

Rebooking + Add-On Scripts

Use These at the Chair — Every Single Appointment

These scripts are designed to be said out loud, at the chair, before the client pays. Practice them until they feel natural. The money is already in the room — you just have to ask for it.

PART 1 — THE REBOOKING SYSTEM

The rebooking ask happens before the client leaves. Not after. Not by text the next day. Before she pays.

The rule:

Every. Single. Client. No exceptions. Even the ones you think will rebook on their own.

The Core Rebooking Script

"Your next appointment should be in about [X weeks / X months]. I have [Day] open on [Date] — do you want me to put you down now before it fills up?"

Then stop talking. Let her respond. Don't fill the silence.

If She Says She'll Check Her Schedule

"No worries — let me send you a reminder in a few days so you don't lose the spot. What's the best number to text you?"

If She Says She's Not Sure

"I totally get it. I'll hold [Day] for you until [48 hrs from now] — just let me know by then and I'll lock it in."

If She Wants to Book Further Out

"Absolutely — I book out about [X weeks]. Let me pull up the calendar right now so we can find a good one."

Note: Set a follow-up reminder for any client who didn't rebook at the chair. Text them within 48 hours — not two weeks later.

PART 2 — ADD-ON UPSELL LANGUAGE

The add-on ask is offered before the service starts or during the consultation — not at the end. That's when the client is most open and when you still have time to deliver it.

The rule: Pick ONE add-on to offer per client. Not all three. One, confidently offered.

Deep Condition Add-On

Offer at consultation or when you're prepping the client's hair

"I'm going to recommend we add a deep condition to your appointment today. It's \$[price] and it takes about 10 extra minutes — your hair will feel so much better and it helps your install last longer. Want to add it?"

If she hesitates:

"It's completely optional — but it makes a real difference in how your hair feels and holds. I do it for most of my clients who get [service]."

Scalp Treatment Add-On

Offer during consultation, especially for clients who mention dryness, itching, or buildup

"Since you mentioned [dryness / itching / buildup], I'd love to do a quick scalp treatment before we start. It's \$[price] and it addresses exactly what you're dealing with. It only adds about 15 minutes. Want me to add it?"

Style Upgrade / Blow-Dry Add-On

Offer at the end of the service before the final look

"I can do a full blow-out and style finish for \$[price] — it takes about 20 minutes and you'll leave completely done. Want to do that?"

PART 3 — THE CHECKOUT SCRIPT

When the client is paying — this is your moment to confirm the rebook and thank her in a way that drives referrals.

"Your total today is \$[amount]. I've got you down for [rebooking date] — I'll send you a reminder as it gets closer. Thank you so much for coming in. If you have a friend

looking for [service], I'd love to take care of her too. Here's my booking link if you want to send it her way."

That's three things in one sentence: payment confirmed, rebook confirmed, referral planted.

PART 4 — MONTHLY REBOOK AUDIT

At the end of each week, check your numbers:

Question	Your Number This Week
How many clients did you see?	
How many did you ask to rebook?	
How many rebooked?	
How many add-ons did you offer?	
How many add-ons were accepted?	
Add-on revenue this week (\$)	

If your rebook rate is below 70% — you're likely not asking every client. No judgment. Just fix it next week.

"Your best source of new appointments is your current clients."

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