



Job Description Salon Assistant

Why are you here?

To do this job well you need to love making people feel great! You'll be assisting with the smooth-running of the salon – you are the oil on our cogs! Though some of the tasks you carry out might be small or unglamorous they make a huge difference to the salon experience of our customers. As such, you need to maintain the highest of standards in your conduct and appearance.

Who looks after you?

Everyone in the salon needs your help, but you are responsible to the Salon Manager or Floor Manager.

What kind of person are we looking for?

You don't really need any experience but it's really important that you can smile and enjoy looking after our lovely customers. You must be happy to be physically close to people. You'll be hardworking and keen to help, and disciplined enough to keep working hard. Hopefully you won't be scared of the phone or computers.

SHOW ME THE MONEY!!!

Aged 16-18	£3.64 per hour
Aged 18-21	£4.92 per hour
Aged 22+	£5.93 per hour

What do you actually DO?

- Cleanliness is really important in the salon, so you'll be sweeping, cleaning and polishing a lot.
- You will meet and greet our customers with a big cheesy smile, as well as gowning and preparing them for salon services.
- You will shampoo and condition hair with our professional products, and tell customers what you are using and why.
- You'll pamper our customers with drinks and magazines.
- When customers are ready to leave you'll take payments and make future appointments.
- You'll answer the phone and deal with customer enquiries where you can.

What about training?

- We'll give you the health and safety training to do your job safely.
- We'll teach you about our products so that you can choose the correct ones for our customers.
- We'll show you the massage techniques you need for hair and scalp.
- We'll teach you our procedures for dealing with enquiries and answering the phone.
- We'll train you on our computer system

Hey good lookin'!

You are representing Bravo, so you have to look the part! Your clothes must be clean and appropriate, your hair must be clean and styled and personal hygiene is really important. Uniform is not provided, but assistants wear black or white. No denim or leggings!

No misbehaving!

- Your hours of work and breaks will be made very clear at induction. Lateness and skiving will shorten your career with us considerably!
- Be loyal to the salon, staff and management at all times. We treat our staff with dignity and respect and expect the same in return.
- All clients must be treated like royalty!
- The way you act outside work is important too – don't do anything to make us ashamed.

Movin' On Up

- There is no promotion from this position, though priority is given to existing staff when vacancies arise.
- This is a great way to build salon experience
- Do well and we'll probably call you first when we have extra hours or overtime.

Hours and Terms

We will accept applications for full or part time positions.

This is a permanent position.