The Rebooking Cheat Sheet

THE QUICK-WIN GUIDE FOR ESTHETICIANS



HELLO!

I'm so excited you're here!

If we haven't met before, I'm Diana Tepper, founder of Creative Spa Mentoring and after 34+ years as a skincare professional, post-graduate educator, mentor, business owner, and leader in this industry, there's something I know for sure:

Knowing what to do and feeling confident enough to actually do it are two very different things.

I created The Rebooking Cheat Sheet for the esthetician who knows what to recommend, but hesitates in the moment. Because that hesitation is costing you clients, income, and the results your clients came to you for.

Rebooking is not a sales pitch. It is client care.

You already have what it takes, so let's get started! Everything you need is right inside! 🤩

Diana | Creative Spa Mentoring
Stop doubting. Start doing.

THREE SCRIPTS. ONE CHALLENGE. ZERO HESITATION.

RESET MINDSET

REBOOKING IS NOT SELLING. IT'S CLIENT CARE.

You just gave your client an amazing treatment. She loved her results. She feels great. She is getting ready to leave. And then comes the moment.

You know when she should come back. You know what she needs next. But instead of confidently recommending it, you hear yourself say: "Hope to see you again soon!"

Here is the shift that changes everything.

Stop thinking: "I don't want to pressure her into rebooking."

Start thinking: "I know what will best support her goals, and it is my job to confidently recommend it."

THE 3 R'S

THE SIMPLE REBOOKING FORMULA.

RESULT. RECOMMEND. REBOOK.

Result: Connect the conversation to what you accomplished today and what she wants to achieve.

Recommend: Tell her what you professionally recommend next, and why.

Rebook: Give her a clear next step instead of leaving the appointment open-ended.

You do not need a perfect script. You need a clear professional recommendation.

3 SCRIPTS TO START USING TODAY.

Script 1: During the Treatment

"Based on what I'm seeing today and the result we're working toward, I'd like to see you again in about ___ weeks. That timing will help us keep building on what we accomplished today."

Why it works: You are connecting her next visit directly to her goal before she even gets off the table.

Script 2: At the End of the Treatment

"Your skin responded beautifully today. To keep this progress moving, my recommendation is that we do ___ in about ___ weeks. Let's get that next appointment on the calendar before you go."

Why it works: You are giving her your professional recommendation instead of making her figure out the next step herself.

Common objection: "I'll just call when I'm ready."

Your Response: “I love that you know you’ll be back. My schedule fills up faster than most people expect though, so let's put something tentative on the books now so your spot is waiting when you are ready."

Why it works: You are honoring her intention while gently protecting her access to you.

Script 3: When She Hesitates

"Absolutely, I understand. I just want you to know that the ideal timing for the result we're working toward is around ___ weeks. Let’s reserve that time now and adjust it if you need to."

Why it works: You are staying confident in your expertise while giving her the freedom to choose.

Common objection: "I need to check my schedule."

Your Response: "Of course. Let me reserve a tentative spot now so the ideal timing is held for you. If something comes up we can always move it. It is so much easier to adjust an appointment than to find one later."

Why it works: You are removing the pressure while still moving her forward.

YOUR 5 CLIENT REBOOKING CHALLENGE.

For your next 5 appropriate clients, make a clear recommendation for their next appointment before they leave. Use one of the 3 scripts or adapt the words so they sound natural coming from you.

One rule: Do not skip the recommendation because you are afraid she might say no.

CLIENT CHALLENGE

Client	Recommended next visit?	Used a clear script?	Rebooked?	Did I explain why?
1	Yes / No	Yes / No	Yes / No	Yes / No
2	Yes / No	Yes / No	Yes / No	Yes / No
3	Yes / No	Yes / No	Yes / No	Yes / No
4	Yes / No	Yes / No	Yes / No	Yes / No
5	Yes / No	Yes / No	Yes / No	Yes / No

Your Goal Is Not 5 Yeses.
Your Goal Is 5 Confident Recommendations.

You control whether you make the recommendation. You do not control her answer. Every confident recommendation you make strengthens the skill.

After your 5 clients, ask yourself:

Which script felt most natural?

_____

_____

_____

Where did I still hesitate or soften my recommendation?

_____

_____

_____

What changed when I treated rebooking as client care instead of selling?

_____

_____

_____

What did I prove to myself?

_____

_____

_____

DIANA'S REBOOKING RULE:

Do not say "Hope to see you soon" when you already know what your professional recommendation is.

Your client does not need you to hope. She needs you to guide.

Confidence does not mean getting a yes every time. It means being willing to make the recommendation every time.

Maybe the problem was never that you did not know enough. Maybe you simply needed the confidence to start using what you already know.

Your skill got you here. Your confidence will take you where you want to go next.
That is exactly what Inside-Out Confidence is all about.

READY TO GO DEEPER?

If this cheat sheet resonated with you, I would love to connect.

Creative Spa Mentoring exists for skincare and beauty professionals who are talented, hardworking, and ready to stop doubting themselves and start building the career and income they deserve.

You don't need more certificates to succeed. You need confidence, clarity, and a plan. Take the first step to 5 Micro-Confidence Shifts, From Hesitation To Revenue.

You will see exactly what your hesitation is costing you, and you have a way to reset your confidence before it ever has the chance to show up. It includes a 3-minute reset routine you can use before every appointment, so confidence becomes something you practice, not something you wait to feel.

LEARN MORE → 5 Micro-Confidence Shifts, From Hesitation To Revenue, $47

Come find me. I would love to be in your corner! 😊

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www.creativespamentoring.com/micro-confidence-shifts