

## 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 Comment Card

Use this tool in the repeat client checkout for the purpose of monthly success reports.

**Please check all that apply.**

- Did your technician make reference to your facial features when choosing your style today? (hair clients only)
- Did your service provider educate you on the benefits your service will provide for you today?
- Were you asked about the products you are currently using at home?
- Did your technician explain the benefits of the products being used in your service today?
- Did you see your technician cleaning or taking new tools for your service?
- Were you given tips on how to maintain your service at home?
- Were you informed of new trends, new products or a new service idea today?
- Did your technician recommend a time frame in which you should reschedule your next appointment to maintain your service?
- You would definitely recommend Our Salon to your friends.

Your Name \_\_\_\_\_

Technician Name \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Thank you for your time!!**

## Procedures, Hair

### HAIR

Greet client with a handshake and introduction. Lead client to chair (Step 1 of the SOS).

Do a consult analysis (Step 2 of the SOS).

#### Shampooing:

Place a towel around their neck.

Tell the client to lie back as you guide their head into the sink by holding your right hand beneath the occipital bone.

Wet hair with nozzle pointed towards back of the sink; keep fingers under water to monitor temperature.

Ask client if temperature is o.k.

Shampoo firmly with both hands making contact; repeat if necessary. Explain the reason for choice of shampoo and benefits of this shampoo for them (Step 5 and 6 of the SOS).

Rinse thoroughly.

Apply conditioner and explain reasoning for conditioner choice and benefits for client (Step 5 and 6 of the SOS). Perform a 2-handed scalp massage for a minimum of 60 seconds (Step 3 of the SOS). Do not speak at this time.

Rinse.

Wipe any water from ears and face. Direct clients up as you guide their head up from the sink holding your right hand beneath the occipital bone.

Tell clients where to be seated.