

If I were Meera, to win back my customers, I would focus on enhancing customer service and the overall client experience, while also re-evaluating my pricing strategy. I would start by training my staff to be more welcoming and attentive, and I'd work on making the henna center a comfortable and appealing place to be. To address the pricing issue, I wouldn't just lower my prices directly. Instead, I'd offer valuable promotions like a loyalty points program for frequent clients, limited-time deals, or bundled packages of different services at a better price.