Receptionist Phone Consultation

1. Do you have any concerns or problems with your toenails that we need to address during the service? If they answer no it should be a regular pedicure
2. Do you have any dry or peeling skin on the bottom of your feet or in between your toes? If they answer yes, the receptionist should tell them they recommend using the Imperial feet products at home until the issue is resolved and calling to schedule at that time.
3. Do you have gel polish on your toes? You are going to need more time to remove gel polish. I despise gel polish pedicures, and it automatically becomes a specialized pedicure price.
4. Are we've reducing any thick toenails? Reducing thick nails would add time to the service.
5. Do you have any warts, sores, or open wounds on your feet?
6. Are you getting nail polish, and if so, gel polish or regular polish?
7. Do you have any nails you need repair with an artificial enhancement like hard gel or acrylic?
8. Do you need directions to the salon?
9. Please arrive 10 minutes before your appointment so you can use the restroom and choose your polish color before your appointment time starts.
10. We require a 50% deposit to schedule your appointment that we apply toward the service price on the day of the appointment.
11. We do require a 24-hour cancelation notice to apply your deposit to another future date.
12. You will forfeit your deposit if you do not call to cancel or miss your appointment.
13. If the client no shows no calls me, I require they pay the remaining 50% of the missed appointment and leave another 50% deposit.

Service Consultation Questions

1. Are you diabetic? If they have diabetes, do they suffer from diabetic neuropathy? Do they have feeling in their feet? If they have diabetes, you must take special care not to cut the person. If you nick a person and they are diabetic with insufficient feeling in their feet. They may not tent to the cut, and it could become infected. Diabetic patients take much longer to heal than someone who does not have diabetes. The longer it takes to heal, the more prolonged the chance of the wound becomes infected. Clients who have diabetes tend to have poor circulation in their feet. When they do not have a healthy blood supply of oxygen, this is what takes so long for wounds to heal.
2. Do you have any concerns I should be aware of? You will be looking for blisters or peeling skin in between the toes or on the bottom of the feet.
3. Do you have any cuts, wounds, or sores on your feet? You can not give service to a person who has an open wound. Even if they have covered it, the bloodborne pathogens will get into your tub, and if you do not have the time to soak the tub properly in between clients you could spread disease or the person with the wound could get an infection from something that might be in your foot bath already. You do not want to be blamed for a client getting m.e.r.s.a.
4. Do you have any warts on your feet/hands? Warts are very contagious; the HPV virus spreads them. It does not matter if you plan on wearing gloves to protect yourself; you will be spreading it to your next client. You can not give a service to a client who has a wart. They must see a doctor and have the wart removed or treated before they come back to have a service with you.
5. Do they have signs of have nail fungus in their nails?