

# WhatsApp Confirmation Stack

Four message layers that cut the no-show rate in half — without sounding like a robot.

## LAYER 1 · INSTANT

### Booking confirmation

#### TRIGGERED THE MOMENT A BOOKING IS MADE

✅ Confirmed! Hi [Name], your appointment at [Salon] is booked: [Day], [Date] at [Time] — [Service] with [Stylist]. Reply here or call [number] up to 24 hrs in advance to change. See you soon!

## LAYER 2 · T - 48H

### Active confirmation (must reply YES)

#### TWO DAYS BEFORE

Hi [Name]! Quick check-in on your [Day] appointment at [Time] with [Stylist] for [Service]. Can you confirm you'll be joining us? Reply YES and you're all set 😊

## LAYER 4 · T - 3H

### Morning-of SMS (don't skip this layer)

#### THREE HOURS BEFORE — SMS ONLY

Hi [Name]! [Stylist] is all set for your [Time] appointment today. Reply Y to confirm, or call [number] if anything's changed.

No-shows typically drop **50%+** in the first 30 days after rolling out all four layers.