



Ideal Receptionist

virtual reception for

Beauty

Our services

*Bespoke beauty reception
from £40 per month*





Welcome!

I hope you will find this information booklet useful. Should you have any questions, please feel free to contact us on

0208
788
6486

www.idealreceptionistbeauty.co.uk

To give you some background, our company was started by Leo Meyer, an Osteopath with a busy practice who up until a few years ago, used to answer his own calls.

Although he managed to build his business this way, coping when his practice became busy, proved difficult. He found it a strain to have to deal with patients' messages during the brief periods he had free in the day. They often complained that he did not get back to them quickly enough and he felt that he lost work because of this.

However, he couldn't warrant the cost of employing his own full-time receptionist, and in any case didn't want the administrative hassle that comes with having an employee. In addition, he couldn't find a reception service that understood his needs as a practitioner. He realised that he needed another solution – for his benefit AND that of his patients.

As a result, he started IdealReceptionist – an affordable, professional, flexible, easy-to-use reception service specifically for Health Practitioners. Following on from it's success and requests from our clients, we have created IdealReceptionist Beauty to better respond to the specific needs of clients from the beauty industry.

As the clients first point of contact, a high quality reception service is essential. IdealReceptionist Beauty makes it possible without breaking the bank and as a result this level of service and professionalism is now within every therapist or salon's reach.

Service benefits for you...

A Receptionist at a fraction of the cost of employing your own. Client messages relayed to you correctly and in good time, either via our free “message board”, or e-mail, text message, diary entry or phone call, according to your choice.

You keep your existing business number (or we'll get one for you) &, because our service is flexible, divert it to us as & when you need...full time, part-time, or for just for overflow calls. A member of our experienced receptionist team answers calls in your Salon's name.

A professional first point of contact enhances the image of your Practice with a likely increase in new patients!

Clients are given precise information about your Salon meaning you spend less time providing standard information to new clients.

Appointments are made in a diary that we manage in conjunction with you & that you have access to whenever you want, from your PC, laptop &/or mobile device. (Options available). You spend more time with your clients and less time on the phone, returning messages.

Less 'DNA's' via appointment reminder services.

Effective waiting list management means less empty slots!

Service continuity, with none of the administrative hassles that come with having your own employee.

You no longer have to deal with those 'nuisance' calls. We take them for you!

Computerised diaries (especially server based ones) are quicker to use & more secure.

Speak to us about the other Salon Management Services we offer.

The benefits

Bespoke beauty reception services for as little as £40 an month

0208
788
6486

“...quite a number of patients commented on how impressive your service was. Well done & many thanks.”

and for your clients...

You benefit! Your clients benefit!

Clients get to speak with a polite, helpful, experienced individual who treats them as a client and not just a caller.

They get to make an appointment right away.

They receive complete, correct & up-to-date information.

Any voicemail messages they leave are returned quickly.

Appointment reminders mean less ‘forgotten’ appointments & cancellation charges.

Their treatments with you are uninterrupted – because your phone isn’t ringing.





What our Customers

say about us...

**“ I THINK IT IS
AN INCREDIBLE
SERVICE.”**

“...thank you for providing a very good service to our practice. The team have really worked hard to provide a high quality reception service - one that frequently elicits spontaneous favourable comments from our patients.”

“...your service is fantastic. Patients seem very pleased with the service too. You often do so much more than would be expected. A day off is now really a day off. My life has become so much easier with your service.”

“I am very grateful for your team’s effort in helping out last week with cancelling my patients at the last minute! They did fabulously and the feedback I am currently getting back from my patients regarding your team in general is excellent. Thank you very much!”

“I find the service really helpful and get good feedback from my patients about how efficient and polite your staff are.”

“...quite a number of patients commented on how impressive your service was. Well done & many thanks.”

“Thanks for all this extra help. Where could you get this sort of service?”

www.idealreceptionistbeauty.co.uk

The systems we use...



Diary driven

IdealReceptionist Beauty services are 'diary driven' & enable you & our receptionists to see the same information at the same time.

We are able to work with a number of online diary systems. We are also happy to look into using other diary systems that you may be currently be using.

An IdealReceptionist Beauty appointment system via MyOffice.net

- Essentially a 'diary only' system but with Contacts, Tasks, Reminders & Notes features too
- IdealReceptionist Beauty's default dairy system -very easy to install (a 10 minute process) on your Salon PC/tablet and/or your home PC/laptop. Ability to view multiple diaries at the same time – if you have more than 1 Practice or more than 1 treatment room.
- Ability to access your diary via any mobile device including Android and I-phone.
- Ability to view your diary online from anywhere in the world with internet connection.

For more info: <http://www.myoffice.net/index.aspx>

Call answering only (no diary management)

IdealReceptionist Beauty has a handful of customers who work with us without a diary. These are customers who do not require us to schedule appointments at all but instead simply answer their calls and relay messages / book callers into events / etc.

Speak to us about a solution for your product or event requirements.

www.idealreceptionistbeauty.co.uk

Call answering only



What we need...

- An existing business landline or mobile number (or we can provide a number)
- A computer/laptop or tablet with Broadband connection to the Internet.
- An hour or so to discuss your requirements and another to install the diary, check it & check the 'fast fact sheet' we have for your salon.

What you need...

- Detailed Salon & Therapists information & requirements.
- A week to set up your IdealReceptionist Beauty diary (does not include other software), arrange telephone recordings, inform our receptionists of your salon & its' requirements, etc.
- A date commitment from you as to when you would like to start.

How we can benefit your therapists...

- New client e-mail/post packs.
- Text appointment reminders.
- Live access to their diaries.
- Marketing benefits of using IR Beauty.
- Client messages relayed directly to them.

020 8788 6486



“I am extremely impressed with
the service I am receiving from
you.

It’s professional and efficient and
making my life a lot easier. I am
really happy I have chosen you.”

Physiotherapist West London



IdealReceptionist
virtual reception for
Beauty

Our
prices

*No hidden Charges.
No setup fees!*



OUR PRICES

PACKAGE	BASIC	ALL INCLUSIVE	ALL INCLUSIVE PLUS
NO HIDDEN CHARGES	£40 PER MONTH	£70 PER MONTH	£110 PER MONTH
Calls/Month included	0	20	50
Dedicated Answerphone	✓	✓	✓
Message Board	✓	✓	✓
Extended Opening Hours	✓	✓	✓
My Office Online Diary	1	Unlimited	Unlimited
Multiple Diary Management	✓	✓	✓
DDI Dedicated phone No.	1	1	1
Cost/Call beyond package limit	£2	£1.60	£1.50
Free Database Input	✓	✓	✓

No hidden Charges. No setup fees! We charge per call, with no charge for additional bookings made, altered or cancelled within each call.

PREMIER BASIC	PREMIER	PREMIER PLUS	PLATINUM
£215 PER MONTH	£315 PER MONTH	£550 PER MONTH	£1050 PER MONTH
125	200	500	1200
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
Unlimited	Unlimited	Unlimited	Unlimited
✓	✓	✓	✓
1	1	1	1
£1.40	£1.10	£0.99	£0.89
✓	✓	✓	✓

No hidden Charges. No setup fees! We charge per call, with no charge for additional bookings made, altered or cancelled within each call.



Advantages of IdealReceptionist Beauty...

No PAYE costs

No staff absenteeism

No staff tardiness

No staff training

No sick pay

No staff management

No staff recruitment

No employment law issues

No National Insurance costs

Very Low fixed full-time reception costs

Try us now
with our
Two Week Commitment Free Trial

020 8788 6486

Our Services

A 'manned' telephone line
Mon to Thurs 8am to 7.30pm
Fri 8am to 5.30pm & Sat 9am to 12noon
excl bank holidays

Out of Hours Voicemail with
messages dealt with by 11am, the next working day.

Clients' questions answered by a professional, informed receptionist &
information relayed.

Appointments scheduled in a diary that both you & our receptionist have
access to.

Waiting lists managed.

Appointments reminders by phone call or text message.

Client follow-up calls.

Mobile diary access for therapists, (speak with us about the options available).

Regular diary schedules sent to therapists by email / fax / text message /
phone call.

Assistance in creating salon awareness.

Speak to us about the other services we provide.

contact@idealreceptionist.co.uk



“Many thanks for the new patient - getting so many more new ones since I started using the service.”

“...quite a number of patients commented on how impressive your service was. Well done & many thanks.”



“...your service is fantastic. Patients seem very pleased too. You often do so much more than would be expected. A day off is now really a day off. My life has become so much easier.”

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20-22 Wenlock Road, London, N1 7GU

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SCAN WITH PHONE TO GO
TO OUR WEBSITE

