**Salon Daily Operations**

**Shutting Down |**

**Money**

* Close register on timely and all Enhance money must be counted, put into an envelope with the amount written on front, then put into the correct coloured folder and locked away in drawer. Please leave £50 float in the till.
* All Self employed takings MUST be taken out of the salon at night.

**Client Data**

* All client data is stored on our computer system. You must lonely ever use your own log in and make sure the computer is logged out at the end of the night.

**Products/Equipment/Retail**

* Products should all be wiped once used and put back to their storage areas.
* Equipment should all be turned off at plug and put away in correct storage area
* Retail should all be fully stocked, dusted and front facing

**Records**

* All client records should be completed on the same day as their visit and are stored on the system under their name.
* Every client must be checked out completely and all totals must be right including retail.

**Cleanliness**

* All rooms including the toilet to be dusted, cleaned, floors brushed & mopped.
* All bins emptied into wheelie bin outside. Remember to recycle plastics & glass. And all cardboard & paper kept for Emma to pick up.
* All towels etc to be fully stocked ready for the next day.

**Safety & Security Checks**

* Double check ALL plugs are turned off and equipment is away
* Make sure ALL candles have been blown out
* Lock the main door, Pull down shutter and lock then lock the bolts.

**Opening Up |**

**Time**

* The salon should be completely open 15 minutes before the first appointment of the day

**Process in the correct order of importance**

* Unlock doors
* Shutters up
* Lights on
* Music on (Clients should hear the appropriate music as soon as they enter)
* Candles & Burners on (Clients should get the appropriate scent as soon as they enter)
* Reception Duties – Log into System, open cash register, check answer phone & social media mail then get back to clients
* Set up for clients appointments – trolleys, products, consult forms

**Safety**

We discourage anyone being in the salon themselves although if this does happen then we advise you to keep the door locked.

**Team**

All our Team should have a set of keys for the salon and should ALL arrive 15 minutes before the first appointment of the day.

**Clients**

Any clients, who arrive early, should be welcomed into the salon and given the same client journey as they expect. You should inform them their service will not be started until the correct time as we need to set up and should then should be offered a refreshment from our menu.

**Payments |**

To seamlessly process your client’s payment without negatively impacting on their day

**Timing**

* Clients will pay a deposit over the phone or online before their appointment
* They will then pay the balance at the end of the service unless this a Vinylux Polish where they should pay before.

**Methods**

* The salon accepts Card payments via Sumup, Apple Pay, Contactless, Cash, Laybuy.
* Self employed Team Members should check their client out at their own section using their own equipment.

**Answering the Phone |**

To have a consistently high level of customer service provided by every team member

**Team**

Only Team Members who have had phone training will be permitted to answer the phone.

**Timings**

The phone should be answered after 3 rings even if it rings out with salon opening hours

**Communication – Phone call – Making an Appointment**

Hi, can I have an appointment please?

Of course, have you been to the salon before?

**YES** **NO**

Great, are you looking for a particular Team Member?

Great, have you been recommended a particular team Member?

Cuts, Blow Dry, Treatments, Styling,

Nails, Tan,

Make Up, Waxing, Massage or Facials

Hair Colour/Extensions, Lashes or Brows

What are you looking to have done?

(Are you speaking to a new client or do they need a patch test? Patch test should have been done within 12 months)

No problem (Offer Upgraded Version)

What day and time suits you best?

**NO**

 **YES**

(Offer alternative day/time if we do not have preferred slot.

If you can’t fit them in, make sure you take their name, number and tell them you will give to the team member to see if they can make it work)

Excellent!

1)We will book you in for a free consultation and patch test to discuss what you are looking for (HAIR)

2) Can you pop in for a Patch Test at least 48hrs before (BEAUTY)

Great, that’s your appointment secured for (state day, time & service).

The booking fee is deducted off your bill on the day, and if you need to rearrange please make sure to give us 48hrs notice for a refund of your money.

We will send you a form to fill in. If you have any issues then let us know.

Thank you! See you then!

(If booking fee is required on screen)

Brilliant, so we take a booking fee for this service to secure your space. It will be £ (Whatever screen says) for you today which you can pay by card over the phone just now. (Send Receipt through Timely)

Great, can I take

your name please?

Your mobile Number?

Your email address?

**If you cannot find a suitable slot, take name, number, service required and add to our waiting list.**

**Communication – Phone call Cancelling an Appointment**

Hi, I am looking to cancel an appointment please?

Okay, unfortunately if its within 48hrs you do forfeit your booking fee. Would you like me to try & change it to another time that same day for you??

Fab, would you like to reschedule your appointment just now?

No Problem!

When was your original appointment booked for?

 **After 48hrs** **Before 48hrs**

 **YES NO**

When day suits you best?

No Problem! So we will transfer your deposit back to you. Could you please give me your sort code & account number?

Thanks very much, see you again soon!

(Log this into clients notes and DO NOT FORGET TO TELL EMMA)

 **NO**

No problem! That’s your appointment cancelled. Give us a call when you would like to rebook.

(Offer alternative day/time if we do not have preferred slot.

If you can’t fit them in, make sure you take their name, number and tell them you will give to the team member to see if they can make it work)

Great, can I take

your name please?

(Do we have mobile & Email address)

Great, that’s your appointment secured for (state day, time & service).

Thank you! See you then!

**Reception Procedures |**

1. Client contacts us for appointment through phone, email, online.
2. Book Client in for appointment using the phonecall procedures.
3. Send consult form for service wanted
4. Send invoice for deposit.

Or Stylist carries out zoom consultation (if a colour service) and then sends invoice. (self employed must arranged their own payment)

1. Book client in for patch test (for colour service) 48hrs before – bring mask or charged £1
2. Client has patch test with Receptionist
3. Covid form to be sent 2 days before service.
4. Client Visits, fill out patch test form that they didn’t react.
5. Completely check client out including retail, gift vouchers used etc
6. Send Receipt
7. Book Next Appointment
8. Give 4 Business Cards for specific team member for client to give to friends
9. Ask for Google review