

Main Purpose of Job:

Responsibility for efficient running of the salon in the manager's absence, by ensuring that all hairdressing standards and client services are carried out, according to Company policies which may be in force.

Responsible To:

The Salon Owner/Manager. There will also be a close working relationship with the Administrator in the manager's absence.

Responsibilities:

1. To maintain and constantly review client service standards.
2. To ensure salon cleanliness and maintenance is in keeping with the Company's general policy on services.
3. To ensure that the reception area is clean and tidy at all times.
4. To ensure all complaints from clients are channelled to the manager.
5. To answer phones quickly and efficiently and to book appointments.
6. To ensure that appointments are filled out correctly and that each client's telephone number and type of service required is entered clearly next to his/her name.
7. To ensure that appointment changes and deletions are altered and that clients are telephoned quickly in the event of a stylist's absence.
8. To greet clients when entering the salon and to ensure that the stylist or departmental staff have been advised of the clients arrival.
9. In the manager's absence to discipline and guide all members of staff to create a happy working atmosphere for the benefit of both staff and clients.
10. To encourage and motivate all staff to maximum potential both technically and professionally for the individual benefit and future growth of the Company.
11. To ensure that grievance procedure is carried out as laid out in the company manual.
12. In the absence of the manager, to ensure smooth running of reception area in particular with overall responsibility for cash and appointment procedures. To ensure that where there is no receptionist that procedures are adhered to.
13. To action all directives whether verbal or written within the time specified through the correct channels e.g. Staff grievance and client complaints.
14. To attend soirees and demonstrations as and when required according to rota compiled by the Managing Director.
15. To ensure that the Company's policies in relation to:
 - a. Hairdressing trends and techniques and
 - b. Staff dress and appearance
16. To undertake any typing required by the manager.
17. To advise clients of all retail products available for retail purchase.
18. To ensure that staff update and maintain client record cards for tints and perms for the following reasons:
 - a. Technical
 - b. Customer Complaints
19. In the Manager's absence to take responsibility for indemnity forms where hair condition of client is questionable.

Reception and Bill Procedure:

20. In the Manager's absence and where there is not a receptionist, to take full responsibility for all paperwork in connection with bills and money as follows:
 - a. To ensure that the client's bill is opened upon his/her arrival.
 - b. On completion of client, information regarding accuracy of charges should be checked carefully and any alterations confirmed.
 - c. To enter on salon genius whether a client has requested an operator.
 - d. To ensure that payment methods are correctly entered.

Banking Procedure:

21. Banking must be done daily. Cheques and cash are banked separately. The paying-in sheet must be checked for accuracy. Details of payments, company card and pin numbers must not be disclosed to anyone. Use of the company card for any use other than paying in is an example of gross misconduct.
22. The company does not accept American Express cards.
23. All cheques must be supported by a valid guarantee card. The card number should be written on the back along with the card limit and expiry date. A check must be made with the signature strip and the person receiving the cheque should initial the back of the cheque clearly. Failure to comply with the banking procedure which leads to financial loss will result in disciplinary procedures.

Reconciliation Procedure:

24. When receiving tips for stylists to ensure they are passed on.
25. At the end of the day cheques, gift vouchers and cash should be separately totalled. A banking report should be obtained from the electronic POS terminal.
26. These totals are entered onto the salon genius reconciliation report and then checked and confirmed. A print out is taken of the completed report and all POS vouchers, gift vouchers, receipts and petty cash vouchers stapled together.
27. Cash, less tomorrow's float, is bagged separately and banked immediately.
28. To be responsible for balancing and controlling petty cash. As cash is taken from the till, this must be rung out and a receipt obtained. On returning change and a receipt that accurately record what has been spent is vital. Any discrepancy must be raised immediately with the salon manager. Invalid use of company funds is an example of gross misconduct.