

Beauty salon training manual

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27 6. TRINI: CUSTOMER EXPERIENCE AND SUPERIORITY 4 In Trini, we strongly believe in the development of our family members so that you, as well as our business, can prosper in a teamwork environment where all members are responsible, sharp and mostly appreciated. Welcome to the family! DUTIES AND TASKS Such as the door of management of Trini, you are the eyes and ears of salon operations. Your work requires you to support decisions made by management and help them implement them. Tasks by switching through your shift, you need to keep up to date with the following tasks to do a great job. o Carry your phone at any time If the phone is out of use, call 1-866-671-1117 o Check toilets ü Toilet paper ú Hand towels ü the bridge of communication between FD and management. This book contains information such as new rules to be applied, procedures to keep them safe on a regular basis. GREETING Greeting is the moment of truth that sets the tone for the visit of G. New and repeat g should be greeted warmly, but professionally. Follow the script below when G enters Trini. • Always stand and talk first • Greet G for 10 seconds • Watch and smile Many of our G feel scared walking in a salon. Your initiative and approach will help you distinguish G types. Please pay attention to each G so that you remember who they are and where they should go. 2 Any problem you personally have goes to a sticky note in the parking lot. 9. TRINI: CUSTOMER EXPERIENCE AND SUPERIORITY 7 NEW GUEST I see that this is your first time in Trini Salon. It's a precision of the visit of G. New and repeat g should be greeted to the being for the customer. Any complaint from guests must be help management monitor them to the customer follow-up Book are for FD and management. This book contains information such as new rules to be applied, procedures to keep in mind, etc. Customer FD and management monitor them. These books are for FD and eye management monitor them out of the customer follow-up Book are for FD and eye management monitor them out of the customer follow-up Book are for FD and eye management only. Do not leave them out of the customer follow-up Book are for FD and required to the customer. Any complaint from guests must be help management monitor them. These books are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book are for FD and required to the customer follow-up Book a until we inform (Enter SP name) of your arrival. Can I get you something to deliver the drink, ask another FM to deliver the name of SP) will be active. If a first the black folder is not communicate what you need to do, informs you that the guest will have to wait more than a few minutes, return to G and advise them on a short wait. (Enter the name of SP) will be active. If a free the phone with you soon (Enter G name.) Is there anything I can bring you? Note that SP should greet its G upon arrival, whether busy or not (exceptions include manicure and space) to give them a tour of the lounge. If a repeat guest has to wait for a service provider, offer affordable and reasonable short services such as polish change or eyebrow wax. 3 Other (espresso or plain black) and tea (hot or cold) choice. 4 If you need to leave FD for any reason, take the phone with you at any time. 10. TRIS: CUSTOMER EXPERIENCE AND EXCELLENT 8 with you soon (lefter G hands) is meter any straining of care provided in the service provided in the provided work collectively to meet their expectations. 3. Follow 3 R on advance reservation - Recommended, real date and request. 12. TRINI: CLIENT EXPERIENCE AND EXCELLENT 10 (Enter the name of G) I see that (Insert SP NAME) recommended January 15 for your next appointment is of equal or lesser value, the appointment must be no more than 6 weeks apart from them. 4. Go to R retail - recommended January 15 for your next appointment. Can I book two dates? Thus, you can get the fourth for free. Once you have offered our pre-booking program, be sure to specify the restrictions – the free appointment is of equal or lesser value, the appointment must be no more than 6 weeks apart from them. 4. Go to R retail - recommended January 15 for your next appointment is of equal or lesser value, the appointment or sure of SP) I see that (Enter the name of SP) recommended January 15 for your next appointment is of equal or lesser value, the appointment or sure of SP NAME) recommended January 15 for your next appointment. Can I book two dates? Thus, you can get the fourth for free. Once you have offered our pre-booking program, be sure to specify the restrictions – the free appointment is of equal or lesser value, the appointment or sure of SP NAME) recommended January 15 for your next appointment. Can I book two dates? Thus, you can get the fourth for free. Once you have offered our pre-booking program, be sure to specify the restrictions – the free appointment or sure of SP NAME) recommended January 15 for your next appointment. Can I book two dates? Thus, you can get the fourth for free. Once you have offered our pre-booking program, be sure to specify the restrictions – the free appointment or sure of SP NAME) recommended January 15 for your next appointment or sure of SP NAME) recommended January 15 for your next appointment. Can I book two dates? Thus, you can get the fourth for free. Once you have offered our pre-booking program, be sure to sure of January 15 for your next appointment or sure of January 15 for your next appointme recommendation on your next visit. Many of our guests by GC to keep a guest account with us. Also, we can offer you related by Over visit to do is like to add visit to many and enable to a guest to the control of the and Spa. I call to confirm your meeting with Girect LM = Left Voice Message LP = Left Message with Second Party NA=NAS (Recall) New Client Trace Scenario: Each change the name of SP.) or work of the name of SP.) We want to make sure that your services were good for you and ask you if there is anything were not need to resturn to follow (Insert Service) with your work in the SW area of the building. Please remember to present you with a ticket for verification at the PD upon arrival. For confirmed appointments, right click on the account and select confirmed. Write a manicure at the same time. would you be interested in taking advantage of this? Do you know where to park for your visit to the gym? Car parking is in the SW area of the building. Please remember to present you with a ticket for verification at the PD upon arrival. For confirmed appointments, right click on the account and select confirmed. Write a manicure at the same time. would you be interested in taking advantage of this? Do you know where to park for your visit to the gym? Car parking is in the SW area of the building, the following abbreviations. OK =

Confirm with G Direct LM = Left Voice Message LP = Left Message with Second Party NA=NA (Recall) New Client Trace Scenario: Each change the next day after the first customer visit. Use the name of SP.) We will notify the management and we will call within 24 hours. Inform the manual as soon as possible and write it in the FOllowing 16. TRINI: CUSTOMER EXPERIENCE AND EXCELLENCE AND EXCELLENCE 4 ANSWERING MACHINE G ANSWERS Hello (Enter the name of SP.) We want to make sure that your services were good for you and ask you if there is anything we can improve with you you need to return to this possible and write it in the FOU work of the second to return to this possible and write it in the FOU work of the second to return to the second to return to this possible and write it in the FOU work of the second to return to the second to ret with the second to return to the second to return to the second call unless, however, you would like to share a comment or concern about your next appointment. ANSWERING MACHINE Good morning (Enter upour name) from Trini Salon and Space and The guest responds... I'd be happy to postpone your meeting until later. (Enter the sp name) has (alternate date and time.) This time it'il do you good? (Enter G name,) we look for the earn time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look forward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for the ext.

I'd be happy to postpone your meeting until later. (Enter the sp name) has (alternate date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for the next you and it is in the books for the next your and seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for ward to seeing you on (date and time.) This time it'il do you good? (Enter G name,) we look for the next your at-test. 1. See the shortcut seeks for nails. Follow the next your at-test. 1. See the shortcut seeks for nails. Follow the next your at-test. 1. See the shortcut seeks for nails. Follow the next your at-test. 1. See the shortcut seeks for nails. Follow the next your at-test. 1. See the shortcut seeks for nails. Follow the next your at-test. 1. See the shortcut seeks for nails. Follow the next your at-test. 1. See th him know in the Customer Tracking Book 19. TRINI: CUSTOMER EXPERIENCE 17 Busy FD Sometimes FD can become very busy, then you will need to return calls to customers that the phone is always a priority. If you can't adequately assist G, take their name and phone number so I can call you? Follow the same procedure when phone important the phone is always a priority. If you can't adequately assist G, take their name and phone number so I can call you? Follow the same procedure when phone important the phone is always a priority. If you can't adequately assist G, take their name and phone number and return their call within 5 minutes. Thank you for choosing Trini. (Enter your name) I call you form Trini Salon. Thank you for choosing Trini. (Enter your name) I call you from Trini Salon. Thank you for choosing Trini. (Enter your name) I call you from Trini Salon. Thank you for choosing Trini. (Enter your name) I call you from Trini Salon. Thank you for choosing Trini. (Enter your name) I call you from Trini Salon. Thank you for choosing Trini. (Enter your name) I call you form Trini Salon. Thank you for choosing Trini. (Enter your name) I call you form Trini Salon. Thank you for choosing Trini. (Enter your name) I call you form Trini Salon. Thank you for choosing Trini. (Enter your name) I call you form Trini Salon. Thank you for mane and phone number and phone number so I can call you?

If you can't adequately assist G, take their name and phone number and phone numb call is personal and urgent, discreetly submit mit post. When SP is read to return the call, you need to dial the number and greet the caller, and then phone number; and reason and write a map you message! Call for Management Find the caller, and then phone number and reason of the phone number and reason of the call special control of the day of the same than the same than the same that the same than the same than the same than the same that the same than morning, you should check that all new confirmations are transferred to Shortcuts by confirming them manually. You should also contact customers who have requested appointments to arrange and confirm their reservation. In addition, you must notify the management if there are any negative customer feedback. You'll get a username and password that give you access to search power. PLAN OF THE DAY The plan of the day is a sheet based on the schedule of shortcuts, which is prepared by the manager in the morning. It delegates tasks for each operator to perform when not occupied with Gs. The plan is designed so that each FM is fully focused on making money and sticking to the Trini system. Once the manager has determined the plan, he/she will meet with each FM initially up to their daily tasks. The options below outline activities to focus on fm when they have each FM initially up to their daily tasks. The options below outline activities to focus on fm when they have gaps in their schedule. The plan of the day to discuss their daily tasks. The options below outline activities to focus on fm when they have gaps in their schedule. The plan of the day to discuss their daily tasks. The options below outline activities to focus on fm when they have gaps in their schedule. The plan of the day to discuss their daily tasks. The options below outline activities to focus on fm when they have gaps in their schedule. The plan of the day to discuss their daily tasks. The options below outline activities to focus on fm when they have gaps in their schedule. The plan of the day to discuss their daily tasks. The product 4. Hand out leaflets or forwarding tasks to self the product 4. Hand out leaflets or forwarding tasks. The options day to the product 4. Hand out leaflets or forwarding tasks. The product 4. Hand out leaflets or forwarding tasks. The product 4. Hand out leaflets or forwarding tasks. The product 4. Hand out leaflets or forwarding tasks. The product 4. Hand out leaflets or forwarding tasks. The product 4. Hand out leaf CUSTOMER EXPERIENCE AND SUPERIORITY 22 HANDOVER CHECK LIST Follow the checklist below when you take over your shift. O Read the journal book, message Book and customer Follow-up Book o Check LIST At the end of the day, you want to cover all your bases. Close the list below. Keep for salon grooming and complete Plan of the Day If necessary, use the slip notes journal. Don't forget to work on the bonus! o Change first ticket at the end FM(s) for business o Update TMG sheet o Enter colored formulas on the client card o Turn off the open off sign o Check that all furniture is inside o Lock Envelope and sail away, turn off the music and load the iPod o Set alarm (if the housekeeper has not tarrived) Closing envelope To complete closing envelope Should check that credit cards, cash and cheques correspond to the end of the day Drawer report. Follow the steps below in Shortcuts to extract the report. Toolsà end-of-day reports next to drawer view You must subtract the number of Trini employees who paid for services that day from this number to get an exact number of actual Gs. The envelope must include: ü CC batch settlement receipts wrapped around ü all service tickets ü deposit note with cash and cheques 25. TRINI: CUSTOMER EXPERIENCE AND EXCELLENCE 23 ü end of day Report We need to send a text to the manager and owners with the number of text and the manager and owners with the number of the day: Here's what the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the principle and the day: Here's what the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the principle and a service. SRetail GCS Trial in the day: Here's what the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the principle and a service. SRetail GCS Trial in the ward of the day: Here's what the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the principle and a service should be allocated based on the principle and a service should be allocated based on the service. SRetail GCS Trial in the ward of the day: Here's what the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer, or a customer lounge, Gs who don't want a specific SP should be allocated based on the envelope should look like: DISTRIBUTION OF NON-REQUEST Whether it's a new customer lounge, Gs who don't want a specific SP should be allocated based on t

computer! They should be reported to management immediately. PROCESSING THE WORK SCHEDULE OF FAMILY MEMBERS It is important to follow the correct protocol regarding FM presence in the work lose that the management can work to keep the gym running smoothly. Sick days If an employee calls sick, observe the following to-do list. - If they're not available, leave a message on Move their GS to another SP. Ask anothe program - book (4) receive 4th (equal or lesser value) free of charge. Appointments should lie a maximum of 6 weeks separate from the company gift certificate (TMG) offered by management only for a special reason or as a TFD bonus sorry card \$5 forgiveness card to start employee discount tule guide for employees and their families Free deep conditioning treatment provided over social media interaction or management provided over social media interaction or the first visit for a new customer indicated by FM Discounts tule guide for employees and their families Free deep conditioning treatment provided over social media interaction or management only for a special promotions - no double discount function for the first visit for a new customer indicated by FM Discounts and their families Free deep conditioning treatment from the first visit for a new customer indicated by FM Discount function for the special promotions - no double discount function for the special promotion for a special promotion or the first visit for a new customer indicated by FM Discount function for the first visit for a new customer indicated by FM Discounts function for the first visit for a new customer indicated by FM Discount function for the first visit for a new customer indicated by FM Discount function for the first visit for a new customer indicated by FM Discount function function function function function function function for the special promotion function functi Delegate. Feel free to ask your colleagues for help with new customer fourns, a drink or a G magazine if you're busy. You should not leave FD unattended. Check the back of tickets for notes from your goals. You are keep track of your daily bonus list. It affects your salary and is proof of your performance. Set tasks to SPs. Make sure FM follows the plan of the day. FM has to deal with this. Things to do: ü Restock bathrooms ü Fill shelves for products ü Check Laundry ü Bring drinks for GS ü Help for other SP in need, follow the phone rule. The phone is always a priority. You fallow everyone to take money from the REGISTER. Only management can ask for money. The management must sign a receipt with an explanation procedure of some products of the management must sign a receipt with an explanation procedure of the control of t every day during training. The trainees must read the script at least twice a day before coming to work (every morning and evening to work (every morning and evening). • The trainer should highlight the learner's scenario for the first component (Greeting + Computer o Training is carried out, the trainer should highlight the learner to practice by taking turns with the trainer throughout the shift for a minimum of 30 minutes. The trainer should highlight the learner to practice by taking turns with the trainer throughout the shift for a minimum of 30 minutes. The trainer should highlight the learner to practice by taking turns with the trainer throughout the shift for a minimum of 30 minutes.

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