How the Walk-In Waiting List Works

Walk-In Manager · https://haircutnow.com/docs/how-the-walk-in-waiting-list-works/

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After you check in at the business’s kiosk or through its QR sign, Walk-In Manager adds you to the active waiting list.

Your place in line

The kiosk’s public queue can show your name and how many clients are ahead of you. QR check-in on your phone shows your own confirmation/status, not the full public waiting list. Follow staff instructions while waiting.

Your position can change as clients are served, leave, or are removed from the waiting list.

Why the wait can change

The number of clients ahead of you does not always translate into an exact number of minutes. Wait time can be affected by:

- How long each service takes
- How many team members are currently available
- Team members becoming temporarily unavailable
- Scheduled appointments the business may also be serving

How staff are assigned

Walk-In Manager helps the business distribute walk-ins among eligible team members using its staff rotation. The business manages that rotation, so clients do not need to decide which staff member is

next in line.

Keep your place active

Remain available while you are waiting. If you decide to leave, let a team member know when possible so the business can mark you as walked out and keep the waiting list accurate.

When clients choose different services

If the business enables service routing, your selected service determines which team members can receive your walk-in. One shared staff rotation is filtered by qualifications and current availability. A client waiting for a service with no eligible Ready team member does not block another client whose service has someone ready. Public queue position is not a guaranteed service order or wait time.