



The MedSpa Follow-Up Checklist

A SIMPLE SYSTEM TO RESPOND FASTER, ORGANIZE INQUIRIES & CONVERT MORE



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Inquiry Response Checklist

- Respond to all new inquiries within 5–15 minutes
- Acknowledge the inquiry professionally
- Confirm which treatment or service they want
- Provide clear next steps
- Offer consultation availability immediately
- Track the inquiry in one organized location

Pro Tip Speed and warmth together create higher show rates and happier clients.

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Follow-Up Process

- Send first follow-up within 24 hours if no reply
- Use a warm, personalized follow-up message
- Continue follow-up for 5–7 days
- Provide value instead of repeatedly asking to book
- Document all communication history
- Confirm appointments clearly and professionally

Pro Tip Consistent follow-up shows you care and keeps you top of mind.

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Consultation Booking

- Confirm appointment date and time
- Send consultation reminders
- Provide clinic address and prep instructions
- Reduce booking friction — keep it simple
- Ensure consultation details are easy to access
- Follow up after the consultation if needed

Pro Tip A smooth booking process increases show rate and client confidence.

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Daily Operations Audit

- Did all inquiries receive a response today?
- Were follow-ups completed consistently?
- Were any consultations missed or delayed?
- Are inquiries being tracked properly?
- Is the client experience organized and professional?

Need Additional Support?

Book a complimentary consultation to customize your follow-up system, increase conversions, and elevate your client experience.

BOOK A COMPLIMENTARY CONSULTATION

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