

SERVICE TIMING & CONSULTATION EXPECTATION POLICY

- New Client – Consultation & Quote this should only take 2-5 mins. If the client is having a massive change in length or colour the maximum consultation time should be 10 minutes.
- Consultation for Hair Extensions, Keratin Smoothing and Chemical Straightening all need to be booked prior to the service for 15 minutes with a senior stylist. This is to give the client enough time to complete the consultation form, for the stylist to do a proper Hair Analysis and discuss with the client what the best option is for them. The stylist is then able to book the client in for the service and take the required deposit.
- Existing client – 1-2mins.
- Once you have discussed the look the client wants, now is the opportunity to recommend and upgrade to additional services that the client needs or would benefit from.
- Explain the benefits once the service will be done (how the client will feel).
- Follow the beginning Retail Procedure during the consultation.
- Next, time to pamper the client (shampoo, massage, refreshments, sincere compliments).
- You need to connect and care about your client, this has to be genuine with warmth and real interest in the hair and appearance, you need to show the client love.

Standard Service Timings – Senior Level

Consultation and cut	30 mins
Shampoo/Cut/ Blow-dry	45 mins (15mins booked with App)
Men's Trim	15 mins
Blow-dry (shampoo with apprentice)	short 15 mins long 30 mins
Up style (set first)	15mins, 30mins cooling, 30min up
Treatment	10 mins
Colour Application & Consultation	30 mins
½ head foils inc consultation	45mins
Full Head foils inc consultation	60mins
Perm wind, cut & consult	60 mins

Long hair styling – if you aren't using hot rollers and are using a heat tool, 1 hour in total to complete the style. 45 mins Medium Length
Tint – 15 mins to apply tint if short and regular client or just regrowth
Colour Correction - Check with stylist on booking.
Treatment - Every client to be offered treatment at booking time allocate 10 mins in appointment book with apprentice.

Standard service timing – 2nd Year Apprentice

Consultation and cut	45 mins
Shampoo/Cut/ Blow-dry	60 mins
Men's Trim	30 mins
Blow-dry	short 30 mins long 40 mins
Up style (set first)	30mins, 30mins cooling, 60min up
Treatment	10 mins
Colour Application & Consultation	40 mins
½ head foils inc consultation	60mins
Full Head foils inc consultation	75mins
Perm wind, cut & consult	75 mins
Long hair styling – if you aren't using hot rollers and are using a heat tool, 1 hour in total to complete the style. 45 mins Medium Length	
Tint – 15 mins to apply tint if short and regular client or just regrowth	
Colour Correction - Check with stylist on booking.	
Treatment - Every client to be offered treatment at booking time allocate 10 mins in appointment book with apprentice.	

Standard service timing – 3rd year Apprentice

Consultation and cut	45 mins
Shampoo/Cut/ Blow-dry	45 mins
Men's Trim	30 mins
Blow-dry	short 20 mins long 30 mins
Up style (set first)	20mins, 30mins cooling, 45min up
Treatment	10 mins
Colour Application & Consultation	30 mins
½ head foils inc consultation	45mins
Full Head foils inc consultation	60mins
Perm wind, cut & consult	60 mins
Long hair styling – if you aren't using hot rollers and are using a heat tool, 1 hour in total to complete the style. 45 mins Medium Length	
Tint – 15 mins to apply tint if short and regular client or just regrowth	
Colour Correction - Check with stylist on booking.	
Treatment - Every client to be offered treatment at booking time allocate 10 mins in appointment book with apprentice.	

Staff Name	Date	I have read through and agree with all aspects of this Policy