Tech Cheat Codes

FILL-IN WORKSHEET

Salon FAQ Worksheet

Hours, prices, policies, parking, and the details your assistant needs. Fill it in before you set anything up.

AI Receptionist for Salons: Free Setup Kit · Version 1.1 · Oct 24, 2026
Fillable PDF: type in the boxes, or print it and write by hand.

Your assistant knows only what you write here about your salon. Fill this in first. It takes about 30 to 45 minutes.

How to fill it in

- Type in each box (PDF) or after each colon (Word or text). You can also print it and write by hand. Write it the way you'd say it to a client.
- Be exact. Write "$55 to $85, depending on length", not "about $60".
- If something doesn't apply, write "We don't offer this." Don't leave a line blank.
- Hints (in [brackets] in the text version, gray italic text in Word, gray text in the PDF) are examples. In the Word or text version, delete them before you copy your answers.
- Prices change? Write the date at the top so you know when you last checked.
- Part A goes into the assistant's instructions. Parts B to F go into its knowledge base. The Easy Mode guide shows where.

Never write these in this worksheet (privacy list)

- Card numbers, bank details, or payment links tied to one client
- Client names, phone numbers, emails, notes, or color formulas tied to a name
- Anyone's health details (allergies, pregnancy, conditions, medications)
- Passwords, door codes, alarm codes, safe codes, or Wi-Fi passwords
- Staff home addresses, personal phone numbers, pay, or private matters
- Gift card numbers or codes
- Anything about a dispute or complaint with a named person

Facts last checked on (date):

Part A. Setup details (these go into the instructions)

A1. Salon name (as clients know it):

A2. Booking link (the public page clients use to book, not your admin login):

Open it in a private or incognito browser window to check it works without logging in.

A3. Handoff line (one sentence: how clients reach your team, and when):

Example: "Please call or text the salon at (your number) between 9 AM and 6 PM, Tuesday to Saturday." Only promise what you will really do.

A4. Tone of voice (check one):

- [ ] Friendly: warm and upbeat, one emoji at most
- [ ] Polished: calm and professional, no emojis
- [ ] Short and sweet: one or two sentences, no frills

Part B. The basics

B1. Type of salon (hair, nails, barber, brows and lashes, spa...):

B2. Street address (with suite or floor):

B3. How to find the door (landmarks, "next to...", which entrance):

B4. Parking (where, cost, time limits, street parking rules):

B5. Public transit nearby (if useful):

B6. Regular opening hours:

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

B7. Holiday or seasonal hours (with dates):

B8. Languages your team speaks:

B9. Website and social media handles (public ones only):

Part C. Services and prices

List each service with its price or price range, and how long it takes. Add rows as needed.

Service	Price or range	About how long	Notes (who does it, what's included)

C1. What changes the final price (hair length, thickness, time, add-ons):

C2. Services that need a consultation first (and how to book one):

C3. Services that can't be booked online (and what clients should do instead):

C4. Services you don't offer (so the assistant can say no right away):

C5. Stylists or technicians clients can choose (first names only, and what each one does):

C6. Can clients pick a stylist on your booking page? (yes or no):

C7. Current promotions (with end dates), or "None":

Part D. Policies

D1. Deposits (when you take one, how much, refundable or not):

D2. Cancellation policy (how much notice, any fee):

D3. No-show policy:

D4. Late arrivals (how late is OK, what happens after that):

D5. How clients reschedule or cancel (booking link, call, text):

D6. Walk-ins (yes, no, or "when there's an opening"):

D7. Kids (ages, services for kids, can kids come along and wait):

D8. Guests and pets (can friends wait inside, are pets allowed):

D9. Payment methods you take (cards, cash, mobile pay, and any you don't take):

D10. Tipping (how clients can tip, or "Tips welcome but never expected"):

D11. Gift cards (where to buy, amounts, do they expire):

D12. Product sales (do you sell products, can clients buy them without a service):

D13. Product returns or exchanges:

D14. Redo or touch-up policy (how many days, how to ask):

D15. Patch tests and allergies (do you require patch tests, for which services, how far ahead):

Write your policy only. Don't write medical advice. The ready-made instructions tell the assistant to hand health questions to your team.

D16. Accessibility (step-free entry, restroom, elevator, quiet appointments):

D17. Health, hygiene, or sickness policy (if you have one):

Part E. What the assistant should hand to your team

The ready-made instructions tell the assistant to hand these off: health and allergy questions, complaints, refund requests, angry clients, payment problems, and requests for a person. Add anything else here:

E1. Other topics to always hand off:

E2. Topics it must never discuss (for example, other salons, staff schedules):

E3. Anything clients often get wrong that it should gently correct:

Part F. Your common questions

Write the questions clients ask you most, with your exact answers. This is where your own voice matters most.

Question

Answer

Question

Answer

Question

Answer

Question

Answer

Question

Answer

Done? Read it once more. Check every price, every time, and the booking link. Then go to the Easy Mode guide, Step 2.

Need help? Visit techcheatcodes.com/support/