



Great Clips for hair.®

GREAT CLIPS ACADEMY FOR HAIR AGENDA

The Great Clips Academy for Hair is designed to will help stylists learn and become comfortable using all of the Great Clips systems. The agenda for the training is:

Day 1

Welcome to Great Clips
What Our Customers Want
Great Clips Customer Service System
Greeting and Introduction
Consultation with a Hand Mirror
Create the Cut
Recommend Products
Send-Off and Guarantee
Handling Customer Complaints
How to WOW!

Day 2

Our Cutting System
The One-Length
The Long-Layer
The Medium-Layer
The Wedge

Day 3

The Short-Layer
Our Clipper System
The Fade
The Flat Top
The Buzz Cut
Skill Development
Tying It All Together

GREAT CLIPS CUSTOMER SERVICE SYSTEM

The steps to our Customer Service System are:

1. Greeting and Introduction
2. Consultation with a Hand Mirror
3. Create the Cut
4. Recommend Products
5. Send-Off and Guarantee

WOW!

WOW is...

Something that you do,
that you don't have to do,
that the customer doesn't expect you to do,
that makes the customer say, "WOW!"

GREAT CLIPS CUTTING SYSTEM AND CLIPPER SYSTEMS

Cutting System

1. Prepare the Hair
2. Outline (Back/Front/Sides)
3. Interior (Top/Back/Sides)
4. Check the Cut
5. Finish the Cut

Clipper System

1. Interior (Back/Sides)
2. Prepare the Hair
3. Interior (Top/Back/Sides)
4. Check the cut
5. Finish the cut