



PRACTICAL FIELD GUIDE

Managing Busy Salon Walk-In Weekends

A practical salon waitlist playbook for setting expectations, coordinating stylists, and handling walk-ins.

Use this guide to turn general advice into a repeatable workflow. Adapt it to your staffing, customer needs, and verified product capabilities.

1. Make the walk-in policy visible

Explain whether walk-ins are accepted, how customers are added, whether stylist requests affect the order, and how estimates can change. Keep the policy consistent at reception and on any digital check-in page.

2. Separate queue order from service duration

A haircut, colour service, and treatment occupy different amounts of time. If your workflow allows it, record the requested service and preferred stylist so staff can make informed decisions without promising an exact finish time.

3. Give every customer a clear next step

After check-in, tell customers how to check their status, where to wait, and what to do if they step away. Offer staff-assisted entry for anyone who cannot or does not want to use a smartphone.



4. Handle exceptions consistently

Agree how to handle late arrivals, no-shows, cancellations, duplicate entries, stylist breaks, and customers who change services. Record the reason for manual changes so the team can review patterns.

5. Review the weekend, not just the software

Track repeated status questions, missed turns, queue corrections, and customer complaints. Compare a representative busy period with your previous process before deciding whether the new workflow helped.

IMPLEMENTATION CHECKLIST

- ☐ Publish one clear walk-in and priority policy.
- ☐ Confirm service categories and stylist availability at opening.
- ☐ Test adding, editing, skipping, recalling, and completing a ticket.
- ☐ Assign one person to monitor queue accuracy during peak periods.
- ☐ Review missed turns, corrections, and repeated questions after the shift.

NEXT STEP: Evaluate QueueTurn against your actual salon workflow and verify the current feature set before rollout.

Explore QueueTurn: <https://www.queueturn.com/salons/>

Educational resource only. Confirm current features, pricing, and privacy requirements before implementation.