


☐

I'm not robot


reCAPTCHA

Continue

Beauty salon training manual

Academia.edu uses cookies to personalize content, personalize ads, and improve the user experience. By using our site, you agree to our collection of information through the use of cookies. To learn more, see our Privacy Policy. × 1. Training Guide Reception 2. TRINI: CUSTOMER EXPERIENCE AND SUPERIORITY Foreword: Your language and body attitude should resemble that of a concierge at the Ritz Carlton Hotel. It's not very friendly, but very pleasant. Not to talk, but to be cordial. Speak with finesse, conciseness and clarity. Stay calm and cordial under all circumstances. Remember that Trini Salon thrives with customer experience and excellent achievements! 3. TRIS: CUSTOMER EXPERIENCE AND EXCELLENCE 1 This training manual will provide you with the tools to succeed in your position as reception coordinator. You are expected to carry it with you during the 7-day official training period and study the relevant training content twice a day until it changes. It can serve as a reference tool after completing the training. This guide includes the following information:
Foreword
0 Duties and tasks
4 Tasks by shift 4 goals 5 Books 6 Greetings
6 Special Circumstances 8 Late-Night Provider 8 Late guest
8 Wounded guest
8 Untraceable meeting
95-minute rule 9 Ticket closure
9 Calls
11 Scheduling 11 confirmation 12 new client follows 13 non-displayed tracking 15 call 16 busy FD 17 4. TRINI: CUSTOMER EXPERIENCE AND EXCELLENCE 2 Nensr for 17 Call of Staff
17 Call for proposals 17 invitation to call 18 Unhappy Customer
18 Definitions of a code for causes
19 Restoring services
19 Opening the checklist
19 On the floor
20 at the front desk
20 Search force 21 Plan of the Day
21 Inspection list for the transmission
22 The final checklist

