

SalonLaPage

*New York Style
With Southern Hospitality*

Salon Standards

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Introduction

The purpose of this handbook is to properly illustrate for Salon LaPage employees and management what the expected guidelines are for working at Salon LaPage. By the time an employee or manager has finished reading this handbook and signed the acknowledgement at the end, he or she should know exactly how they are expected to behave and what rules and procedures they are expected to follow. This handbook will also outline the advantages of working at Salon LaPage by detailing the various benefits offered to employees and managers. The handbook will cover the following major topics:

- About Salon LaPage
- Policies
- Benefits
- Training

At the end of the handbook, readers can find an acknowledgement contract which they will need to sign and turn in to their supervisors. This acknowledgement is an agreement that employees and managers understand the expectations for them, which are listed in this handbook, and that they understand they are subject to disciplinary action or termination if they do not meet these expectations. Therefore, it is very important that Salon LaPage employees read this handbook carefully and keep a copy of it for their own records. In cases of dispute between employees and/or managers, this handbook will be referenced in order to settle the dispute.



About Salon LaPage

Salon LaPage has a prestigious reputation to uphold. Part of this prestigious reputation involves the history of Salon LaPage and its establishment. In this section, you will learn more about Salon LaPage in detail.

What Makes Us Salon LaPage

Salon LaPage was opened in Unicorn Lake in April of 2009 by Daphne Arrington. The salon is a commission-based salon, meaning the stylist's income is based on the daily success of their scheduled appointments. Salon LaPage's pricing is based on a level system. Each stylist has specific individual goals they are required to meet in order to "jump", or graduate, to the next level. This means that the stylist's level placement is based more on individual success rather than just skill or talent.

This level system is a concept that comes from the Summit Salon approach. Summit Salons embrace and adhere to specific business building tools that enhance and promote growth. Salon LaPage has a Summit Business Consultant, Gavin Salsbery that comes once every quarter to evaluate our current numbers and look at the tools employees use to see where we are excelling or need improvement. The Summit Salon system provides Salon LaPage with a goal-setting and business-building structure that works to maximize its service and retail business.

**SALON LAPAGE IS ONE OF THE
282 REDKEN 5TH AVENUE ELITE
SALONS IN THE NATION**

Elite status is achieved by a Points Value System; which means that the more retail and professional product the salon

purchases, the more points it receives. These points are redeemable for education with the top Redken artists. The salon staff achieved Elite status in about 8 months from opening day, which is an amazing achievement for any up and coming salon businesses.

Business Hours

Salon LaPage is open six days out of the week. Salon business hours are as follows:

Monday- Friday	9 am - 9 pm
Saturday	9 am - 6 pm.

The salon is closed on Sundays and major holidays including:

- New Year's Day
- Thanksgiving
- Christmas

Other closings, holiday related or otherwise, may be announced at the discretion of the owner.

In the next section of this handbook, Salon LaPage policies will be detailed.



Policies

At Salon LaPage, integrity, respect, and professionalism are of the utmost importance. In order for you to be an effective employee the following policies must be obeyed.

Professional Conduct

Salon LaPage is a reputable company with high standards, and staff is expected to behave accordingly. We set ourselves apart from other salons by our professionalism.

Unprofessionalism will result in disciplinary action.

- Foul language is unacceptable in the salon, especially on the styling floor and in the presence of a guest
- If a guest is addressing you in an inappropriate manner, respectfully disrupt the conversation and grab a team leader or the owner
- Gossip and slander is inappropriate and prohibited
- If there is a situation that is causing stress or tension between you and another team member, please address it in a calm, professional matter
- Drug and alcohol use on the Salon LaPage premises is prohibited under all circumstances. **Breaking this rule is terms for dismissal with no exception.** You are obliged to inform only the owner if you suspect this behavior
- Issues between employees, such as discord or interference, will be dealt with using

A POSITIVE WORK ENVIRONMENT IS ENCOURAGED FOR THE BETTERMENT OF THE TEAM, AND TO CREATE A COMFORTABLE ATMOSPHERE FOR OUR PAYING GUESTS.

disciplinary action

- Outside relationships and conflict will not be permitted to influence the salon culture
- Common courtesies should be extended to every guest, every time

Make sure to:

- Allow the guest to walk ahead of you when you are following one another to and from your station
- Open the door for them and greet them respectfully
- Offer them a beverage, magazine or other small comfort to make their experience at Salon LaPage as relaxing as possible
- Make every effort to create and maintain a trustworthy and loyal relationship

Late Policy

- Staff are required to arrive 15 minutes before their scheduled shift time
- When five minutes have passed your designated arrival time, you are considered late
- Each staff member is allowed 3 late arrivals per quarter
- Additional late arrivals are grounds for termination
- If you feel that you might be late to work, please call the salon. This does not excuse your being late, but it is courteous to let your team leader know
- You will be considered late if you arrive on time but are not ready to work, including not having hair and/or makeup done

Come dressed, fed, and ready for the day. Eating breakfast and getting ready on the clock is dishonest and will not be tolerated.

Staff Meetings

Staff meetings are scheduled at 2:30pm on the first tuesday of every month.

The meeting starts promptly at 2:30pm. If you are more than five minutes late for a staff meeting it will be considered a late arrival counted against your quarter. Attendance is mandatory and will only be excused by the owner.

Dress Code

The Salon LaPage dress code is an important part of each position. It creates a unified and professional look while still allowing each staff member to express their individuality through their wardrobe. Each member is required to have polished hair (and makeup for

female staff members) done **before** arriving for their scheduled shift. If you come to work looking unprofessional or inappropriate, you will be sent home and written up.

- 75% of what you wear should be black or grey
- Color is allowed for the remaining 25% of your outfit
- If you wear a colored shirt, it must be accompanied by a black layer over it (such as a suit jacket, blazer or dressy sweater)
- White is considered a color and must be covered by a black layer; white bottoms are not acceptable
- Colored shoes and accessories are permitted and encouraged
- For male staff members (See *Figure 1*):
 - Black pants are required
 - A collared dress shirt or collared polo shirt is required
 - Ties are optional, but should be used when appropriate
 - Low-cut, V-neck, or unbuttoned shirts are unacceptable
 - The abdomen and rear end should never be shown at any time
- For female staff members (See *Figure 2*):
 - Black pants or skirt are required if not wearing a black dress
 - If a female staff member chooses to wear skirts or dresses, she must have a hem length that is no shorter than her fingertips
 - No cleavage, abdomen or rear-end should be exposed at any time
 - Printed or solid color dresses (other than black) are unacceptable
 - A full face of makeup is expected every day (eyes, cheeks and lips)



Figure 1



Figure 2

If you are unsure about if what you have chosen to wear adheres to the dress

code, wear something different. Dress code is subject to change. Alternate dress code allowances may be made on holidays and special occasions at the discretion of the owner.

You will be notified when an exception will be made.

Privacy

We guarantee our guests and staff that all information obtained for company use, whether it be contact information, tax and social security numbers, etc, is kept private and is not given away, sold, or traded for any reason under any circumstance. **You are to keep any information you have access to confidential.** Taking guest or employee information

from company premises for personal or outside professional use is strictly forbidden. If you do share information it is grounds for termination and may have legal ramifications.

Security

Upon being hired, you are provided with a login name and passcode that gives you access to the Salon LaPage system. **It is important that you do not share your passcode and the access you receive.** Remember to log out if you walk away from your workstation. Any activity that occurs under your login name is ultimately your responsibility.

Every staff member is required to clock in and out upon arriving to work, leaving and returning for lunch, and at the end of the day. You must be consistent in this, as failure to do so can and will affect how you are paid. You alone are responsible for this.

Commission

Retail commission is awarded to stylists who meet the minimum Retail to Service (RTS) percentage. The minimum RTS percentage required to receive a retail check is 15% and the maximum is 20%. If your RTS is 18%, for example, your retail commission will be 18% of your total retail sales. Similarly, if your RTS percentage was 28%, your commission will be the 20% if your sales. Your retail commission check is paid monthly.

Ticket Charge

In addition to the 3% subtracted to cover the cost of color and product usage for our guests, there will be a charge of \$1 per service ticket, regardless of how many services are on that ticket.

Return Policy

Guests have **14 days** to return or exchange any products they purchase in the salon. The product must be in its original, unused condition, and the customer must have a receipt to receive a refund for the amount paid. If the guest does not have their original receipt, only

store credit can be issued via account credit or gift certificate. No exceptions will be made. The return policy is printed on every receipt. You should first recommend another product for the guest to exchange for, and then offer a refund or store credit if an exchange is not something they want to do.

Disciplinary Action

Disciplinary action will be taken should any policy or procedure be violated.

- Upon first offense, a warning will be given.
- After first warning, a write up will follow.
- Following write ups, you will be called in for a final warning. This final warning will document violations and previous disciplinary action. It will also document conditions for your future employment.
- Following this final warning, should any further violation occur, your employment will be terminated.

Each disciplinary action taken will be filed in your employee file. These disciplinary procedures can vary depending on severity of the offense and number of previous warnings. Your employment at Salon LaPage is at-will and you have not signed a contract. You or your supervisors can terminate your employment at anytime

In the next section of this handbook, benefits and discounts will be discussed in detail.



Benefits

At Salon LaPage, hardworking employees are valued very highly. In reflection of this, Salon LaPage offers many discounts and other benefits to employees and management. This section will detail all benefits of Salon LaPage personnel.

Discounts

One of the staff benefits is salon services at no charge. Services for yourself, or your teammates, must be done after your scheduled hours. While on the salon floor during business hours, do not apply color to your teammates' head with color on your own. This is a privilege, so please act accordingly!

Staff members are also allowed an employee retail discount. In order to use the discount, make sure to press the "Employee Retail" button in the options section of the ticket print screen. This applies to all retail products (excluding heat styling and professional tools). These items will be discounted according to the price that the salon purchases them.

Service:	Discount:
Color (up to 4oz)	\$10
Partial Highlight	\$10
Full Highlight	\$14
Overlay	\$5
Haircut (Men's or Women's)	\$5
Shampoo and Style	\$3
Chem Shot	\$4
Wax (Lip, Chin or Eyebrow)	\$2

Services provided to family members can be offered at a discounted price. If these services are provided during your scheduled shift they are only eligible for the Family Discount of 40%. The service credit must go to INHOUSE in the commission system and will not be valid to count towards your numbers. If you provide services after your shift, they can receive the family prices as listed in the table to

the left (*Figure 3*). Boyfriends and girlfriends do not

Figure 3

qualify as family members. No exceptions. Discounts without qualification are grounds for termination. Prices are subject to change at any time, at the discretion of the owner.

Vacation and Time-Off

Personal time and vacation requests must be submitted a minimum of four weeks prior to the date(s) requested off.

Approval for requests is dependent upon:

- The number of available personal days you have
- How many time-off requests have already been submitted for the same day(s)
- The discretion of the owner.

Your request must be submitted to your supervisor at least four weeks in advance or your request will not be approved.

Should you become ill, please call as soon as you feel you are not capable of fulfilling your job duties. If you have a fever and suspect you may have something contagious, do not wait until the last minute to contact a team leader or the owner. Out of courtesy for our guests, and our front desk staff who have to call those guests, call as soon as you know you are sick. If you are ill enough not to come to work, it is expected that you see a doctor; therefore, a doctor's note is required upon your return to work.

In the next section of this handbook, proper training requirements such as licensing by the state and safety will be discussed.



Training

In a formal, salon environment, proper training is essential to the safety of both employees and customers. In this section of the handbook, all required training and safety measures for Salon LaPage employees will be discussed in detail.

Staff Training

Staff trainings are scheduled throughout the year in-house and outside of the salon. In-house training days are mandatory and a privilege. Artists brought into the salon are for your benefit and are provided for you as a resource for your growth. Notifications for classes outside of the salon will be posted on the Education Board in the back room. Please take advantage of other opportunities for education as it can benefit you greatly.

Licensing and State Board

You are responsible for renewing your license and the course credits required for renewal. **Be sure to complete your Continuing Education hours in time to have your license renewed so there is no time gap between your license expiration date and receiving your new license.** Should State Board come into the salon for inspection and your license has expired, you are responsible for the fine you are issued. It is necessary to follow all sanitation protocol required by the Department of Licensing and Regulation at all times. Please see the Safety and Health section below for more information regarding how to properly upkeep your station.

Staff Goals and Qualifying

Upon hire or starting on the styling floor, you will be placed at a level of employment based on an assessment of your skills and experience. Each level is given a set of specific goals. These goals are set in place to encourage personal and professional growth, and

they are also used to determine how well an employee is performing in their current position.

Each month, a one-on-one meeting will be blocked out of your day so that you can meet with Daphne for a performance assessment. This performance assessment will determine your employment level. The purpose of the meeting is not only to see how well you are doing, but also to pinpoint areas of concern and skills that need to be improved. This one-on-one meeting can be a forum for you to voice your concerns, questions you may have, and suggestions or ideas you may have that would improve business at the salon.

There is a time length associated with each employment level which suggests when each level should be achieved, detailed below (*Figure 4*). This time constraint is strictly a guideline and standard for growth. However, if you are six months past your estimated level completion time, your performance will be evaluated on a grand scale and a strategy will be implemented for growth and improvement. If this growth strategy is not effective, it may be suggested that you find a different position in the salon that is more suited to your abilities.

Level of Employment	Timeline
Entry	
Level 1	1 Year
Level 2	1 Year
Level 3	1.5 Years
Level 4	2 Years
Level 4A	3 Years
Level 4AA	3 Years

Figure 4

Safety and Health

For individuals who work in a health maintenance profession, such as hair styling, safety and health of the client is of the utmost importance. An employee of Salon LaPage must

reflect this at all times by considering the health and safety of his or her client, coworkers and self. An employee of Salon LaPage can do this by following the health and safety guidelines in this handbook.

AVOID THE INJURY OF YOUR CLIENT BY REMOVING OBSTACLES THAT COULD CAUSE THEM TO TRIP, SLIP OR FALL.

Some of the most common accidents that occur in a salon are related to tripping, slipping and falling on floors that have not been properly cleaned.

It is your responsibility to make sure that this does not occur, so the following must be done every single day:

- Ensure that between every client your floors are swept.
- At the end of every day, you should also ensure that your floors are mopped.
- If at any time during the workday, your floor needs additional cleaning for spills or excessive hair clippings, you should sweep or mop your floor as needed even if you are currently working with a client. This is for the safety of both clients and employees of Salon LaPage.

ELECTRICAL STYLING TOOLS SHOULD ALWAYS BE USED PROPERLY, AWAY FROM ANYTHING THAT CAN MAKE THEM WET.

When working with electrical styling appliances, such as curling rods and flat irons, electrical hazards are also a major safety concern.

Styling appliances should always be kept away from water and wet hair, and should never touch the skin of either an employee or a client (unless you are touching the safe handle of the appliance in order to style hair).

USE CHEMICALS APPROPRIATELY AND SAFELY AT ALL TIMES.

Salon LaPage houses many strong styling and cleaning chemicals.

Pay attention to any sign that a client may be having an allergic reaction to a chemical that is on them or around them. If you believe that a client may be having an allergic reaction (i.e., they are experiencing skin irritations, swelling or other illness) you should immediately inform your supervisor and request their permission to call poison control.

If at any time an employee or client experiences a chemical burn, you should consult the Salon MSDS (Material Safety Data Sheet) binder and consult both your supervisor and possibly poison control. **If anyone happens to get a dangerous chemical in his or her eyes, they should immediately move to the chemical eye wash station or sink to rinse the eyes and then reference the MSDS for further instructions for that chemical.**

BE SURE TO CAREFULLY HANDLE ALL RAZORS, SCISSORS AND OTHER SHARP OBJECTS.

Cuts and bleeding can be a common problem in hair salons when stylists or clients are not careful around them.

- If a client or employee has been cut and is bleeding, immediately inform your supervisor and retrieve the first aid kit.
- You should not attempt to treat a client or employee without your supervisor present, and gloves on.
- At no time should another person's bodily fluids touch your skin or person.
- If you do not feel adequately equipped to safely clean up bodily fluids, do not touch it and consult your supervisor.

SANITATION IS OF THE UTMOST IMPORTANCE IN A SALON FOR THE HEALTH OF CLIENTS AND EMPLOYEES.

Your station should be clean and sanitary at all times.

Ensure your station is sanitary at all times by taking the following steps:

- Between clients, you should wipe all of your counters and chair down and sanitize them with anti-bacterial wipes.
- All tools should be sanitized between clients, as well as towels and any other reusable materials.

Health of clients and employees is taken very seriously at Salon LaPage and failure to follow safety guidelines can result in termination. An example of how your work station should be kept is below (*Figure 5*). For any other safety and health questions you may have, it is recommended you reference the Texas State Board of Cosmetology handbook for more information.



Figure 5: Example of Clean Work Station

<http://www.valpak.com/coupons/printable/FANTASTIC-SAMS/28070>

Conclusion

Salon LaPage has a rich history of success, and a prestigious image to uphold. As a Salon LaPage employee or manager, it is your duty to continue this history, and uphold this image; this can be done through professional behavior, organization, and cleanliness. By following the policies and guidelines in this manual, you can ensure you are performing your job as effectively as possible.

After this conclusion section, there is an acknowledgment contract. This contract is for the records of Salon LaPage; when you have completed reading this handbook and clearly understand its contents, you must sign this contract and turn it in to your supervisor before you can begin work (or if you are a current employee, before you continue work). This contract states that you agree to all the conditions of employment listed in this handbook, so it is recommended you thoroughly read this handbook and ask your supervisor any questions you may have about it.

After you have completed your contract, you must remove it from the end of the handbook in order to turn it in; however, the rest of the handbook is yours to keep, and it is recommended you store it in a safe place for your own future reference. In cases of dispute between employees and/or managers, this handbook will be referenced in order to settle the dispute and determine appropriate discipline if necessary.

References

In order to write the safety and health section, the following response in Yahoo! Answers was referenced to have a basic list of common salon safety hazards. Response was written by "Simmo"

Simmo, . "Response to Yahoo! Answers." *Yahoo! Answers*. Yahoo!, 12 Nov 2007. Web. 12 Nov. 2013.
<<http://answers.yahoo.com/question/index?qid=20071113081712AA4SjYu>>.

Figure 1:

Man's Store, . *12 spring fashion business casual black suit slim color block outerwear men's clothing*. ND. Photograph. AliExpress, Mainland China. Web. 12 Nov 2013. <http://www.aliexpress.com/item/12-spring-fashion-business-casual-black-suit-slim-color-block-outerwear-men-s-clothing/820594727.html?tracelog=back_to_detail_a>.

Figure 2:

Andrewknight007, . *Wholesale - Fashion Women's Formal Suit Coat Black dress Spring and autumn OL Coats for lady business suit*. 2013. Photograph. DHgate.com, Guangdong, China. Web. 12 Nov 2013.
<<http://www.dhgate.com/product/fashion-women-s-formal-suit-coat-black-dress/151683541.html>>

Figure 5:

Fantastic Sams, . *Clean Work Station*. 2013. Photograph. ValpakWeb. 12 Nov 2013.
<<http://www.valpak.com/coupons/printable/FANTASTIC-SAMS/28070>>.



Handbook Acknowledgement

I (print name) _____ thoroughly understand all topics presented in this handbook given to me. I agree to comply with all policies and procedures and understand the consequences if I fail to do so. I understand that my employment at Salon LaPage is at-will, being that it can be terminated by either me or my superiors. I agree to hold and be held accountable to the standard of professionalism and integrity Salon LaPage strives to maintain.

Employee Signature

Date

Supervisor Signature

Date