

CLIENT DIVORCE PHONE SCRIPT

Remember this is a loose script and should be adjusted to fit your needs.

Hairstylist: Hello (Client name)

Thank you for being a valued client of mine. I appreciate the opportunity to provide services for you. You've mentioned a few times your unhappiness with the services I've provided. Because of this, I believe it would be better to find another hairstylist that can best fit your needs. As of today, I will no longer be able to assist you with your hair needs.

Thank you for your understanding, moving forward you can expect to...

(You can list action steps like canceling any prescheduled appointments, refunding a deposit, if you want to give a referral, etc. If there are no action steps to take end the email.)

Alternate ending with no action steps:

Thank you for your understanding. Have a nice day.

Helpful Reminders

- No matter what the reaction of the client is remember not to play the blame game. Thank them again and end the conversation.
- You do not need to defend yourself let the client go.
- Remember you are in control and you have a right to not want to service a client.