



Job Description Qualified Stylist – Grades 1-5

Why are you here?

You're here to help our customers to look and feel fantastic by offering a professional cutting and colouring service. We also offer hair extensions and straightening services so you'll need to be able to recommend these too. You'll be responsible for ensuring that every aspect of your customer's experience is the very best it could be. This is a permanent position, which could be full or part-time.

Who looks after you?

You are responsible to the Salon or Duty Manager. You'll receive ongoing training but you are responsible for your own development too.

What kind of person are we looking for?

Grade 1 stylists are NVQ Level 2 qualified. You must have a minimum of six months of salon experience.

Grade 2 stylists are NVQ Level 3 qualified and will have a minimum of 18 months of salon experience.

Grade 3 stylists will be NVQ Level 3 qualified and have a minimum of 30 months of salon experience. In addition you will have completed one week of Vidal Sassoon training.

Grade 4 stylists will be NVQ Level 3 qualified and have a minimum of 42 months of salon experience, plus two weeks of Vidal Sassoon training or be Wella MCP Stage 3.

Grade 5 stylists will be NVQ Level 3 qualified and have a minimum of five years of salon experience. This grade is reserved for the salon's highest earners, managers and staff trainers.

What do you actually DO?

- You'll greet clients and prepare them for services
- It's vital that you carry out a thorough and complete consultation
- You will cut or colour hair to the standard of or exceeding your grade
- You'll sell additional products and services
- You'll help to train and inspire younger members of the team
- You'll help to maintain the highest standards of health, safety and hygiene

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
- You'll receive external training from Wella, Vidal Sassoon or Racocon for 5 days each year
- We use local providers for our NVQ training
- We are keen for our staff to share knowledge and experience so you'll receive in-house training
- You'll receive in-house customer care training
- We'll train you on our computer system

You're gorgeous!

You are representing Bravo, so you must look the part. Clothes must be clean and appropriate; hair must be clean and styled; personal hygiene is really important too. Any colour of clothing is fine. No denim!

How to do well:

- Set a good example to younger members of staff
- Conduct yourself in a way that makes us proud – both in and out of work
- Each grade has its own targets – to progress you must be working hard towards them
- Be loyal to the salon, staff and management at all times. We treat staff with dignity and respect and expect the same in return.
- All clients must be treated like royalty!

How to lose your job:

- Your hours of work and breaks will be made very clear. Lateness will not be tolerated
- Our business thrives on a positive, atmosphere. Negativity is not welcome!
- Not respecting client or Company confidentiality is a big no-no!
- The way you act after hours is important – don't make us ashamed.
- Making little or no progress towards targets shows a lack of commitment.

Movin' On Up

- Targets for your career progression will be agreed with your manager on an individual basis.
- There are occasional opportunities to specialise in salon management and staff development.

SHOW ME THE MONEY!!!

Year 1 = 32% of your net service total
Year 2 = 33% of your net service total
Year 3 = 34% of your net service total
Year 4 = 35% of your net service total
PLUS
10% of your net retail total