

Customer Service Timeline*

10 - 14 Days before appointment

- * Book class + coach and pre-profile hostess
- * Send class reminder postcards to guests

5 – 7 Days before appointment

- * Call hostess for guest list
- * Pre-profile guests
- * Pack and prepare for class

Day of Appointment

- * Arrive 30 minutes early to set up + hold color appointment with hostess
- * Hold skin care class to generate sales, future appointments, and prospects
- * Coach new hostesses booked using a hostess packet

1 – 2 Days following appointment

- * Fill in tracking sheet, file tax information, enroll new customers in PCP
- * Follow up with guests
- * Re-order products to maintain store

3 – 7 Days following appointment

- * Deliver any products
- * Hold team-building appointments with prospects from appointment
- * Begin pre-profiling for classes booked from appointment

14 – 60 Days following appointment

- * Customer service and booking calls (within 14 days)
- * Follow up with PCP customers with each quarter
- * Add new customers to quarterly facial rotation and follow up on re-order needs as a part of exceptional customer service

*See the Education tab on your InTouch webpage for a more detailed explanation of each step in this process.