Daily Procedure

- Ensure tablet is on charge and connected to wifi
- Open SLIKR Shop Manager App
- Login with shop email
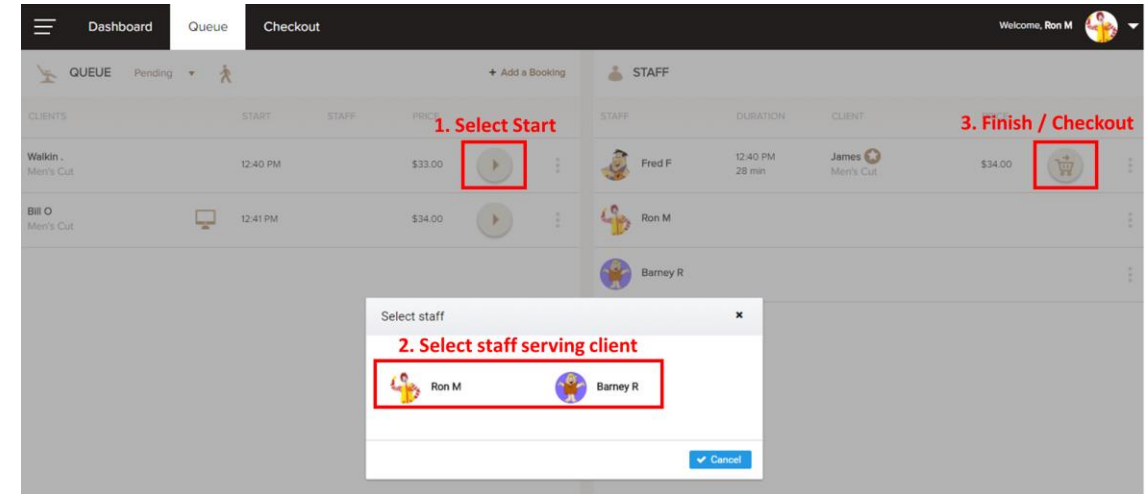- Select "Manage Shop" from the menu
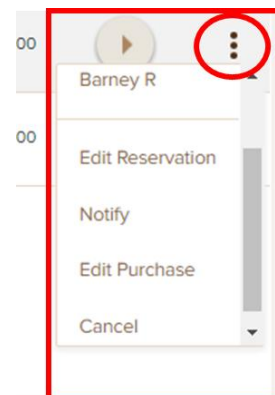

Client check-in

- Select "Shop Kiosk"

Queue management – Staff

- Select "Queue Manager"

Ensure tablet is off and charging overnight
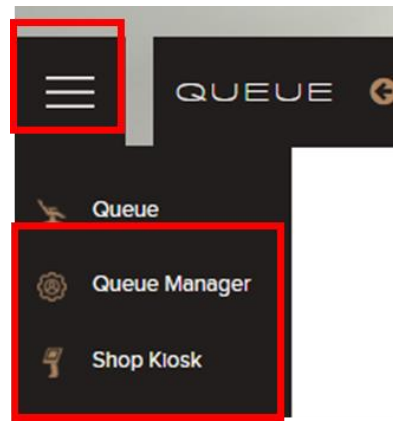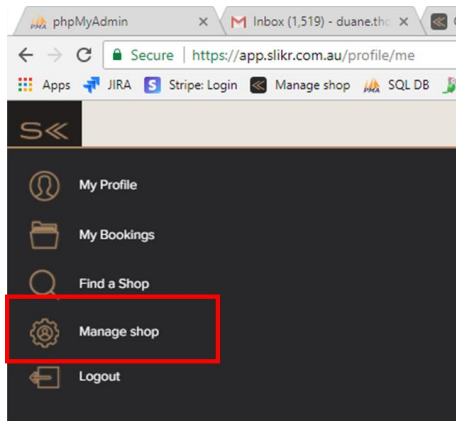
Queue Manager – used by staff to manage the queue.

1. Select the client; 2. Confirm staff starting service; 3. Finish to complete
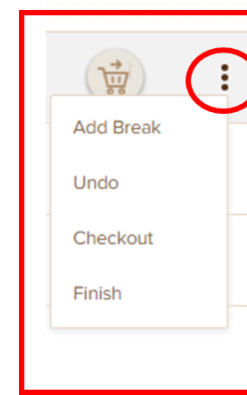

Client Action Menu

Notify : Send sms alert

Edit Res : update service, staff, time

Edit Purchase: payment details

Cancel – Remove client

Staff Action Menu

Break : Hold space on the queue. Start and finish a break, the same as clients.

Undo: Return a client to queue

Finish / Checkout – complete client, with or with payment details

Why SLIKR?

- Less walk past clients
- Less wait time in shop – we are accurate to average 10 mins
- Learn client's names
- Less stress on barbers without long queues in shop
- Barber requests. Clients can see your wait time and queue ahead for you.
- Breaks on busy days leave gaps for you to get a break
- **Build a customer database! Get more return clients and more revenue**

The Process

- Kiosk: Every client checks in
- When you call a client, select the chair and your name to <u>start</u>
- When you take payment. Press the "tick" button to <u>finish</u>. Easy!
- If you call a client and they are not there. Press notify to send SMS alert or cancel
- Breaks – start and finish, same as client.

The more consistent the shop is on the process, the faster you and clients will adapt to SLIKR.

Dealing with clients

Any change takes time. SLIKR makes it is easier with the kiosk because clients still have the option to walk-in.

1. <u>Start slow</u>: First few days just get the process working inside the shop. Then open on FB and the mobile app.
2. <u>Explain the benefits</u> : The Kiosk is easy to use, do not explain to clients how to use the kiosk, explain WHY.

"Good Morning
We have a new check-in system. It will help cut down the time you need to wait in the shop and avoid confusion on who is next.
Put in your details and it will give you a wait time and hold your place in the queue. You will even be able to look from home or work, see the wait time for anyone in the shop and check-in from there. You can track it live on your phone so the wait time in the shop is much less."

Key Objections

I do not want to leave personal details : "No problem, Just put a first name and initial so when we call you only 1 person stands up"

I just want a haircut, I have been coming forever: "Sure, you can still walk-in but we are just giving clients the option to reduce wait time" (perhaps use the "walk-in button 🚶 if they are old or very difficult)