



Written by Kim Howells

Edited, produces and distributed exclusively by
Expert Salon Marketing

Contents:

1. INTRODUCTION	4
2. OPENING PROCEDURE	5
2.1 Opening of Salon	5
2.2 Shop Sign	5
2.3 Shop Lights	6
2.4 Changing of Light Globes	6
2.5 Switching On And Off Necessary Equipment	7
2.6 Music	7
3. MONEY HANDLING	8
3.1 Float and Daily Takings	8
3.2 Banking	8
3.3 Petty Cash	8
3.4 Accounts	9
4. CLEANING AND HYGENE	10
4.1 Disinfectant	10
4.2 Work Station	10
4.3 Implements	11
4.4 Barbarcide	11
4.5 Scissors	11
4.6 Garbage	11
4.7 Windows	12
4.8 Displays	12
4.9 Floors	12
4.10 Rest Rooms	12
4.11 Towels	13
4.12 Air Conditioners	13
4.13 The Back Room	14
5. STOCK MANAGEMENT	15
5.1 Suppliers	15
5.2 Stock Deliveries	15
6. STAFF PAY PROCEDURES	16
6.1 Wages	16
6.2 Wages Discrepancies and Adjustments	16
6.3 Overtime	16
6.4 Bonuses	16
6.5 Loss of Pay check	17
7. LEAVE ENTITLEMENTS	18
7.1 Sick Leave	18
7.2 Annual Leave	18
7.3 Leave "Buy out"	18
7.4 Leave Carry Over	19
7.5 Maternity Leave	19
7.6 Jury Duty	19
7.7 Military Duty	19
8. ROSTER	20
9. STAFF GROOMING	21
9.1 Appearance	21
9.2 Dress Code	21
10. STAFF RECRUITMENT	22
11. STAFF TRAINING	23
11.1 staff Reviews	23
11.2 Staff / Team Meetings	23

12. STAFF DISCIPLINE PROCEDURES	24
12.1 Staff Termination	24
12.2 Disciplinary Warnings	24
12.3 Gross Misconduct	24
12.4 Misconduct	25
13. CONFLICT OF INTEREST	26
14. CONFIDENTIALITY	27
15. MOBILE PHONES PHONE POLICY	28
16. SOCIAL MEDIA POLICY	29
17. CUSTOMER COMPLAINTS	30
18. CLIENT TESTIMONIALS	31
19. RECEPTION	32
19.1 Phones	32
19.2 Magazines	32
19.3 Tradesman Arriving At Reception	33
20. CLIENTS ARRIVAL	34
20.1 Walk In Clients	34
20.2 Clients Arriving For Appointments	34
20.3 Late Arrivals	35
20.4 Employee, Family, Guest And Seniors Discount	35
21. REFUNDS POLICY	36
22. CUSTOMER SERVICE	37
23. CLIENT CONSULTATION	38
23.1 Pregnant Clients	39
23.2 Cutting Children's Hair	39
23.3 Clients With Nits	39
23.4 Psoriasis	40
24. HEALTH & SAFETY	41
24.1 Fire Equipment	41
24.2 First Aid	41
24.3 Falls, Tripping And Slipping	41
25. DRUG AND ALOCHOL POLICY	43
26. SECURITY	44
26.1 Staff Security	44
26.2 Bomb Threat	44
26.3 Procedure In The Case Of An Armed Hold Up	44
26.4 Security Guard	45
26.5 Staff Parking	45
27. HOURS OF SALON OPERATION	46
26.6 Public Holidays	46
28. KEY HOLDER POLICIES	47
28.1 Resignation Of Key Holder	47
29. SALON ADMINISTRATION	48
29.1 Monthly Reporting	48
29.2 Salon Rent	48
29.3 Insurances	48
29.4 Taxation	48
29.5 Bookkeeping	48
29.6 Business Cards	49
30. DISCLAIMER AND TERMS OF USE	50
31. COPYRIGHT	51

1. INTRODUCTION

The policy and procedures manual for this salon is to be used as a guideline for answers to questions that Managers and employees frequently ask and/or situations that arise from time to time.

It is not intended to be a contractual agreement of any kind. However, all managers and employees of this salon are expected to follow this document as part of their employment practices. Specific questions concerning this manual should be directed to the Salon Owner.

From time to time this manual will be updated with information regarding changes to salon policy.

Notification of any change, addition to or deletion of a policy will be made known to all employees. It will be the Manager and employees responsibility to review the changes in this manual. If any questions arise, please direct them to the Salon Owners.

The information contained in this manual applies to all managers and employees of the salon.

No management official other than the Owners of the salon has the authority to change or enter into any agreement contrary to what is laid out in this document.

2. OPENING PROCEDURES

2.1 OPENING OF SALON

All Staff should be at work in ample time prior to opening to ensure that they are ready to start work as soon as the doors are opened. The key holder should open the door and let Staff and then lock door until official opening time.

This will allow for:

- Personal mobiles to be turned off
- All personal items to be safely stored in staff lockers
- Check that workstations are clean, tidy and all equipment in place
- Discussions regarding the day to take place
- Salon answering machine to be cleared of messages and clients rung back
- Signing in when you are ready to start work

Once it is the appointed salon opening time, unlock the front door to the salon. Keep the back door unlocked but closed if the