

MANAGER/TEAM LEADER ROLES

It is very important that the Salon Manager works together with the owner to encourage all team members to work at their highest potential at all times. We want to achieve together as a team and help each other reach targets so that the salon prospers.

It's a necessity that you take the time to meet with each team member on a monthly basis. During these performance reviews you will talk with them about where they are currently at, congratulate them on their successes, then help them set a goal to improve on and achieve over the next month. It's important that this goal is something they agree too. If they seem unsure they might not reach it.

You need to remember that as the Salon Manager that is leading your team to achieve together, that through that journey, you are NOT their friend. You are there for them for encouragement to help them achieve their goals.

One of the most important things is that you need to lead by example. This is throughout the day, within the salon by upholding the salon policies, especially when working with clients. If they see you doing something that they aren't supposed to do, they may start breaking salon policies themselves.

Please make sure you lead by example. There will be times where you do feel like you are on repeat because you've had to say the same thing numerous times. They will make mistakes and you will need to address them.

The following list is the basics of what you will need to do on a regular basis:

- Punctuality is a necessity. You must arrive no later than 20 minutes prior to opening. All your staff must be ready and set up 10 minutes before the first client, this means all hair and make up done and the day ready to start.
- Monitor and report anyone running late, this can be done on your Managers Procedures Form
- Monitor all morning jobs and end of day procedures are being done.
- Monitor all weekly jobs are being done.
- Magazines can be thrown out, anything that is older than 2 months.
- Organise any items that need to be ordered or picked up locally.
- Conduct staff meetings **<Tuesday mornings at 9am>** this needs to be done fortnightly and should follow the meeting outline at the end of this list. Meetings are compulsory to attend.

- WIFLE – What I Feel Like Expressing – can be anything they feel. E.g. hot, cold, cranky at a crazy driver, grateful.
 - Previous meeting notes, what has been done and improved upon.
 - Celebrate something for each staff member
 - Suggestions on an improvement for the salon. Every team member must provide at least one improvement.
 - Setting goals to complete before the next team meeting.
 - Finish with any further issues that you or the staff would like to discuss.
- Have a meeting with owners monthly.
 - Conduct a one on one meeting with staff every 4 weeks using the Performance Review Sheet, report back to the Owner during the Owner's meeting.
 - No personal calls are to be made unless it's an emergency.
 - Be present at training as often as possible.
 - Monitor colour wastage and address problems.
 - Handle all client complaints and record them on the computer.
 - Ensure professionalism at all times. Never talk over the clients, always greet clients with a smile, and introduce yourself to all clients, as the salon manager.
 - Control all the appointments and be aware of the 'walk ins' waiting in the reception area. You must know which staff are doing which clients.
 - Conduct staff training every fortnight all staff are welcome and also be aware of any training that has been organised by the owners, ensuring all your staff know what is happening and that they need to attend.
 - Give written warnings for any breach of Salon Policies or Procedures for any reason you see fit.
 - Trust and confidentiality is very important, never repeat anything that is said to you by the owner or a staff member to another staff member/s
 - Check the finished work that staff produce.
 - Ensure staff give a referral voucher to all clients after their appointment.
 - Maintain a professional relationship with your staff. They are NOT your friends, they are your co-workers.
 - Lead by example: the way you dress, punctuality and attitude towards clients, other staff and the owner.
 - Keep the roster organised for at least 4 weeks in advance.
 - Organise all staff breaks. Ensure there is always enough staff on the floor and that each member has their half hour break a day and that they write the correct time on the timesheet.
 - If staff miss a break due to being busy or have worked any extra time this needs to be recorded on the timesheet.

- Oversee any stock that is ordered.
- Ensure all invoices received are checked off and kept filed away for owners.
- Ensure mail is organised and passed on to the owner.
- Ensure any relevant messages are passed on to the owner.

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