

# READY, SET, FRONT DESK!™

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## 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 FACILITATORS



MARC  
BOURGOIS

**TUESDAY  
AUGUST 10 & 31, 2021  
10 am - 11 am EST**

*\*Please note your your time zone\**

**PLATFORM REQUIRED  
ZOOM WEBINAR**

## INVESTMENT AND REGISTRATION OPTIONS

**LEVEL**  
LOYALTY REWARDS

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

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