

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

Hygiene

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
Salon Membership Agreement
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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