

### Consultation Opening

*"Before we begin, I'd like to understand what you're hoping to achieve. Tell me about your ideal brows - what would make you happiest with the result?"*

### Explaining Assessment

*"I've looked at your brow structure, face shape, and natural growth pattern. Here's what I'm seeing: [observations]. Based on this, I'd recommend [approach]."*

### Discussing Asymmetry

*"Your brows have natural asymmetry, which most people have. We can work toward making them look balanced, or work with each brow's natural position."*

### Managing Expectations

*"I want to be honest about what's possible. Given [limitation], we can achieve [realistic outcome]. I'd rather set accurate expectations now."*

### Reference Photo Discussion

*"I can see what you love about this photo. Let me show you how we can capture that same feeling while working with your natural features."*

### Key Communication Principles

- Open-ended questions give clients space to express goals
- Honest limitation conversations prevent disappointment
- Acknowledge feelings before addressing issues
- Always offer alternatives when declining requests
- Follow up on concerns promptly