

# SCHEDULING+ FOR THE BEAUTY INDUSTRY

Many of our partners serve small and medium-sized businesses (SMBs) within this sector, including hair salons, nail salons, massage parlours, and makeup studios.

Let's explore how Scheduling+ can be used by a **hairstylist**.

## Key information about the hairstylist:

- Number of hairstylists: 4
- Booking methods: They accept walk-ins and phone bookings only.
- Booking management: Appointments are managed through Google Calendar.

## Which plan should you offer?

Let's imagine that you sell them the **Premium plan with 5 resources**.

- They can use 4 of their allocated resources on each hairstylist.
- The fifth resource can be reserved for future team growth or used for an assistant during busy periods.
- The Premium plan also allows them to **synchronise** with Google Calendar.
- Additionally, they can manage shifts using the **shift plan**.
- By sending **reminders**, they can reduce no-shows and improve overall efficiency.
- Premium also allows them to add **buffer time before and after appointments**, giving them time to clean their workstation and check out clients.

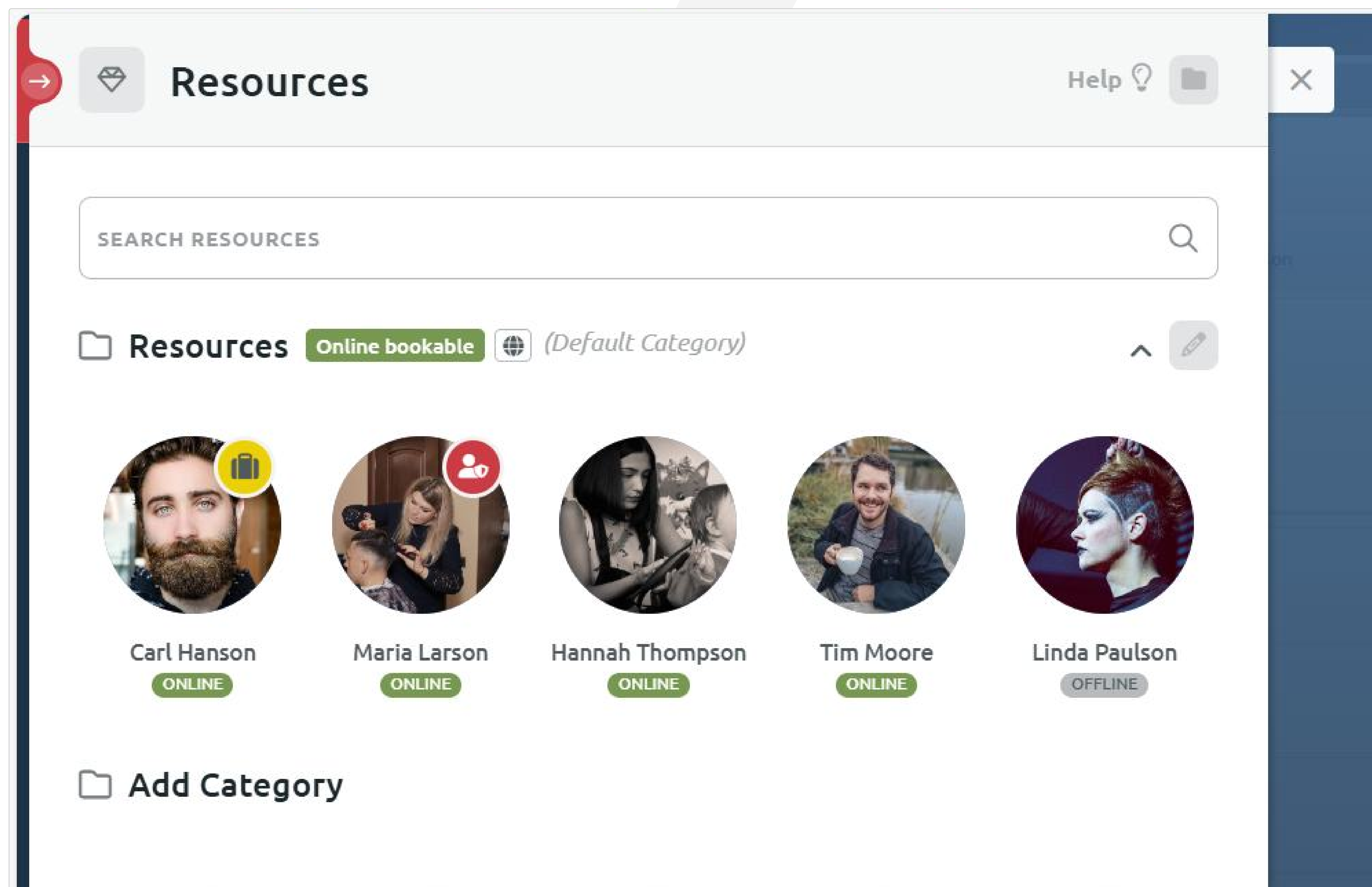
## Let's set up Scheduling+ for the hairstylist

After you have guided them through the subscription set-up, and the email verification process as described in [our onboarding guide](#), the salon is now ready to start setting up their appointments.

# SETTING UP RESOURCES

## Who or what is needed for the appointment?

First, the salon needs to define their resources - items or people needed for the appointment. In this case, each **hairstylist** would be a **resource**.

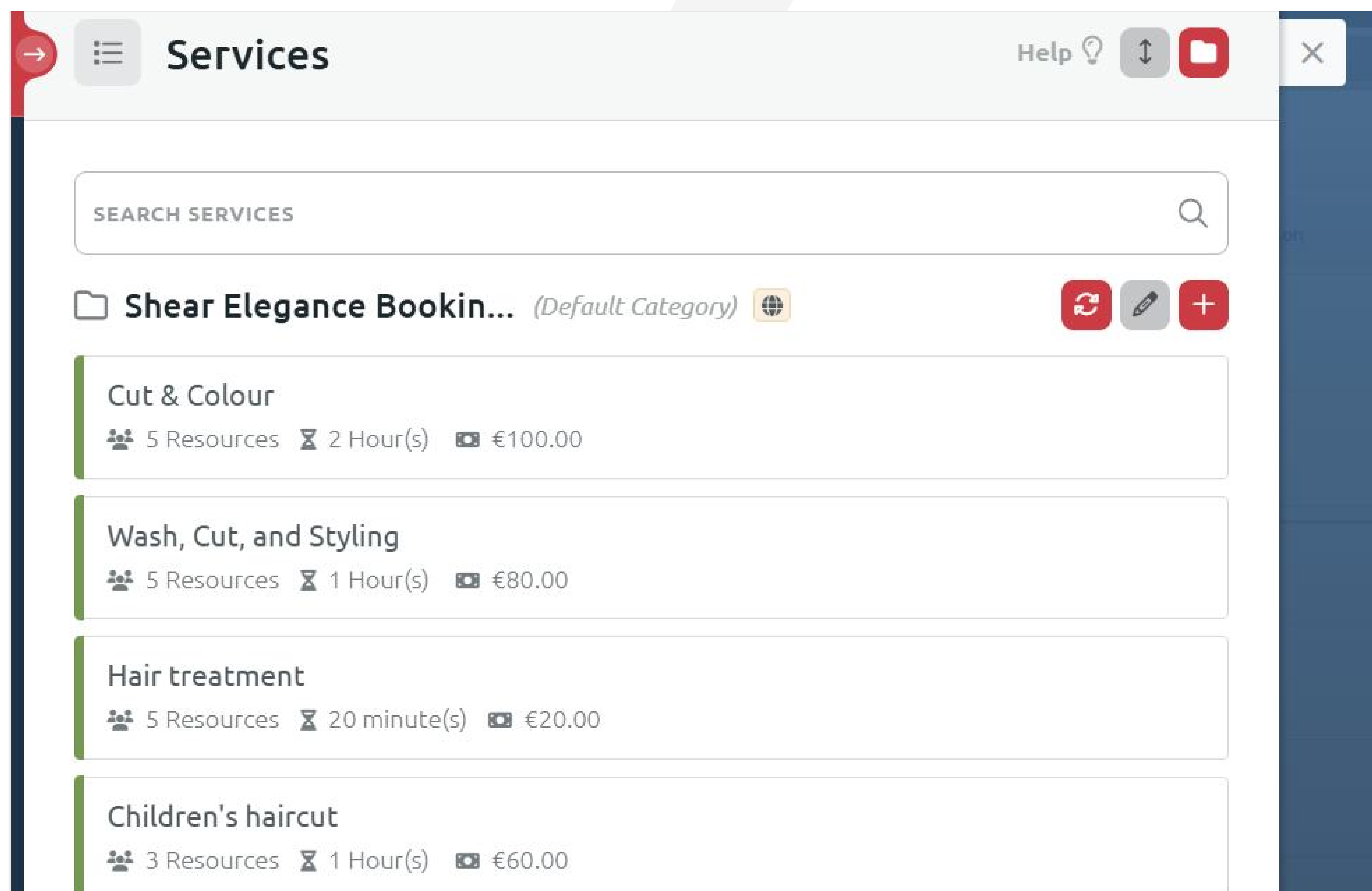


- Navigate to **Management > Resources** to set up each resource, their information and availability.
- **Invite** each hairstylist to become a user of the Timify App. That way, they can manage their own bookings and customers. This also allows them to manage their shift in the **shift plan**.
- The **number of resources** available in the app corresponds to the **plan** you have chosen. For the 'Premium - 5 Resources' Plan, you will be able to see 5 resources.

# SETTING UP SERVICES

## What services can visitors book?

A service is the event or appointment that the visitor can book. In this case, a **service** could be a **haircut** or a **hair treatment**, for example.



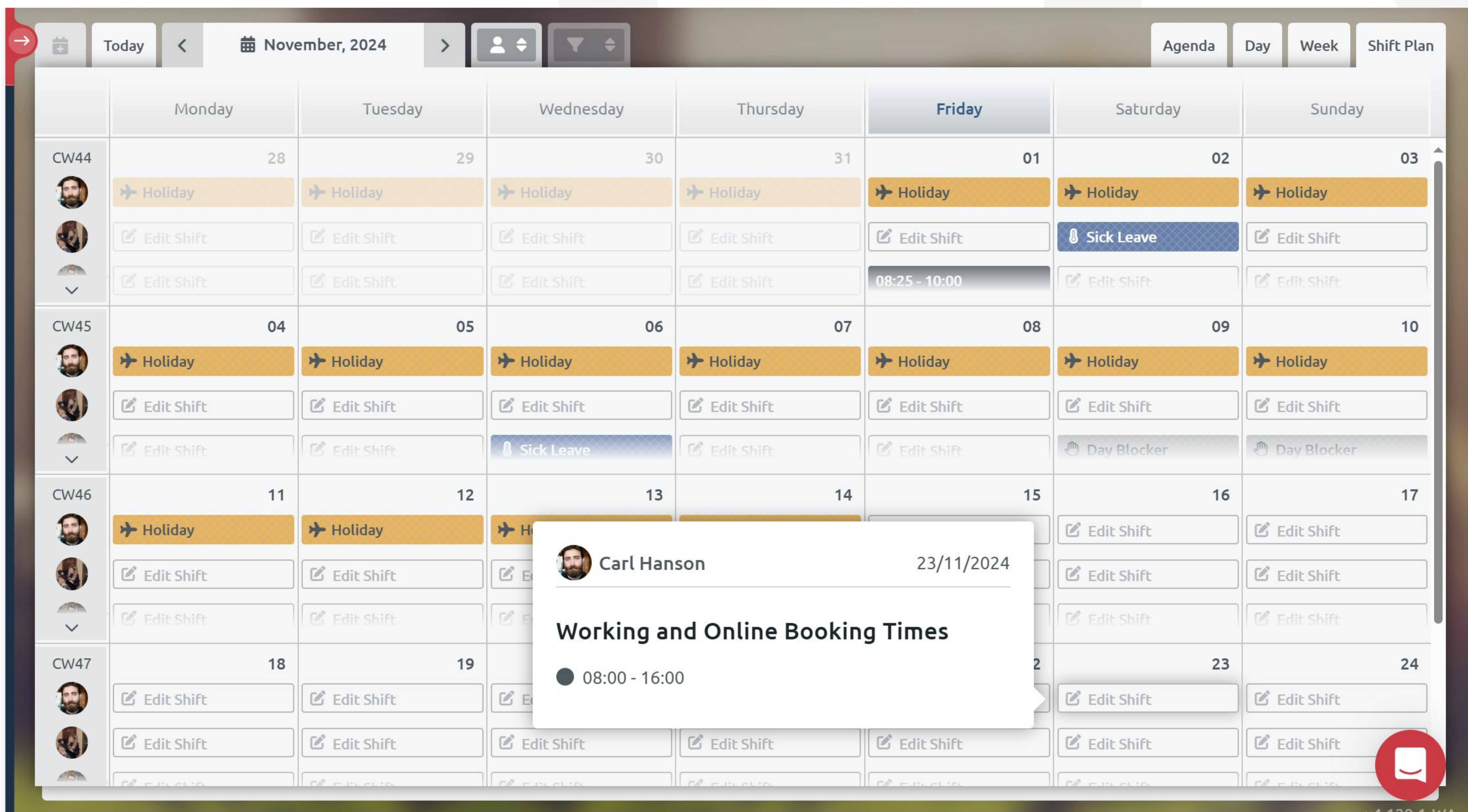
- Navigate to **Management > Services**.
- Click the **+ icon** to add the services, for example haircut, cut and colour, hair treatment etc.
- You can also select **which resources are available for each service**. For instance, all hairdressers are available for 'Cut & Colour' services, while only Carl, Maria, and Linda can be booked for 'Children's haircut'.

# SETTING UP THE SHIFT PLAN

## Managing shifts and availability

The shift plan makes it easy to manage **which hairdressers** are **working** on a particular day. Sick days and holidays can be logged here, and automatically blocks the resource in the online booking flow.

- Each hairdresser can enter their sick days or holidays directly into the plan.
- If they are marked as sick or otherwise unavailable via the shift plan, they can't be booked in the booking flow.
- Access the **Shift Plan** from the **top right tab** of the **Calendar view** in the Timify App.
- Make sure the right resource(s) are selected in the shift plan via the **Resources tab at the top**. Managers can also select all resources for a bird's-eye view of the shifts.
- Click on the desired calendar day to add sick leave, holiday, or a blocker, or to edit your available working hours.



The screenshot displays the 'Shift Plan' view in the Timify app for November 2024. The interface shows a grid of days from Monday to Sunday. Resources are listed on the left, with their availability for each day indicated by colored blocks and icons. A modal window is open over the calendar, showing the 'Working and Online Booking Times' for Carl Hanson on 23/11/2024, with a time slot of 08:00 - 16:00. The modal also includes an 'Edit Shift' button. The calendar grid shows various status indicators: 'Holiday' (orange block with airplane icon), 'Sick Leave' (blue block with person icon), and 'Day Blocker' (grey block with hand icon). The top navigation bar includes 'Today', 'November, 2024', and tabs for 'Agenda', 'Day', 'Week', and 'Shift Plan'.

## OTHER SETTINGS

### Reminders and calendar sync

These additional settings could be useful for an SMB in the fitness industry.

#### Setting up email reminders

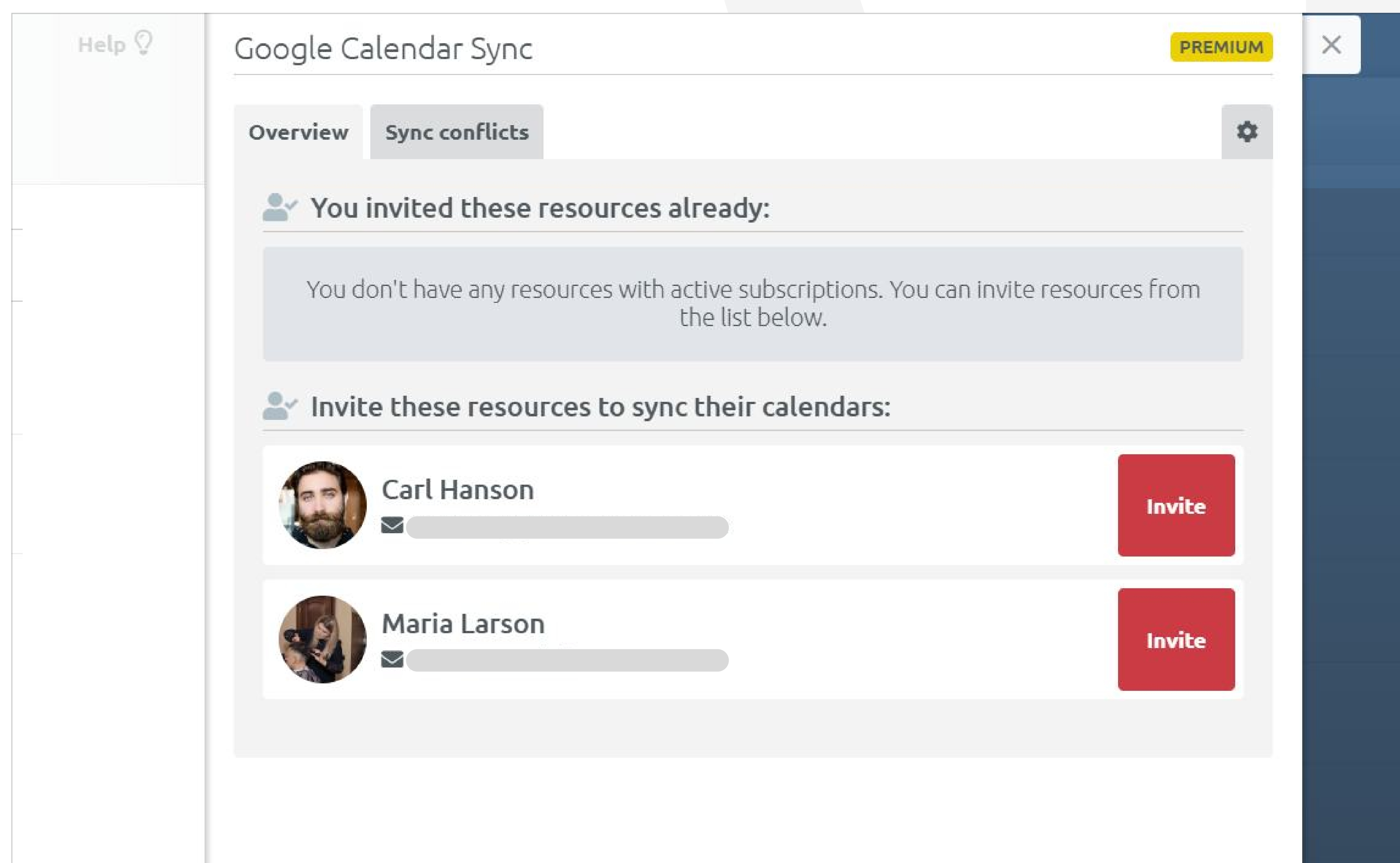
Every Premium account sends automatic email reminders to customers one day before their appointment. The salon would like to adjust the timing of this reminder:

- Navigate to **Settings > System Notifications**
- Click the red edit icon in the top right corner.
- Scroll down to Booking reminders and untoggle the **Use Global Setting** button.
- Define your own reminders for both visitors and resources.

#### Setting up calendar sync

The Salon also wants to sync the appointments to their personal calendars to never miss an appointment.

- Go to **Apps > App Marketplace** and install **Google Calendar**.
- This can only be done by an admin.
- You will then be prompted to invite your chosen resources to sync their calendars.
- Once you click the **Invite** button, the resource will receive an email to their Google inbox to complete the process.
- The resource clicks the link in the email and follows the set-up process. The calendar is now synced.



# BOOKING AN APPOINTMENT

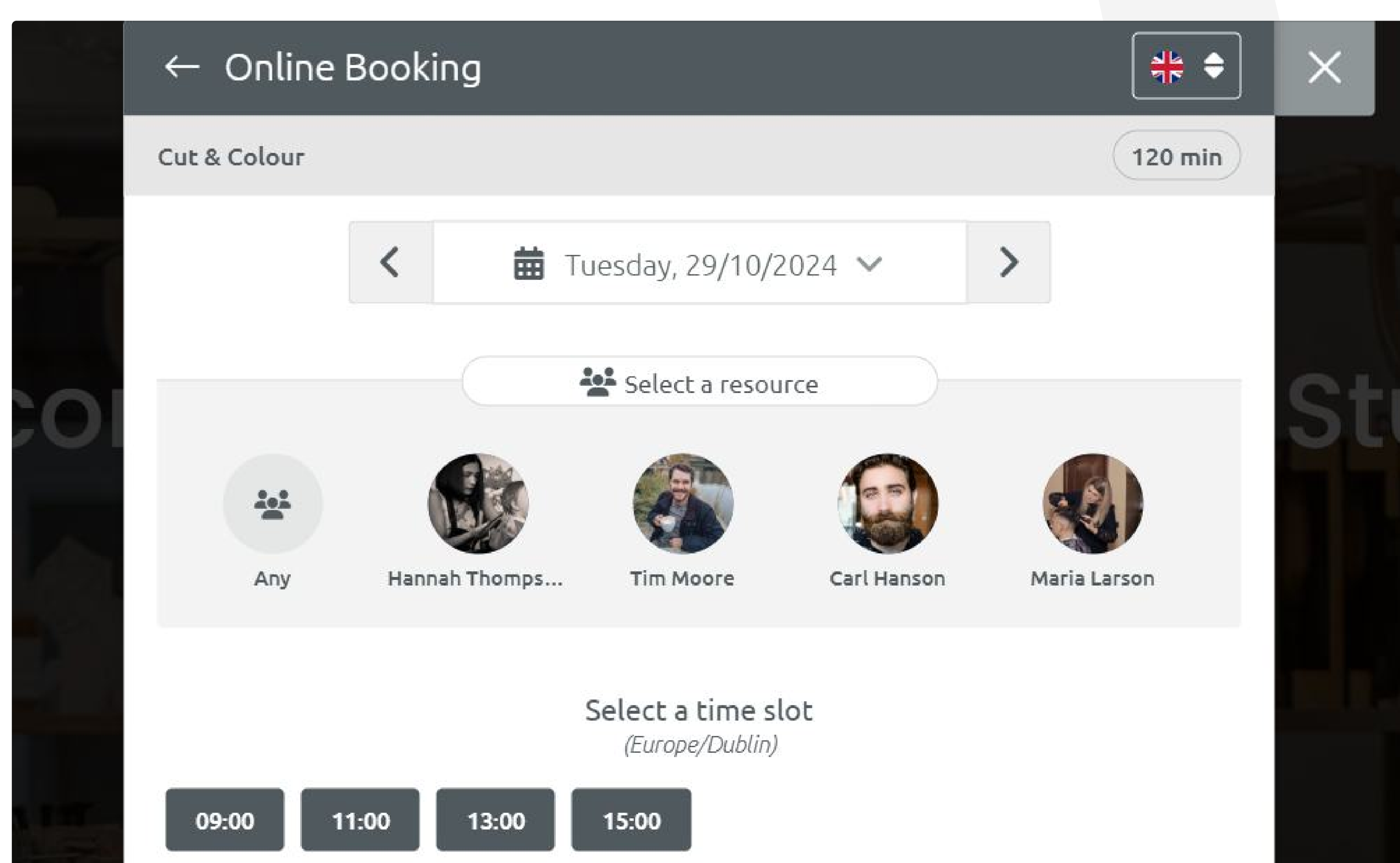
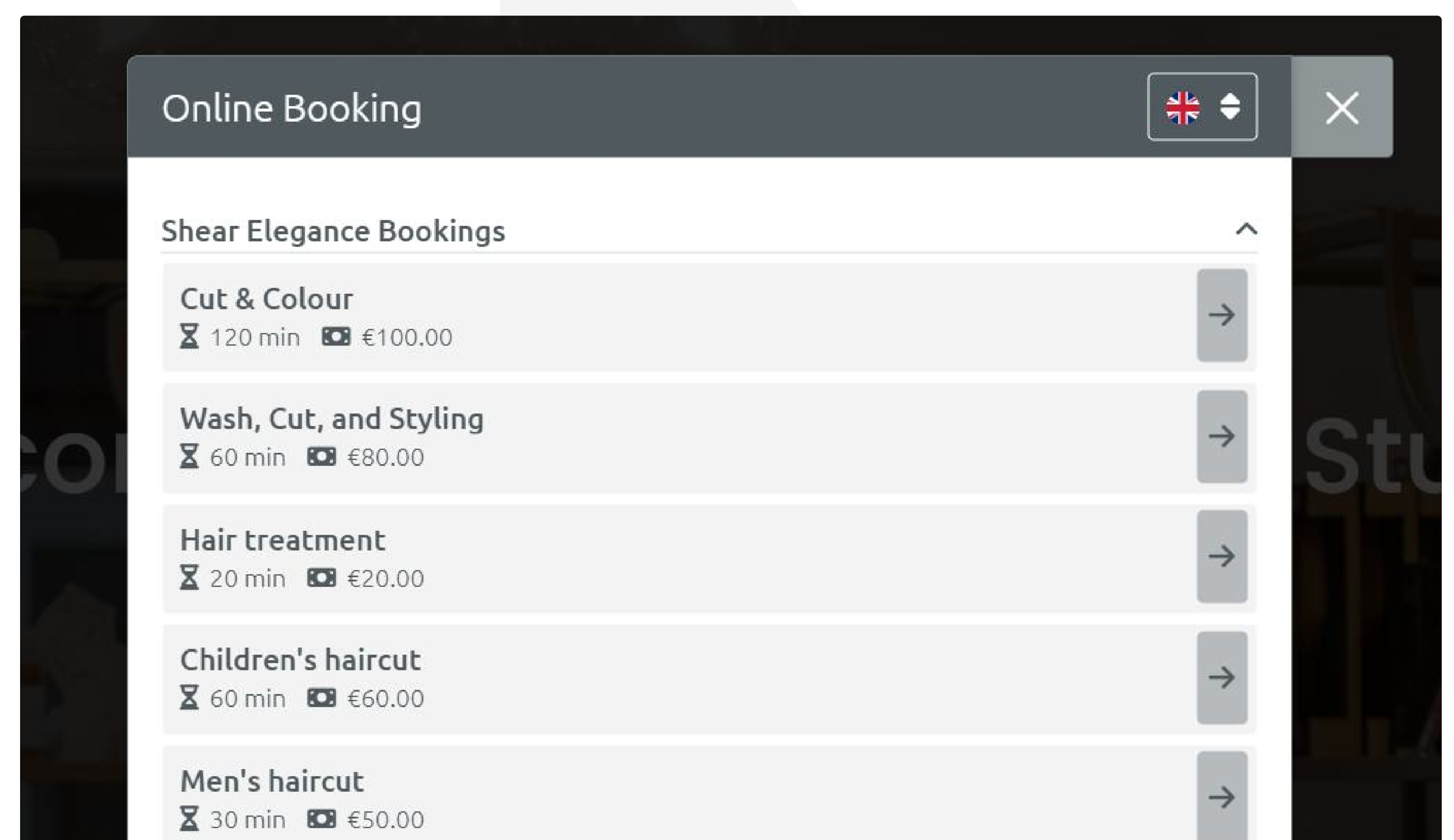
## How does the booking flow work?

What does it look like when a site visitor books an appointment with this hairdresser online?

First, the visitor clicks the **'Book now'** button.

A pop-up appears with a **list of the services**.

**Let's pick a service** for example Cut & Colour.



Now we can choose **which hairdresser** we prefer (or we can simply select "Any").

We can choose **the time** of the appointment, subject to the hairdresser's availability.

Then, we can enter our details and **confirm the appointment**.