

Job Descriptions

Technician

Objective:

To perform technical skills within the skill certification program.

Goal:

To be active in building and retaining the salon clientele while being part of a team.

Personality Traits:

Confident and creative with strong communication skills. Is a good listener. Must be willing to grow and take direction. Must be motivated toward self-improvement. Strong work ethics and a passion for the industry.

Duties

Technical Work:

Performing skills congruent with the level of skill certification. Meeting service goals.

Retail:

Retailing for the clients needs. Meeting retail goals. Gaining the appropriate knowledge in Salon retail lines.

Presentation:

Presenting yourself with a clean and tidy image and impeccable personal hygiene. Sporting an energetic and enthusiastic attitude with co-workers and salon clients.

Clients:

Incorporate the Standard of Service.

Salon Marketing:

Incorporating the salon marketing strategies consistently and effectively.

Team Work:

Becoming a valuable and respected employee and teammate. Presenting the salon image with unity and respect.

Accountability:

The role of the technician is to become a peak performing employee of "A" status.

Pay Structure

The following are examples which may be used as templates to modify for your salon's requirements. See the sample page booklet for your working template.

Goal: Communicate consistent boundaries and guidelines set forth by labour relation laws.

This pay structure is based on salary or hourly employees and follows the regulations set by the labor standard board in Alberta, Canada. Consult your province or state's labor board and modify this structure to their requirements. This guide may also be used for the commission paid employee.

The salary is governed by the following guidelines:

- ☞ Starting salary is determined by the number of years in the trade as a qualified technician (see chart below). Apprentice positions receive the base salary.
- ☞ Base salary employees receive salary increases based on the probation goals.
- ☞ Starting salaries that are determined by the years of experience are reviewed after the probation period. Salary increases are dictated by the probation goal.
- ☞ Commission employees who want to convert to a salary can do so by calculating the average of the last six months pay. This figure dictates the starting salary.
- ☞ Pay increases are based on a 45% commission and put into a salary.
- ☞ Salaries are put into a weekly time schedule.
- ☞ Salaries are reviewed every six months with increases as applicable.
- ☞ Commissions must be sustained for four consecutive months for salary increases.
- ☞ Leadership, mentorship and management determine isolated salary increases.

0-2 years = \$9.00/h (base salary)	3-5 years = \$10.00/hr	6-8 years = \$11.00/hr
9-11 years = \$12.00/hr	12-14 years = \$13.00/hr	15-17 years = \$14.00/hr
18+ years = \$15.00/hr	Mentors & Team Leaders = \$2.00/hr	Management = \$2.00/hr

Attitude Policy

Goal: The desired result is to develop the skill, incorporate professional behaviors and develop a healthy personality.

Remember it's not always what you say but how you say it. 15% of clientele is built on technical skill; 85% on personality.

Facial Expression

Don't:

Look tired or bored

Look angry or annoyed

Roll your eyes

Do:

Look cheerful and approachable

Make eye contact when speaking with clients

Body Language

Don't:

Cross arms when speaking to clients

Slouch or drag feet

Place hands on hips in confrontation

Sit on reception desk

Do:

Walk with energy and enthusiasm

Smile and say hello to all salon clients

Voice and Verbalization

Don't

Complain about the salon or coworkers

Sigh, moan and groan

Chew gum

Use slang such as yup, uh huh, what

Do:

Speak clearly and directly
With an "inside voice"

Use good manners. Please, thank you and you're welcome

Success Reports

This is the report used to track the Standard of Service and overall performance. (See the calculation guide on pages 16-18). The steps listed are the attributes of someone using their resources to build the salon client base, use their serviceable hours wisely and generate revenue.

Provide employees with a sample of this report so they know what the expectations are.

The first set of lines records the current status. The goal is what they will be required to achieve in one month. You can use the steps below to specify the actions required to meet the goal and the time line for implementing them. Check off when complete.

Name: _____ Month of: _____

Salary Goals:

Service/day _____ Goal _____
 Retail/day _____ Goal _____
 # of clients seen _____ Goal _____

Employee Status Report:

Standard of service _____ Goal _____
 New client retention _____ Goal _____
 Existing retention _____ Goal _____
 Productivity level _____ Goal _____
 Hourly salon rate _____ Goal _____
 % of clients buying retail _____ Goal _____
 Referrals _____ Goal _____

Action Step	Time Line	Complete
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Team Development Questionnaire

Please complete the following questionnaire and return it to the interviewer when complete.

What attracts you to this company?

What accomplishments would you like to see in your life one year from now?

What assets are you bringing to this company?

Describe what a perfect day of work looks like to you.

What do you believe to be your weaknesses and how do you deal with them?

What do you want to receive after your time and investment with us?

If there were issues with a team member describe how you would handle it?

Describe the qualities of the person you most admire

Client Performance Appraisal

This is the tool used to collect data for performance appraisals. You can choose clients who are scheduled to be in the salon and contact them to ask for participation in the appraisal. Then mail out the appraisal with a self addressed postage paid envelope. Remember to thank them with a gift following the return of the appraisal.

Thank you for participating in our business' effort to consistently ensure our clients receive the "standard of service" unique to Our Salon at each salon visit. This appraisal is our way of gauging our team member's performance.

Below you will find information on the mandatory characteristics of the front desk service you are to receive. Please review these prior to your service to accurately perform your appraisal at the closure of your salon visit. It is imperative to keep this appraisal confidential to maintain its intent and purpose.

When you return home, take a moment to fill out the appraisal and return it in the envelope provided.

Please check all that apply.

- Did the receptionist stand and say, "welcome to our salon" when you entered the salon?
- If you were a new client, did you receive a welcome package?
- If you were a new client, did you receive a courtesy call one week after your visit?
- Were you made aware of our monthly specials?
- Were you told at check in how long your service provider would be?
- For regular clients, did the receptionist give you coupon cards and a sample at checkout?
- For first time clients who inquired about the salon by telephone, were you given a service explanation and price quote?
- Was the telephone reception efficient and courteous?
- Would you definitely recommend our salon to your friends?

Date: _____ Name: _____

Thank you for your time!!

Procedure Certification (answer guide found in the workbook)

MANICURES

When client is seated at the table, clean your hands and give them some Isagel to clean their hands (Step 7 of the SOS).

Ask client if they've had a manicure before while removing polish. Explain general steps to the manicure (Step 5 and 6 of the SOS.)

Have client remove rings and place them in cleaner

Sanitize file in front of client; continue to shape nails. Perform your consult analysis (Step 3 of the SOS).

Apply cuticle softener. While client is soaking in warm water sanitize your cuticle nippers in front of client (Step 7 of the SOS). Push back cuticles and nip if necessary.

At this point lead them to the washroom, apply the One Minute Manicure, have them rub it for one minute, turn on the taps for them and have them rinse. Hand them a towel and have them pat dry. Paraffin wax treatment may be done at this point if applicable.

Do hand massage back at table (Step 3 of the SOS).

Educate clients on the future service maintenance (Step 8 of the SOS).

Apply cuticle oil with Q-tip and massage in fingertips, if polishing clean off nail bed. Have clients pay at this point, get keys out and put on coats. Make next appointment (Step 11 of the SOS).

Dry rings and give back to client. Apply polish.

While they are drying, get them a beverage, magazine, let them know how long the drying will be.

PRACTICAL TEST 1: _____

PRACTICAL TEST 2: _____

PRACTICAL TEST 3: _____

Certification Complete _____