

Hostess Coaching Verbiage by Tracey Casey

When Spa IS Booked:

Let hostess know you are going to help her have the best spa possible. By providing a little info we will! Tell her to PLEASE get you her WISH LIST and GUEST LIST as soon as possible. She will need to provide you names AND phone numbers!

Phone Numbers: So you can CALL each guest

Addresses: To mail each confirmed guest a reminder card of the spa appointment will be gotten from each guest as they RSVP.

When Calling each Guest:

Say or leave a message to this extent.

"Hello, my name is _____. I am calling today on behalf of ___ (hostess) ___. She has made a special reservation for a SPA RETREAT with me and is able to invite ONLY 8 friends to this night of pampering. YOU were one of the MAIN ONES she wanted to me to call. When is the last time you pampered yourself? (Let her answer) Well, I just need to know if I can go ahead and secure your reservation now. You only have 48 hours to get back with me, as the guest list needs to be confirmed in the next 48 hours. I KNOW how much it means to ___ (hostess) ___ for you to come. Can I count you in?"

If leaving a message, Leave the message just like this and call the hostess back if no reply. When someone cannot attend, get the hostess to provide names to keep the list at 8.

After The Confirmation:

Send out postcards as REMINDERS of their appointment time. Inviting has already been done! Do however; put a discount or sticker on cards as a further incentive.