



Studio Expectations for Employees

Some of these expectations may seem obvious, however we believe that demonstrating these qualities regularly is the start to a healthy happy work life balance. Life will provide unexpected moments, how you decide to react to those moments is up to you.

- Positivity - Create a positive work environment.
- Communication - there is not only one way to communicate, but it is up to us to develop our way to communicate as a team. Consistent, meaningful & clear communication is the best way we can engage with each other, provide a positive work environment and allow all of us to improve our craft.
- Knowledge – strive to learn something new every day, never think you know everything, and share your knowledge
- Kindness – We help others, we never stand-alone and we will stand beside you. If you can't stand, we will hold you up, awareness is important.
- Accountability - Hold yourself accountable, there are no mistakes, just opportunities to learn. Create goal for yourself to meet and exceed.
- Open Minded - Accept creative feedback, remember there is not only one way to arrive at the same destination. Above all, be willing to listen.
- Honesty - making connections with the team is important. If you create barriers in the studio, it is a quick way to be undervalued in our work environment. Be honest, be straightforward.
- Professionalism - Leave your emotions out of it, never think everything is all about you. Your bad day doesn't have to be everyone's bad day. *** this needs some work ***

You have an opportunity to wake up every day with positive thoughts, affirmations, gratitude and goals. Believe in yourself & see the good in others. We believe in you!

Assistant Expectations & Responsibilities – Studio Growth Topics

Things to do when you're not busy (or maybe assisting clients)

- Clean the walls,
- Stock the snacks
- Fill the Barbacide
- Sweep the floor
- Stock the shelves
- Check the book
- Place color order
- Place product order
- Refill back bar
- Clean
- Take trash out
- Study retail / product knowledge
- Clock hours
- Study cosmetology theory
- Set next day up for success



Consumer service skills

- Smile
- Be friendly
- Look professional
- Provide drink/snack
- Engage with guests, for example ask "are you comfortable?"
- Learn clients name
- Communication

Priorities & Discussion Areas

Consumer experience

- Client must be draped properly - this should be done when guest sits in stylist chair or color chair to ensure a prompt starting time for stylist
- Offer drink or snack
- Be aware of proper timing for color service.
- Shampooed twice
- Head massage and treatment /depending on timing offer a treatment best suited for the guest.
- Timing - manage the guest in the studio. For example, if you know you are processing a gloss and don't need to watch the toning process check the studio. keeping a clean work environment at all times is part of the experience.
- Leave the guest feeling comfortable and communicated with, you have 10 min to relax you will return. Use this time to check the book and see if stylist is running on time or if you have the opportunity to do another service.
- Check with stylist to see if they have any product recommendations based on the condition of the hair at the shampoo bowl. This will be the assistants job to appropriately evaluate and report to stylist their findings.
- If the guest is finished in the treatment area, they should be taken to stylist station, checked again for any color stains behind the ears and on the back of the neck. Finally, client should be given clean dry cape and towel
- Ending experience
- Return visit and pre-booking knowing each program,

Organization

- Checking out guest for stylist or stylist checking out guest. If time permits, que up ticket for next guest leaving
- Place recommended hair care products out for possible sale
- If guest is processing, and time permits, ask about setting up next appointment



Work independently

- Sometimes the studio maybe quieter, use this time to study or work on a mannequin (if all your day to day check list has been completed)

Communication & Team Work

Product knowledge

- learn the product inside, memorize the ingredients and how the product works and what hair type is best.

Greeting

- We have the ability to go above and beyond, let's all be sure to greet every guest in the studio. introduce yourself

Inventory procedures

- Never let the studio run out of our day to day needs
- Biweekly list of needed supplies (tissues, paper towels, Windex ...)
- Color order biweekly

Chemical applications

- Root color application timing 10-15min
- Mixing of appropriate amount of color
- Between foil application-be aware of shifting of foils
- Application of gloss timing 10 min

Education

- Education is important to your success, a 90 day trial will be required before confederation of educating and growing a new stylist for the team.

Productivity report

- Quarterly review
- Quarterly meeting

Pay Structure

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Marketing

- Show use of social media for your work and get approval
- Must stay professional consistent and true to our brand.
- Be innovative and use SM to build you client base

Innovate - make changes in something established especially by introducing new methods ideas



Create a calendar that we follow as a team (when to do and what's happening)

- Vacation requests / time off (for assistants)
- Product orders
- Color orders
- Classes in studio
- Laundry pick up
- Cleaning schedule
- Meetings
- Up and coming promotions/specials
- Treatment day
- Event in the studio
- Marketing launch

Work on proper timing

- Color applications
- Communication (what needs to be communicated?) expectations
- When to show up for work (15 min)
- When to sweep
- When to clean brushes
- When to put the towels out
- When to place the color order
- Appearance
- Stylish
- Movable sleeves
- No loose bracelets

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