

## **Late or Missed Appointments Procedure**

### **1: Ongoing Throughout the Day**

Missed appointments can be a significant reason that sales are lower than expected. Ignoring missed appointments can cause a substantial loss in sales.

Some people are embarrassed when they are late or miss an appointment, so they are afraid to call and reschedule.

Some people are disorganized and are regularly late or miss appointments.

Some people may have gone to the wrong shop. This happens more than you may suspect.

Some people need extra reminding.

Etc. Etc.

When a WAIT appointment is more than 15 minutes late, contact them.

Always set exact times for wait appointments.

When a DROP-OFF appointment is more than 30 minutes late, contact them.

You are just “Checking to see if we have the correct time; maybe we wrote it down wrong.”

Always get approximate times for drop-off appointments.

### **2: Once Daily – Best if You Schedule a Time to Remind Yourself**

Review yesterday’s schedule for any appointments that did not come in.

Contact them and let them know we are happy to schedule another time for them.

If we get half the missed appointments to come in, the sales increase will be significant.