

# READY, SET, FRONT DESK!™

© SSBC

## VIRTUAL TRAINING

### SIMPLIFYING THE TRAINING PROCESS AT YOUR FRONT DESK

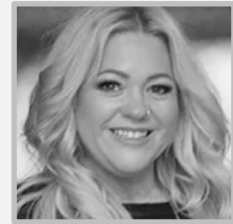
#### VIRTUAL ZOOM LESSON #1

- 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



TIA  
GREEN

**MONDAYS**  
**OCTOBER 4 & 25, 2021**  
**7:00 pm – 8:00pm EST**

\*Please be mindful of your time zone\*

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

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