



APROS FRONT DESK ONBOARDING

One-Page Script & FAQ Reference — Introducing APROS in Under 30 Seconds

THE 30-SECOND SCRIPT

“Before you go, we're collecting quick feedback to help improve your experience — it takes less than two minutes. Would you like to answer a few questions on your phone, this tablet, or by text?”

Then: hand over the tablet, show the QR code, or send the text link. That's it.

QUICK REMINDERS

DO

- Offer to every customer, briefly and casually
- Point to the QR code, tablet, or text option
- Thank the customer either way
- Continue check-in as normal — no waiting required

DON'T

- Pressure or repeat the ask if they decline
- Delay check-in waiting for a response
- Try to answer detailed privacy questions — the survey covers it
- Worry about "selling" it — one sentence is enough

FRONT DESK FAQ

How long does this take?	Under 30 seconds. Invite the customer using the script above and direct them to the QR code, text, or tablet.
Customer has questions I can't answer?	Use the FAQ guide provided, or point them to the in-survey explanations — most questions are about privacy, length, or purpose.
Customer doesn't want to participate?	Thank them and move on. Participation is voluntary — no pressure, no follow-up needed.
Will this slow down check-in?	No. Customers can complete it while waiting, before their appointment, or later on their own device.
How do I know I'm doing it right?	Follow the training video, written guide, and script. Managers can check participation rates in APROS reporting.

IF A PRACTITIONER OR CUSTOMER ASKS

You don't need to be the expert — a short, honest answer is enough:

Practitioner: “Does this add work for me?”	Very little — most data comes straight from the customer. Any documentation on your end is brief.
Customer: “Do I have to do this?”	No — it's completely voluntary and won't affect the service or product they receive.
Customer: “Is my info protected?”	Yes — personal information follows our privacy practices; reporting only uses combined, aggregated

Need more detail? Refer to the full APROS FAQ guide, or ask your manager. Training video and written guide available at onboarding.