**Virtual Consultation Script**

As you schedule appointments take the time to book a 5 to 10 minute “virtual consultation” with your clients to address needs and make recommendations prior to their visit. Knowing ahead of time what they need and adding it to the appointment will save you time and help you manage your schedule. Here are some steps you can take:

**Pre-consultation**

1. Review their past 3 visits to see service and retail purchase patterns.
2. Write down questions you want to ask based upon your analysis & what you know about your client.
3. Be prepared to take notes that you can enter your software.
4. Ask them what platform they use for face to face meetings. (Skype, Google Hangout, What’s App, Facetime, Zoom, etc.) Send them an invitation to join you where applicable.

**Consultation**

1. **Well-being first**. Check in with how they are & how their family is doing. Give them a chance to share their situation. This gives them a chance to be heard and also for you to gauge how they are relating to the situation. If they have been impacted economically or if they have someone who is sick of have lost someone, knowing this information is important. Empathy always goes a long way.
2. **How’s your hair?** Have them share what they have been doing to take care of their hair during quarantine. What color alternatives have they been using? How much re-growth do they have showing? What have they done to maintain their hair? What are they challenged with? Offer immediate steps where necessary to support them now.
3. **Retail results?** Discuss what products they are using and troubleshoot any areas of opportunity based on proper usage and timing.
4. **Analyze their hair**. Look, assess and discuss what you see. Make notes for your records.
5. **Educate them**. Discuss what you see and, where applicable, teach them why they are dealing with
6. **Make a recommendation.** Walk them through the service recommendations. Update your appointment schedule with whatever they agree to.
7. **Completion.** Thank them for their time and reiterate your commitment to their well-being