

TOP TIER CLIENT CARE

ATTRACT THE RIGHT CLIENTS, CARE FOR THEM WELL, AND GIVE THEM REASONS TO RETURN.

Getting clients through the door is only the beginning.

Top Tier Client Care helps you create a client journey that feels warm and personal to your clients, while staying organized and consistent behind the scenes.

YOU'LL WALK AWAY WITH

- A clearer picture of your ideal client
- Better ways to attract clients without relying only on social media
- A smoother booking and intake experience
- Systems that reduce confusion and missed appointments
- More referrals, reviews, and repeat business
- Simple ways to stay connected and top of mind
- A client experience people remember and want to return to

Because excellent client care is not just about the service you provide. It is about how your clients feel at every step.



TOP TIER CLIENT CARE COURSE BREAKDOWN



MODULE 1

Attracting Your Ideal Client

- Identify who you most enjoy serving
- Understand what they need and what helps them say yes
- Choose the right attraction channels for your business
- Use networking, referrals, reviews, partnerships, social media, & ads intentionally



MODULE 2

Creating an Exceptional Client Experience

- Create a warm welcome from the first contact
- Make phone, reception, and online booking feel personal
- Build a smooth intake and check-in process
- Prepare clients clearly before their appointments
- Systemize the small details that make clients feel cared for
- How to ask in a way that feels natural, plus how to generate 5-star reviews.



MODULE 3

Booking Systems That Support Your Business

- Organize services, appointment times, and pricing
- Send confirmations, reminders, and follow-up messages
- Track where clients come from
- Store formulas, notes, photos, and client history
- Use reports to understand revenue and business performance



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MODULE 4

Deposits, Cancellations, and Clear Policies

- Decide when deposits are appropriate
- Choose an amount that protects your appointment time
- Communicate cancellation and rescheduling policies clearly
- Document exceptions for illness and emergencies
- Stay firm while still treating clients with kindness and grace



MODULE 5

Referrals, Loyalty, and Personal Follow-Up

- Ask naturally for referrals and five-star reviews
- Reward the client behavior you want repeated
- Use thank-you notes, birthday cards, gifts, and reminders
- Share before-and-after photos with personal messages
- Stay connected through newsletters and loyalty programs



MODULE 6

Growing Without Losing Profit or Focus

- Decide when adding a new service makes sense
- Consider space, training, supplies, and staffing
- Protect your strongest and most profitable services
- Measure the return on your time and investment
- Grow in a way that supports your bottom line



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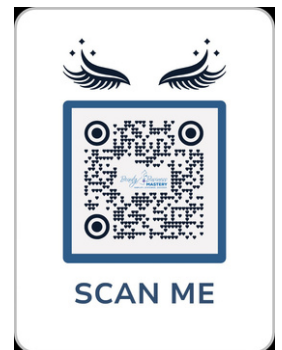


**IF THIS FEELS LIKE WHERE YOU ARE, HERE'S YOUR NEXT
BEST STEP: DOWNLOAD TOP TIER CLIENT CARE.**

ACCESS TOP TIER CLIENT CARE FOR \$297

**Learn how to attract the right clients, create an
experience they remember, and build simple systems
that keep them coming back.**

**Already started with Balanced Mindset and/or Effective
Structures? You can still take advantage of the Best
Value Bundle. We'll apply what you've already paid as a
credit toward the bundle.**



**Need help deciding which client-care
systems would make the biggest
difference in your business?
Book a 20-minute strategy call with
me, and we'll talk through what is
working, what may be missing, and
your next best step.**

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