

# The 4-Hour Rebook Script

A three-touch sequence that converts walk-outs into rebooks. Stylist plants. Receptionist closes. Text rescues.

## IN CHAIR · T - 5 MIN

### The stylist plants the seed

→ "Your [color/ends/style] will be ready for a refresh in about [X] weeks — do you want to grab a slot now while you're here so you get your preferred time?"

## AT CHECKOUT · T = 0

### The receptionist closes the loop

→ "[Stylist] mentioned she'd love to see you back in about [X] weeks. Want to lock something in now? I can put you in at the same time."

## 3 HOURS LATER · T + 3H

### The automated text catches the rest

#### SENT AUTOMATICALLY TO ANYONE WHO DIDN'T REBOOK

Hi [Name]! Hope you're loving your new look 💙 If you'd like to lock in your next appointment, just reply here and I'll set it up for you. [Salon Name]

Recovery rate on the 3-hour text: **25–40% of clients who didn't rebook at checkout.**