The Salon Bible

FOR HAIR SALONS, BEAUTY SALONS + BARBERSHOPS

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The Manual

ONE - OUR SALON
01 Mission Statement
02 Core Values
03 Salon History
04 The #DreamTeam
05 Company Structure

TWO - CAREERS
01 Salon Manager
02 Salon Coordinator
03 Executive Hairstylist
04 Executive Beauty Therapist
05 Senior Hairstylist
06 Senior Barber
07 Senior Beauty Therapist
08 Emerging (Apprentice) Hairstylist
09 Emerging (Apprentice) Barber
10 Emerging (Apprentice) Beauty Therapist
11 Salon Assistant
12 Salon Receptionist
13 Make-Up Artist

THREE - FRONT OF HOUSE
01 Open the Salon
02 End the Day
03 End the Week
04 End the Month
05 Daily Banking
06 Customer Service Etiquette
07 Quoting
    Tiered Pricing
08 Booking Appointments
09 Booking Confirmations
    Non-Responders
    Cancellations
    Late Arrivals
    No-Shows
10 Pre and Post Appointment Advice
    New Client Welcome
    Feedback
    Aftercare Advice
11 Deposits and Cancellations
    Taking Deposits
    The Policy
    Cancellations and No-Shows
    Scripts
    Cancellation List
    Bridal Parties
12 Client Data
    New Clients
    Client Information Cards
    Yearly Audit

Appointment/Colour Histories
Poaching and Confidentiality
13 Feedback
Feedback Process
Receiving Feedback
Reaching a Solution
14 Compliments
15 Public Relations
Meetings
Referral Program
Online Presence
Corporate Social Responsibility
Media
Fund Raising
Competitions, Shoots and Awards
16 Stock
Visual Merchandising
Stock Control

FOUR - OUR CLIENTS
01 Guarantee
Terms and Conditions
Standard Service Expectations
02 Welcome
03 Rewarding Loyalty
New Clients
Referral Program
04 Pricing
05 © The Five Point Client Service Process
06 Walk-In Clients

FIVE - HAIRDRESSING SERVICES
01 Prepare Client for Service
02 Global Colour
03 Foiling
04 Balayage
05 Shampoo
06 Hot Towel Treatment
07 Bonder
08 Haircut
09 Styling

SIX - BARBERING SERVICES
01 Prepare Client for Service
02 Shampoo
03 Haircut
04 Beard Line-up/Cut Throat Shave
05 Styling

SEVEN - BEAUTY AND CLINICAL SERVICES
01 Prepare Client for Service
02 Manicure and Pedicure
03 Spray Tan
04 Sugaring and Waxing
05 Microdermabrasion
06 Facial
07 Intense Pulsed Light Laser
08 Brow Feathering

EIGHT - OUR #DREAMTEAM
01 Employee Expectations
Behaviour
Performance
Incentives
Punctuality
Time Management
Rosters
Resignation
Employee Data
Medical Records
Timesheets
Tracking Sheets
02 Client Experience
Customer Service
Communication
Conversations
Education

03 Team Feedback
- Reviews
- Appraisals

04 Dress Code
- Hair
- Skin
- Nails
- Uniform
- Hygeine

05 Discounts
- Employee
- Family

06 Leave
- Personal
- Carers
- Compassionate
- Annual

07 Phones
- Business Phone
- Personal Mobile Phone

08 Social Media
- The Policy
- Copyright

09 Development
- Internal and External Training
- Salon Training Prices
- College Attendance
- Competitions
- Seminars and Conventions
- Photo and Video Shoots

10 Grievances

11 Meetings
- Morning Motivational Huddles
- Team Meetings

12 Salon Maintenance
- Cleaning
- Repairs
- Sustainable Salons

NINE - HEALTH AND SAFETY

01 Bullying
- Discrimination
- Harassment
- Inappropriate Behaviour

02 Workplace Health and Safety
- Risk Management
- Hazard Perception
- Material Safety Data Sheets
- Harmful Substances
- Physical Risks
- Health Standards
- Injury Management
- Safety

03 Security

04 Threats
- Hold Ups
- Break Ins
- Malicious Damage
- Shop Lifting

05 Emergency Evacuation

06 First Aid

07 Alcohol, Smoking and Drugs

08 Head Lice

09 Vehicles

TEN - OUR EARTH

01 Waste Reduction

02 Environment and Sustainability

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The Vault

FRONT OF HOUSE

Client Welcome Letter
Pre-Appointment Landing Page
Post-Appointment After Care Landing Page
Service Cards
Salon Membership Calculator
Weekly Team Goal

FOR THE SALON

Casual Employment Agreement
Part/Full Time Employment Agreement
Apprenticeship/Traineeship Employment Agreement
Renter/Contractor Agreement
Contractor Payment Report
Written Warning
Termination Letter
End of Employment Confirmation
Pay Increase Letter
Promotion Letter
Qualifying Letter
Employee Information Form
New Employee Induction
Incident Hazard Report
Deed of Settlement and Release
Training Model Agreement
Client Complaint Report
Client Release Form

FOR OUR #DREAMTEAM

Leave Request
Roster Change Request
Goal Tracking Sheet
Training Plan
Weekly Time Sheet

Monthly Review
Quarterly Review
Appraisal (Questionnaire)
Appraisal (Skills Assessment)

FK YEAH EXTRA GOODIES**
Stay Above the Line
The #DreamTeam Essentials
Cleaning List
8-Point Bonus Sheet
Bingo Bonus Sheet

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SAMPLE OF A JOB DESCRIPTION

SAMPLE OF A SALON POLICY

SAMPLE OF A SALON PROCEDURE

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