



Employee Handbook

Everyday Rules for Salon Employees

Punctuality and Preparedness: Arrive to work on time, ensuring you are fully prepared for the day. This means having all tools and supplies ready, wearing the appropriate attire, and being mentally prepared to serve clients. Your punctuality reflects your professionalism and respect for your team and clients.

Maintain a Clean and Tidy Workspace: Your work station and all shared areas must be kept neat, clean, and organized at all times. A clutter-free environment enhances the client experience and helps you work more efficiently.

Leave Personal Issues at Home: The salon is a place for professionalism, and personal drama has no place here. Maintain a positive, focused attitude while at work to ensure a calm and welcoming environment for clients and colleagues alike.

Proper Call-In Procedure: If you are unable to come to work, notify the manager or salon owner as soon as possible. Follow the salon's protocol for calling in sick or when unable to attend work, giving as much notice as possible to allow time for adjustments in the schedule.

No Substance Use: Absolutely no alcohol or drug use is allowed on the premises or during work hours. Your sobriety ensures the safety, comfort, and trust of both clients and colleagues. If you appear to be under the influence while at the salon, you will be sent home immediately.

Professional Appearance: Always present yourself with clean, groomed, and professional attire. This includes maintaining well-kept hair, makeup, and clothing that aligns with salon standards. Your appearance reflects the professionalism and image of the salon.

Handling Customer Concerns: Never get defensive with clients, regardless of the situation. Even if the client is wrong, it's important to listen calmly and respond professionally. If the situation escalates, immediately involve the manager to resolve the issue smoothly.

Respect Among Employees: Treat every colleague with respect, courtesy, and professionalism. A harmonious work environment is critical for client satisfaction and the overall success of the salon.

No Cell Phone Use at the Station: Your styling station is for work, not personal phone use. All personal calls or texts should be done during breaks, out of sight from clients, and away from your workspace.

Appropriate Footwear: Wear appropriate professional footwear to work. Flip flops or casual sandals are not permitted, as they do not align with the professional appearance expected in the salon.

Stay Home if You're Sick: If you're ill, stay home to avoid spreading illness to your coworkers or clients. This not only protects the health of everyone but also shows respect for the well-being of the workplace.

Personal Hygiene is Critical: Maintaining excellent personal hygiene is essential in a salon setting. This includes fresh breath, clean hands, and an overall well-groomed appearance, as you are working in close proximity to clients.

Keep the Dispensary Clean: After every use of salon tools, products, or equipment in the dispensary, make sure the area is clean and organized for the next use. Sanitation and cleanliness are key to maintaining a safe and professional environment.

Zero Tolerance for Theft: Stealing or "borrowing without permission" is not tolerated under any circumstances. Always ask permission before borrowing any items from coworkers and return them promptly after use.

Work Time is for Clients: When you're on the clock, your primary focus should be on your clients. Give them your full attention, ensuring that they feel valued and taken care of throughout their entire visit.

Product Knowledge and Recommendations: Part of your job is educating clients on aftercare and recommending the right products. This helps ensure clients' hairstyles maintain longevity, enhancing their overall experience and satisfaction with the salon's services.

Professional Body Language and Contact: Maintain professional behavior in all interactions, including making appropriate eye contact, respectful body language, and ensuring any physical contact with clients is professional and necessary for the service.

Participate in Team Meetings and Continued Education: Regularly attend team meetings and any additional training or educational opportunities offered by the salon. Staying up-to-date on techniques and trends will enhance your skill set and benefit your career.

Follow All Salon Sanitation and Safety Procedures: It is essential to strictly adhere to all standard salon procedures for sanitation and safety to ensure a clean and safe environment for both employees and clients at all times.

Consultation is Key

Create a Comfortable and Personal Environment: Start by inviting your client to sit down for a face-to-face consultation. This personal touch not only helps build a stronger connection with the client but also puts them at ease. Consulting from behind or standing over them can feel impersonal and intimidating, which may create a barrier to effective communication.

Actively Listen to Client Concerns and Goals: During the consultation, it is crucial to listen carefully to your client's concerns, desires, and long-term goals for their hair. Avoid jumping straight to the end result. Instead, focus on understanding their current needs and the steps needed to achieve their desired look. This ensures the client feels heard and builds trust in your expertise.

Prioritize Hair Integrity Above All Else: The health of the client's hair should always be the top priority. If a client has an ambitious goal that is unrealistic to achieve in a single session—such as drastic color changes—it is your responsibility to explain the importance of maintaining the health and integrity of their hair. Educate them on why multiple sessions may be necessary and how you can work together to achieve their desired look while keeping their hair in its healthiest condition. By setting realistic expectations and providing expert advice, you help the client feel confident in their hair journey while ensuring the best possible outcome.

Dress Code

Professionalism with Personal Style: As a stylist, it's important to dress in a manner that reflects professionalism while allowing you to express your own unique, creative style. Your appearance is not only a reflection of yourself but also of the salon's brand and reputation. It's essential to strike the right balance between individuality and professionalism.

Black Pants (with Appropriate Ripped Jeans Allowed): Stylists are required to wear black pants or jeans while on the floor. Ripped jeans are allowed, but the rips must be tasteful and appropriate for a professional setting. Overly distressed or revealing jeans are not suitable for the salon environment.

Trendy Tops (Must be Appropriate): All tops should be well-fitted and appropriate for a workplace setting, meaning no low-cut, overly revealing, or offensive designs. The goal is to project a polished image that aligns with the salon's high standards.

Closed-Toe Shoes: For safety and professionalism, all stylists must wear closed-toe shoes while working. This ensures both personal protection and a polished, clean appearance in front of clients. Avoid overly casual footwear like flip-flops, as they do not align with the salon's dress standards.

Hair and Makeup Must Be Done: Stylists are expected to arrive at work with their hair and makeup done. This is non-negotiable, as how you present yourself is a direct reflection of the salon's image. If you arrive without your hair and makeup properly done, you will be sent home for the day. Clients look to stylists for inspiration, and it's important that we all maintain a high standard of personal grooming to represent the salon in the best possible light.

Consistency and Team Image: The salon's dress code is designed to ensure that the team looks cohesive and professional while still allowing room for personal expression. By adhering to these guidelines, we not only maintain a strong team image but also reinforce the salon's reputation as a place of high standards, creativity, and professionalism.

Supplies

Stylists are responsible for the following:

Gloves: Every stylist is responsible for providing their own gloves, which are essential for protecting your hands during chemical services like coloring, bleaching, or treatments. Ensuring you have gloves on hand is critical to maintaining both your personal safety and hygiene during these services. Make sure they are durable and appropriate for salon use.

Cutting Combs / Foiling Combs: Stylists must have a variety of cutting and foiling combs in their toolkit. These are essential for precise cutting techniques and foiling during color application. It's important to regularly clean and maintain your combs to ensure they are in top condition for every client. Always have multiple combs available to accommodate different hair types and styles.

Hot Tools (Flat Iron, Curling Iron, etc.): Hot tools, such as flat irons, curling irons, and wands, are a must for styling hair to perfection. Each stylist is responsible for having their own high-quality, well-maintained hot tools. Regular cleaning and maintenance will help extend their life and ensure they work efficiently during client services. Make sure your tools meet the salon's standards for safety and performance.

Blow Dryer: A professional-grade blow dryer is an essential tool in every stylist's arsenal. It should be powerful enough to handle various hair types and textures, allowing for quick and efficient blowouts. Stylists are responsible for bringing their own blow dryer, keeping it clean, and making sure it functions properly.

Clippers and Accessories: If your services include men's grooming or short haircuts, you are responsible for having a set of high-quality clippers, along with all necessary accessories, including guards, blades, and trimmers. Keeping these tools sharp, clean, and well-maintained is crucial for delivering precise cuts and achieving client satisfaction.

Brushes: Stylists must supply their own set of brushes, including round brushes for blowouts, paddle brushes for detangling, and smaller brushes for styling. Having a variety of sizes and types ensures you're prepared to style any hair type or length. Clean your brushes regularly to maintain hygiene and protect the client's hair.

Makeup Brushes (if applicable): For stylists who also provide makeup services, you are responsible for maintaining a full set of professional makeup brushes. These should be kept clean and sanitized between each client to ensure a safe, hygienic application. High-quality, well-maintained brushes are essential for providing professional makeup looks.

Color Brushes: Each stylist must provide their own set of color brushes, which are essential for precise application during color services. These brushes should be kept clean and organized to ensure a smooth and efficient color application process. Different sizes and types of brushes may be necessary for various techniques, so it's important to have a well-rounded collection.

Clips: Hair clips are an indispensable tool for sectioning hair during cutting, styling, and color application. Each stylist should carry their own supply of durable, high-quality clips to ensure they can work efficiently and keep the hair properly sectioned during services.

Business Cards After the Initial 250: The salon will provide an initial set of 250 business cards, but after that, it is each stylist's responsibility to supply their own business cards. These cards are vital for marketing and maintaining relationships with clients. Make sure your cards are up to date with your contact information, professional title, and any necessary salon branding.

The Salon will Provide:

Color: The salon will supply all professional hair color products needed for client services. This includes a full range of color options, ensuring stylists have access to high-quality products that meet the needs of every client, whether it's for permanent, semi-permanent, or demi-permanent color applications.

Color Bowls: The salon will provide color bowls for mixing hair color, toners, and treatments. These bowls are designed to be durable, easy to clean, and ready for use by all stylists. The salon will maintain an adequate stock of bowls to ensure smooth and efficient color mixing.

Smocks for Color Services: Smocks will be provided by the salon for stylists to wear during color services. These protective garments ensure that your clothing stays clean and presentable while performing services and also contribute to a more professional appearance. It is important to wear the smocks whenever applying or mixing color.

Capes for Clients: The salon will supply capes for clients to wear during their appointments, protecting their clothing from hair, chemicals, and styling products. These capes are essential for maintaining a professional and hygienic environment, ensuring that clients feel comfortable and protected during their service.

Waxing Tools and Accessories: If you offer waxing services, the salon will provide all necessary waxing tools and accessories, including wax, applicators, strips, and any additional supplies required for brow, lip, or facial waxing. The salon will also ensure these tools are up to professional hygiene and safety standards.

Lighteners: The salon will provide lighteners, including bleach and other lightening products, for all color services. These products are essential for achieving blonding and highlighting results. The salon will maintain a stock of different lighteners to accommodate a variety of hair types and coloring techniques.

Foils: Foils for highlighting, lowlighting, and other color services will be supplied by the salon. This ensures that stylists have access to the materials needed for precise color placement and to create professional, multi-dimensional looks for clients.

Developers: The salon will provide developers for color and lightening services. These developers will be available in various volumes to accommodate different coloring processes, allowing stylists to achieve the desired color results while maintaining the integrity of the client's hair.

Styling and Back Bar Products: All styling products and back bar essentials will be provided by the salon. This includes shampoos, conditioners, treatments, and styling aids such as gels, mousses, and finishing sprays. These products are available for use during client services to ensure high-quality results and promote healthy hair care.

First Set of Business Cards (250): The salon will supply each stylist with an initial set of 250 business cards. These cards are an important marketing tool to help you promote your services, build a client base, and maintain professional contact with clients. After the first set, it is the stylist's responsibility to reorder their own cards.

Appointment Cards: The salon will provide appointment cards for stylists to give to clients after booking services. These cards serve as reminders for upcoming appointments, helping to ensure that clients remember their scheduled services and reducing the risk of no-shows. The salon will keep these cards stocked and ready for use by all stylists.