

Main Purpose of Job:

To ensure that the standards of the Company are reached and maintained under the following key categories:

1. Financial/Productivity
2. Hairdressing
3. Service
4. Image/Appearance
5. Behaviour

Responsible To:

The Salon Owner/Manager

Responsibilities:

Financial/Productivity:

1. To achieve a realistic pre-set target of takings in line with current price list.
2. To ensure that daily worksheets balance with the takings.
3. To ensure that retail sales figures are recorded accurately and balanced daily.
4. To ensure maximum use is gained from the appointment system at all times.
5. To ensure all services provided are charged for at the correct current price.

Hairdressing:

1. To achieve and maintain hairdressing standards and techniques in keeping with the client's wishes and current fashion trends.
2. To take fullest advantage and use all training available within the Company and also any off the job training when appropriate.
3. To assist in the training and to encourage all Trainees in the practical application of hairdressing skills and service standards.

Service:

1. To advise clients of all service and products available and, in particular, those for retail purchase in order that they keep their hair in good condition between visits.
2. To ensure clients are offered and are aware of all non-hairdressing services available e.g. coffee, tea, orange, water, magazines, in order to ensure client comfort.
3. To maintain client record cards for the following reasons:
 - a. Technical
 - b. Complaints

Image and Appearance:

1. To ensure that your personal appearance and hygiene is maintained and in keeping with the standards set by the management with regard to dress (uniforms), hairstyles, make-up and personal hygiene as set out in the Company Rules and Regulations and to be maintained when taking part in any off the job training.

2. To ensure that the salons cleanliness and hygiene is maintained and in keeping with the Company's policy on services.
3. To work with the owner/manager in promoting the Company's image through all media e.g. advertising, shows (trade/public) and local publicity to increase the Company's reputation and client count.

Behaviour:

1. To adhere to the Company's policy on staff behaviour as set out in the Company's Rules and Regulations e.g. hours of work, lunch and tea breaks.
2. To be loyal to all members of staff and management at all times.
3. To maintain a friendly and approachable attitude towards clients at all times.
4. To be aware of the grievance procedure and to ensure it is carried out as laid down in the individual's Contract of Employment.

Salon Procedure:

1. To carry out all reasonable duties and tasks which be requested of you.