

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