# Role-Play — Concierge Phone

**How to use:** read each mini-script out loud with a partner a couple of times, then say it in your own words. One page — pin it at your station.

## 1 · THE OUTGOING INVITATION (FROM THE DAILY REPORT)

**CONCIERGE** "Hi [name], it's [you] at Robert of Philadelphia — I'm calling with something nice for a change. Do you have two quick minutes?"

**GUEST** "Sure — what's going on?"

**CONCIERGE** "On September 21 our prices catch up for the first time in almost 3 years — and before anything changes, we're calling our favorite guests first. Robert set something special aside for you."

**GUEST** "Okay…?"

**CONCIERGE** "You're on the founding list for our Platinum Membership — $39 a month instead of $59, locked for as long as you stay. 10% off all services, a Signature Blowout every month you can gift, a LUX indulgence, and perks all year."

**GUEST** "Interesting, but I'm walking into a meeting."

**CONCIERGE** "Then the short version: you're in with [stylist] on [day] — I'll have your page waiting at the desk. One minute to join if you love it. Sound good?"

## 2 · VOICEMAIL (15 SECONDS)

**CONCIERGE** "Hi [name], it's [you] at Robert of Philadelphia — nothing's wrong, I promise! I have something lovely to share before your next visit — you're on a founding list Robert put together for our best guests. Everything's waiting at the desk, or call me at [number]. See you soon!"

## 3 · INCOMING: "I HEARD PRICES ARE GOING UP?"

**CONCIERGE** "Yes — September 21, our first real adjustment in almost 3 years. And before it happens we're taking care of our year-round guests first — that's what Platinum is for. Do you have two minutes? I can tell you exactly what it means for you."

## 4 · BOOKING CALL — THE WEAVE-IN

**CONCIERGE** "Perfect — you're all set with [stylist] on [day]. And while I have you: you're on our founding invitation list for Platinum. I'll have your personal page waiting when you come in — I think you'll be glad you looked."

## 5 · "LET ME THINK ABOUT IT"

**GUEST** "Let me think about it."

**CONCIERGE** "Of course — no rush at all. The only date that matters is October 15; after that the $39 is gone for good. Your page will be at the desk whenever you're ready."

*Log it: thinking. ONE warm follow-up before Oct 15 — never more.*

Smile — they can hear it · one invitation per guest · enrollment happens in person · upset guest → manager, warmly, same call.