

~~Transactions~~
↳ Experiences

Consider the Experience

Reflect on your **expectations** of two contrasting experiences...getting your hair cut at a Great Clips vs a boutique salon.

Great Clips®



Making the appointment (your schedule or theirs?)

- At my convenience, maybe using an app

The setting or location

- In a strip mall between Caribou Coffee & a cell phone repair shop

The atmosphere

Refreshments

What extras might you encounter?

What services or products are available?

Stylist expertise/experience

Are you nervous about the results?

Was it personal?

- Stylist knows me, we are connected on social media

Cost

- \$25

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