

Beyond 5 Stars™

The Art of Exceptional Service

With Ellen Bobrow



Create Guest Experiences That Keep Them Coming Back!

Exceptional service doesn't happen by accident-it happens by design.

Beyond 5 Stars™ is an interactive workshop that gives you the tools, confidence, and systems to deliver exceptional service at every touchpoint-resulting in loyal clients, glowing reviews, and business growth.

WHAT YOU WILL LEARN

- ✓ Understand and exceed guest expectations
- ✓ Master the art of mindful listening to strengthen client communication
- ✓ Identify what sets you apart
- ✓ Develop systems that create consistency
- ✓ Build Confidence and Celebrate your success.

EVERY PARTICIPANT RECEIVES

- 📖 The Guest Experience Blueprint™
- 💡 Actionable strategies for immediate implementation
- 📅 A personalized action plan

DATE: Monday, November 9, 2026

TIME: 10 am - 12 pm

INVESTMENT: \$75

LOCATION: Emiliani Metro
4 Emery Ave, Randolph, NJ 07869



Meet Ellen Bobrow

With more than 30 years of industry experience, **Ellen** has trained thousands of salon owners, managers, and stylists throughout the industry. Her engaging workshops combine real-world experience with practical tools that drive results you can see.

Happy Guests - Inspired Teams - Thriving Salons

