MANAGING EFFECTIVE CUSTOMER SERVICE IN A SALON

Silk N Salt
GURUKUL OF HAIR & BEAUTY

Course Overview

The "Managing Effective Customer Service in a Salon" course is a comprehensive 4-week program designed for aspiring salon managers and owners. This course aims to equip participants with the essential knowledge and skills to provide exceptional customer service, enhance client satisfaction, and build strong client relationships within a salon setting. Through a combination of theoretical knowledge and practical exercises, participants will learn how to create a customer-centric salon culture, establish customer service standards, and implement effective strategies to deliver outstanding service.

Learning Focus

★ Importance of customer service in the salon industry.
★ Understanding customer expectations and needs.
★ Developing a customer-centric salon culture.
★ Establishing customer service standards and policies.
★ Guidelines for appointment scheduling, communication, and service delivery.
★ Conflict resolution and customer satisfaction recovery.
★ Creating a positive salon environment.
★ Mastering effective client consultation techniques.
★ Conducting thorough needs assessments.
★ Personalizing recommendations based on client needs and goals.
★ Upselling and cross-selling techniques.
★ Ensuring service excellence in salon treatments.
★ Time management techniques for efficient service delivery.
★ Building strong client relationships and fostering loyalty.

Investment

★ INR: INR 20000 + taxes
★ Duration: 2 weeks Lecture + 2 weeks Internship

Certification

Silk n Salt - Gurukul of Hair & Beauty Certificate on course completion