

FOR NEW CUSTOMERS

Your First YLG Visit — Checklist & ₹500 Voucher

12-page walkthrough, communication scripts, what-to-bring list, anxieties addressed, plus a ₹500 voucher for your first booking.

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Pages — 12 · Voucher: ₹500 off services ≥ ₹1,500

9 steps

FROM PARKING TO PAYMENT

15 min

FREE CONSULTATION

₹500

WELCOME VOUCHER

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I · WELCOME

Welcome to YLG. Your ₹500 voucher is on page 12.

First salon visits feel intimidating — you don't know what to ask, how much it'll cost, or whether they'll judge your hair. None of that needs to apply at YLG. This 12-page pack walks you through the entire first-visit experience so you can arrive prepared.

THREE THINGS THIS PACK DOES

(1) Tells you exactly what happens from parking to payment. (2) Gives you scripts for asking for what you want. (3) Includes a ₹500 voucher off your first booking of ₹1,500 or more.

Before you arrive — 5-minute prep

- WhatsApp +91 91504 55822 with your name + service + outlet preference + arrival time
- Save 1-2 photo references on your phone if you have a target look
- Bring: phone, payment method (cash/UPI/card all work)
- Don't bring: anything else — towels, gowns, products all provided

CHAPTER 01

The 9-step first-visit walkthrough

Step 1 — Booking confirmation

WhatsApp ping confirms slot. You're locked in. No need to call separately.

Step 2 — Arrival & parking

2-wheeler parking outside all outlets. 4-wheeler varies — Adyar (paid 2 min), Anna Nagar (dedicated lot), Besant Nagar (street 1 min), Porur (free building). Arrive 5 min early.

Step 3 — Reception

Walk in. Say "I have a 11am booking under [your name]." Confirmed in 30 seconds. Tea/coffee/water offered free.

Step 4 — Stylist greeting + consultation (10-15 min)

Senior stylist asks about your hair / skin condition, prior treatments, today's goal. Quotes price clearly. **Speak up if anything feels off — adjust at consultation, not mid-service.**

Step 5 — Settling in

Bag stored. Gown / cape provided. Walked to chair / facial bed / mani-pedi station. Phone on silent.

Step 6 — The service

Duration depends on service: threading 10 min · blow-dry 25 min · haircut 30-45 min · classic facial 60 min · hair colour 90 min · smoothening 3-5 hours.

Speak up if uncomfortable (water hot, scalp tight, mask burning). Comfort is normal feedback.

Step 7 — Mid-service offers (sometimes)

For longer services, stylist may suggest add-ons. "Thanks, maybe next time" is a perfectly fine answer.

Step 8 — Wrap-up + take-home advice

Stylist explains: how to maintain results, recommended home products (optional to buy), when to come back, any 48-hour red flags to watch for.

Step 9 — Payment

- Bill matches consultation quote
- Cash, UPI (GPay/PhonePe/Paytm/BHIM), credit/debit card all accepted
- Tip optional. Customary 5-10% for premium services
- Book your next visit while at reception (saves time later)

"If anything feels off, the consultation is when you fix it. Don't wait until mid-service."

CHAPTER 02

How to ask for what you want

The single best skill for any first-time visit: knowing how to communicate your expectation.

Pattern 1 — Show + describe

"I want this look [phone photo]. My hair is naturally wavy, gets frizzy by 3pm. Last haircut, it was [too short / boring / I loved it]."

3 data points: target look, your hair tendency, what worked or didn't.

Pattern 2 — Constraint-first

"I'm looking for something [low-maintenance / office-appropriate / wedding-event-ready] for [next month / today]. Open to any cut/colour the stylist recommends within those constraints."

Frames the brief without locking the stylist into one specific look. Often gets a better result.

Pattern 3 — The unsure honesty

"Honestly, I don't know what would suit me — can you take a look and recommend?"

Senior stylists genuinely enjoy this. Permission to use full skill. They'll spend 5 extra minutes assessing face shape, hair texture, lifestyle factors.

What NOT to say

- "My friend's stylist did this brilliantly, but you probably can't" – pre-judging
- "Just whatever you think" with no constraints – leaves stylist guessing
- "Make me look like [unrelated celebrity]" – bone structure differences
- "I want it cheaper" – say "my budget is ₹X, what's best within that?" instead

Magic phrases that always work

- "I'm trying to figure out what suits me. What would you recommend for my hair / skin?"
- "My budget is around ₹X. What's the best service in that range?"
- "I had a bad experience with [type of service] at another salon. Can you talk me through what's different here?"
- "Can I see the price before you start? I want to be sure of the cost."

CHAPTER 03

Common anxieties (and reality)

"They'll judge my hair / skin condition"

Stylists see hundreds of hair / skin conditions a week. Yours is unremarkable to them. The senior stylists in our outlets specifically enjoy the diagnostic challenge. You're being assessed for what'll work best, not judged.

"What if I hate the result?"

Speak up immediately, before payment. Most issues fixable at no extra charge in the same visit (re-cut, re-style, lighter colour wash). Cuts can't be un-cut, but most "I hate it" reactions are about styling – re-styling is free. Beyond visit: contact us within 14 days for free remediation. After 14 days: free consultation to plan the next service.

"What if it's too expensive?"

The consultation is precisely where you find out, before any work starts. Skip the most expensive add-on, downgrade to next tier, or come back another day. No pressure. No obligation to proceed.

"I don't know my hair type / skin type"

The stylist diagnoses this in the consultation. You don't need to come pre-diagnosed. Just describe what you observe – "my hair gets oily 2 days after washing", "my skin feels tight after my regular soap", "I get acne around my chin in summer". They figure out the type from observations.

"What if they pressure me to buy products?"

Recommendations happen – that's part of the service. But pressure isn't our practice. "Thanks, I'll think about it" is an accepted answer. Senior stylists often say "this product would help but it's not essential – start with sulphate-free shampoo from any brand if budget's tight." Honest advice over upsell.

"Will I be there for hours?"

Block 1.5× the expected service time. Threading 30 min visit · haircut 1 hour · facial 75 min · hair colour 2 hours · bridal trial 3 hours · smoothening 4-5 hours. The 1.5× buffer absorbs consultation, settling-in, take-home discussion.

CHAPTER 04

Per-outlet quick guide

YLG Adyar (Gandhi Nagar)

Address: 62, 1st Floor, 2nd Main Rd, Gandhi Nagar (above Kailash Parbat). **Phone:** +91 7550196111

Hours: 9 AM-8 PM Mon-Fri (early start for working clientele), 10 AM-8 PM Sat-Sun.

Best for first-timers: coastal-belt residents (Adyar / Indira Nagar / Kasturba Nagar / Thiruvanmiyur / RA Puram).

Specialty: humidity-resistant hair protocols, GK Hair smoothing.

YLG Anna Nagar (2nd Avenue)

Address: 50B, F-Block 1, 1st Avenue (near Tower Park). **Phone:** +91 9790514758

Hours: 10 AM-8 PM all days.

Best for first-timers: Tower Park / Shanthi Colony / Aminjikarai / Kilpauk / Padi residents.

Specialty: largest stylist roster, deep on bridal services + premium hair colour.

YLG Besant Nagar

Address: 11, Annai Velankanni Road, Ashtalaxmi Garden. **Phone:** +91 9840689666

Hours: 10 AM-8 PM all days. **Women only.**

Best for first-timers: Besant Nagar / Kalakshetra / Kottivakkam / ECR / OMR phase 1.

Specialty: coastal salt-air hair protocols, beach-styling for ECR clientele.

YLG Porur

Address: 3/805 A, Mugalivakkam Main Rd (above VIVA Fitness). **Phone:** +91 9840136462

Hours: 10 AM-8 PM all days.

Best for first-timers: Porur / Mugalivakkam / Ramapuram / Valasaravakkam IT corridor.

Specialty: calmest weekday slots, newest equipment.

CHAPTER 05 · YOUR VOUCHER

Your ₹500 first-visit voucher

Valid on any service \geq ₹1,500 at any of the 4 YLG Chennai outlets. One voucher per WhatsApp number registered.

₹500 OFF

Your First YLG Chennai Visit

Code: **YLG-WELCOME-500**

Valid: 30 days from PDF download

Min booking value: ₹1,500

Outlets: Adyar · Anna Nagar · Besant Nagar · Porur

Excludes bridal packages and existing offer days

How to redeem

1. Mention "YLG-WELCOME-500" at reception OR include in your booking note
2. Voucher applied to bill before payment
3. Combinable with: regular services, premium upgrades
4. NOT combinable with: bridal packages, existing offer-day discounts (Tue/Wed/Thu 50% off), membership tier discount

How to book your first visit

- **Online:** ylgchennai.in/book.php (instant slot picker)
- **WhatsApp:** +91 91504 55822 (replies within 5 min during salon hours)
- **Walk-in:** all 4 outlets, 10:00 AM - 8:00 PM (Adyar opens 9:00 AM Mon-Fri)

Book your first visit

WhatsApp the code with your name + service + outlet + arrival time. Front desk replies within 5 minutes.

+91 91504 55822 · ylgchennai.in/book.php

Voucher is single-use, non-transferable, and valid for 30 days from PDF download date. One voucher per WhatsApp number. YLG reserves the right to verify first-visit status before applying voucher. Voucher cannot be combined with bridal packages, existing weekly offer-day discounts, or membership tier discounts. © 2026 YLG Salon Chennai · LS Enterprises.