

Customer Phone Scripts

FOR MEDSPAS

1 Greeting

"Thank you for calling [Medspa Name], this is [Receptionist's Name]. How can I assist you today?"

2 Handling Specific Treatment Questions:

If they ask about a treatment you're unsure of:

- "That's a great question! Let me double-check with one of our providers. Could you hold for a moment?"

(If the provider is unavailable):

- "Our providers are busy right now, but I can book you a free consultation where they'll go over everything in detail. Shall I schedule that?"

3 For Returning Clients:

If they mention they are a returning client:

- "Welcome back! How has your skin been since your last treatment? Would you like to continue with [previous treatment] or try something new?"

If they ask about new services:

- "We're always bringing in the latest treatments! I can send you information on our new offerings, or we can schedule a consultation to discuss your goals."

4 For New Inquiries:

If they ask about services or treatments:

- "We offer a variety of treatments such as [list a couple of popular treatments]. Could I ask what results you're looking to achieve, so I can recommend the best options?"

If they ask about pricing:

- "Our pricing varies depending on the treatment and any promotions we're running. I recommend a complimentary consultation to go over personalized options and pricing. Can I schedule that for you?"

5 If They Are Unsure of What They Want:

"No worries! Many clients start with a complimentary consultation. During the consultation, our expert providers assess your goals and recommend the best treatment options. Would you like me to book one for you?"

6 If They Ask About Provider Experience:

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- "Our providers are highly trained and experienced with [list key services]. They regularly attend advanced training to stay updated on the latest techniques."



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Handling Objections or

7 Hesitancy:

- "I understand! That's why we offer free consultations — there's no obligation. Would you like to try that first?"

If they mention they're nervous:

- "It's normal to feel nervous! Our providers will ensure you feel comfortable throughout the process. Would you like to schedule a consultation to discuss more?"

9 Closing the Call:

If they book an appointment:

- "Wonderful! You're booked for [repeat date and time]. You'll receive a confirmation email shortly. Is there anything else I can help with?"

If they don't book:

- "Feel free to call us anytime or book online when you're ready. Have a great day!"

Handling Promotions and

11 Specials:

If they ask about current specials:

- "We have some great promotions! For example, [mention a special]. Would you like the full list, or can I help you schedule an appointment?"

8 Encouraging Engagement:

If they're not ready to book right away:

- "No problem! How about I send you some information via email? You can review it at your own pace, and if you decide to book, we're always here."

If they ask about future services:

- "We're always adding new services! I can add you to our email list to keep you updated, or you can follow us on social media."

10 Handling Appointment Changes:

If they ask to reschedule or cancel:

- "I can help with that! Let's check availability for another time. What works best for you?"

If they ask about the cancellation policy:

- "We ask for [mention hours, e.g., 24 hours] notice for cancellations to avoid fees. Would you like to reschedule now?"

Handling External Service

12 Requests:

If they ask about services outside your offerings:

- "We don't currently offer that, but I'd be happy to refer you, or we can discuss alternative treatments during a consultation. Can I help you book one?"

