



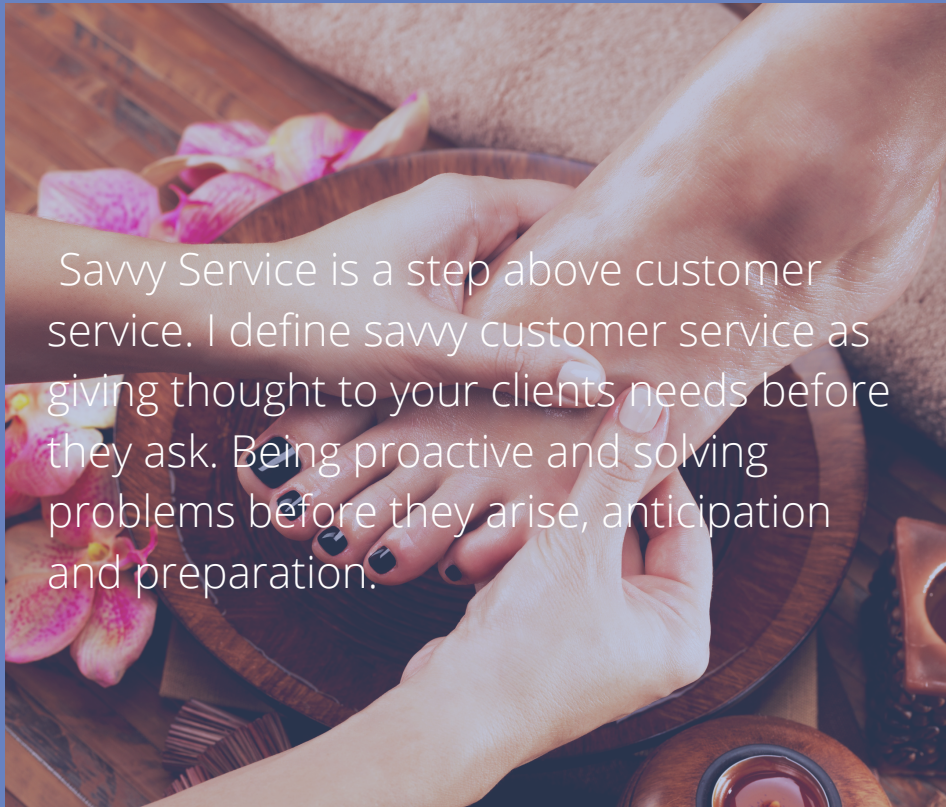
Bridge The Gap

Workbook



**YOUR GUIDE TO PROVIDING
SAVVY CUSTOMER SERVICE
IN YOUR BEAUTY BUSINESS**

WHAT IS SAVVY CUSTOMER SERVICE?



Savvy Service is a step above customer service. I define savvy customer service as giving thought to your clients needs before they ask. Being proactive and solving problems before they arise, anticipation and preparation.

Customer service is the driving force in most businesses where your business thrives on customer relations. You can be a master in your trade; however, if you lack customer service skills, your business will not survive. Customer service is just as important as the technical skills you possess. It is essential to get to know your clients, their needs, and how you can take care of them.

What is your vision?

What is your Purpose for starting a business?

Business Goals *Checklist*

1.

2.

3.

4.

5.

6.

Best Practices;

Including savvy customer service in your business goals and an outline will allow you to take inventory of your progress, allowing room for improvement and growth in some areas. Also, adding savvy customer service to your business goals will hold you accountable for creating the savvy customer service experience and goals you set for your business.

Business Outline

A.

1.

a.

b.

c.

2.

a.

b.

c.

Business Outline

C.

1.

a.

b.

c.

2.

a.

b.

c.

Business Plan

(Refer to course business plan to get you started & SBA website)

Table of Content.

Executive Summary

Operational Structure Company Overview

Company History.

Market and Services

Financials.

Thank You Page

Usful Sites



Grammarly

“Flag potential issues in the text and make context-specific suggestions to help with grammar, spelling and usage, wordiness, style, punctuation, tone, and even plagiarism”.

Quickbooks

Aids in financial solutions

Square

A POS (point of sale) system is designed to function through your cell phone or any other operating system such as your laptop or ipad, and more.

Notes: