

## STAR CLIENTS: Examples & Incentives

### Star-Gazing & Star-Gathering

1. At the end of each day, **print the Client History's** for each stylist / therapist for the next day's appointments.
2. Ensure **team members have a clipboard** or folder to hold their Client History's for the day.
3. At the start of each day, **have a 'Star-gazing' meeting** for 10-15 mins before work, where team members **highlight the star they want to upsell** for each client.
4. At the end of the day get team members to **tally how many stars** they have gathered that day and **stick the stars on the Super-Star Chart**.

### Star Incentives

There are lots of incentives you can build around Star Clients and the Star Client report. Here are some ideas:

1. **Pay a bonus** for every Star gathered.
2. Run a weekly / **monthly incentive** for the team member who gathers the most stars.
3. Give a prize to the team member with **the most 5-Star Clients**.