presenter subject to change.