



THE SERVICE PRO'S GUIDE

To 5-Star
Bookings



5 WAYS

MANAGE YOUR TIME &
DELIGHT YOUR CUSTOMERS

In the service industry, a missed appointment is a missed paycheck. Managing your calendar shouldn't be a full-time job. Use this checklist to see how a capable booking system keeps your business easy and your chairs full.

1

Eliminate the "Double-Booking" Disaster

The Goal: Stop checking your phone and a paper diary at the same time while a customer waits.

The Pro-Tip:

Centralize your calendar. Whether a customer walks in or calls ahead, every slot should be updated in one digital "Source of Truth."

The BigPOS Tool:

Smart Reservations.

Result

100% schedule accuracy and zero "overbooked" apologies.



2

Stop Losing Revenue to "No-Shows"

Protect your time from last-minute cancellations or forgotten appointments.

The Pro-Tip:

Send reminders to customers. Most "No-Shows" are just simple forgetfulness; a quick text or notification can save your day's revenue.

The BigPOS Tool:

Appointment Tracker.

Result

Significantly reduced empty chairs and a more predictable daily income.



3

Master the "Regular" Experience

The Goal: Make every customer feel like your only customer.

The Pro-Tip:

Keep detailed groupings. Know their preferred hair color, their car's last oil change, or their favorite massage oil before they walk through the door.

The BigPOS Tool: Customer Management.

Result

Personalized service that builds deep trust and creates "customers for life."



4

Simplify Staff Commissions & Scheduling

The Goal: Spend less time on spreadsheets at the end of the month.

The Pro-Tip:

Automate your calculations. Each service sold should automatically attribute a commission to the specific stylist or technician who performed it.

The BigPOS Tool:

Staff & Commission Management.

Result

Faster payroll, happy staff, and more time for you to focus on managing the business.



5

Boost Sales with Packages & Vouchers

The Goal: Create seasonal packages and ensure the customer returns for their next visits.

The Pro-Tip:

Create early bird seasonal packages or digital vouchers. It improves your immediate cash flow and locks in future bookings.

The BigPOS Tool:

Service Packages & Discount Vouchers.

Result

Increased upfront revenue and a guaranteed "return-visit" cycle.



READY TO RECLAIM YOUR TIME?



**Your BigPOS Specialist will be in touch
shortly to show you how these
reservation tools can be customized for
your specific service flow.**