

Nail salon service menu template

Map one difficult service from customer choice to a clear booking summary.

Use this workbook to define

- what the customer chooses
- what each choice changes
- when choices must resolve
- who or what can deliver the result
- what both sides review before confirmation

Start with your hardest service

Do not document the whole menu at once. Do not enter customer records, staff personal data, health information or treatment notes.

Salon working name (optional)

Prepared by role *

Use a role, not a staff member's name.

Date started

DD / MM / YYYY

Service map version *

Start with 1.0

One service. Five passes.

Tick a box only when that pass is complete.

01 Name the base service

Write what the customer is booking before options.

02 Map appointment-changing choices

Record what each choice changes: duration, displayed value, professional or resource.

03 Resolve dependencies

Move time, capability and resource choices before availability.

04 Write the review summary

Make the final configuration understandable to both sides.

05 Test the handoff

Ask one booking role and one delivery role to review the map.

Keep private data out

Do not enter names, contact details, health or treatment notes, payment details, passwords, account data or private booking links.

- ☐ Base service defined
- ☐ Option groups mapped
- ☐ Dependencies resolved
- ☐ Review summary written
- ☐ Handoff checked

This workbook does not recommend market prices, reserve a slot, create an appointment, process payment or provide legal, treatment, tax or employment advice.

Define the appointment before options

Describe the smallest complete version. Use salon-approved time and displayed-value information.

Internal service ID or working name

Use the label your team uses.

Customer-facing service name *

Use a specific name a customer can recognise.

Plain-language description *

Separate included work from optional work.

Base duration (minutes) *

Enter the approved time before options.

Base displayed value

Informational value before options.

Currency or unit

Required when value is entered.

Base professional capability *

Use a capability or role, not a staff name.

Room, station or equipment requirement

Write None when no resource changes availability.

Customer preparation note

Only information needed before confirmation.

Salon booking note

A handoff rule, not customer or treatment data.

Map one set of related choices

Use one group for choices that answer the same question. Duplicate this page when more space is needed.

Option group name *

Write the question this group answers.

Customer-facing prompt *

Write the exact prompt the customer should see.

Selection rule

Minimum selections

Maximum selections

☐ Must resolve before availability

Customer-facing choices

Choice 1 label

Duration change (minutes)

Displayed-value change

Capability / resource / incompatibility

Choice 2 label

Duration change (minutes)

Displayed-value change

Capability / resource / incompatibility

Choice 3 label

Duration change (minutes)

Displayed-value change

Capability / resource / incompatibility

Choice 4 label

Duration change (minutes)

Displayed-value change

Capability / resource / incompatibility

Validation rule

Write +0 when a choice has no duration or displayed-value effect. Identify incompatible choices and resolve appointment-changing groups before availability.

Map option groups 2 and 3

Use the compact records below. Duplicate page 4 when a group needs more detail.

Option group 2

Option group name *

Customer-facing prompt *

Selection rule

Minimum

Maximum

☐ Must resolve before availability

Choice 1 label

Duration / value / dependency

Choice 2 label

Duration / value / dependency

Choice 3 label

Duration / value / dependency

Option group 3

Option group name *

Customer-facing prompt *

Selection rule

Minimum

Maximum

☐ Must resolve before availability

Choice 1 label

Duration / value / dependency

Choice 2 label

Duration / value / dependency

Choice 3 label

Duration / value / dependency

Keep groups coherent

Do not squeeze unrelated questions into one option group simply to save space.

Make hidden booking rules visible

Copy every choice that changes time, displayed value, capability or a physical resource.

Triggering choice	What changes	Required result	Resolve by

Before-availability rule *

Do not show availability until...

Eligibility rule *

Show only professionals or resources that can deliver...

Recheck rule

A displayed time is not a held slot. Check the configured appointment and current availability again when the appointment is created.

Write the summary both sides should understand

Draft the information shown before confirmation. Do not enter a real customer's selection.

Service name shown at review *

Selected options shown at review *

Configured duration shown at review *

Configured displayed value

Currency or unit

Professional or resource context

Booking and policy context

What the salon team receives *

Payment boundary

Customers pay the salon. ilinara does not process salon-customer payments.

Check the booking handoff

Choose one state for every question, then write one practical next action.

	Clear	Work	N/A
Can a customer understand the base service without messaging?	☐	☐	☐
Are included and optional parts clearly separated?	☐	☐	☐
Are time and value choices resolved before availability?	☐	☐	☐
Are professional and resource dependencies explicit?	☐	☐	☐
Does review repeat every selected option?	☐	☐	☐
Does review repeat duration, value and policy context?	☐	☐	☐
Is availability checked for the configured appointment?	☐	☐	☐
Is availability checked again at appointment creation?	☐	☐	☐
If a quote, policy or slot changes, is the next action clear?	☐	☐	☐
Can the customer return to a useful state without guessing?	☐	☐	☐

Strongest current handoff

First handoff to clarify

One action we can take without software

Evidence that the action is complete

Worked synthetic example

Teaching example only - not recommended prices, timings, capability standards or treatment advice.

Base service

Structured overlay | 60 minutes | 58 synthetic units | salon-approved capability

Synthetic selection	Time	Value	Capability effect
Hard-product removal	+25 min	+15 units	Removal capability
Long length	+20 min	+12 units	None
Two repairs	+10 min	+6 units	Repair capability
Simple detail	+10 min	+8 units	None

Synthetic configured result

- Duration: $60 + 25 + 20 + 10 + 10 = 125$ minutes
- Displayed value: $58 + 15 + 12 + 6 + 8 = 99$ units
- Required capability: base service + hard-product removal + repairs
- Availability: show only after all option groups are resolved

Synthetic review summary

Structured overlay with hard-product removal, long length, two repairs and simple detail. Configured duration: 125 minutes. Informational appointment value: 99 units.

Current configuration and availability are rechecked when the appointment is created. Customers pay the salon. ilinar does not process salon-customer payments.

What the example demonstrates

- Choices resolve before availability.
- Every choice has an explicit effect.
- Capability follows the configured service.
- Review repeats the complete selection.
- Actual booking uses salon-authoritative configuration.

Finish this service map

Record roles and rules, not personal feedback or sensitive data.

Booking-workflow reviewer role *

Service-delivery reviewer role *

What was unclear on first review

What changed after review

Approved service map version *

Review date *

Next review trigger

Final check

- ☐ Name and description match the intended service.
- ☐ Every appointment-changing choice is mapped.
- ☐ Time and value use salon-approved information.
- ☐ Capabilities and resources are explicit.
- ☐ The review summary matches the configured appointment.
- ☐ Changed quote, policy or slot has a clear next state.
- ☐ No sensitive or private-link data is present.

Which service should you map next?

Keep this service as a structural pattern. Copy its structure, not its values.