

WHEN TO SAY NO

There are times in a hairdressing salon when you should say no to doing a client, particularly a colour service. A second opinion should always be part of the consultation.

- When you start a sentence with “I can’t guarantee the result”
- In order to get the result, you need to take a risk
- When the client is not willing to pay the quoted price and a shortcut needs to be taken
- When the hair is already damaged
- When the client has an unreal expectation

If you aren’t 100% confident you can get a result that both you and the client will “love” don’t do it.