



Job Description

Job Title: Salon Manager

Date: January 2004

Reports To: General Manager/Franchisee

Primary Responsibility:

This position is responsible for operating the salon according to Great Clips' systems and procedures and developing an environment where there is a true commitment and focus on providing the best service and quality in the hair care industry.

Key Responsibilities:

1. Demonstrates and reinforces excellent customer service to promote a positive customer orientation in the salon and ensure efficient, quality service.
 - Follows and reinforces Great Clips' greeting, introduction and send off procedures.
 - Makes eye contact, smiles and projects a positive attitude.
 - Promptly and effectively resolves customer complaints using the recommended process and focusing on customer satisfaction; maintains all records regarding complaints and redos.
 - Focuses on salon cleanliness, wait times, service and convenience.
 - Demonstrates and reinforces proper use of the telephone.
 - Reinforces proper consultation procedures and customer service standards.

2. Recruit, selects, trains/develops and evaluates salon staff to assure that staff levels meet salon needs, there is a high degree of motivation and retention of current staff, and high standards of quality are maintained in the salon.
 - Completes certification reviews and quality checks and monitors the Quality Program; documents and provides feedback on technical quality.
 - Promotes and maintains high standards of technical quality in the salon.
 - Actively recruits, interviews and selects employees.
 - Conducts timely performance and salary reviews; documents and provides ongoing feedback.
 - Enforces policies and procedures; keeps informed of employment laws and maintains complete personnel files for each employee.
 - Maintains excellent communications within the salon; builds positive, fun working relationships with staff and promotes teamwork.

3. Manages and monitors all areas of salon operations to ensure compliance with Great Clips' systems, operating procedures and policies, and maintains consistent scores of 75 or greater on FOR Forms with complete system support.
 - Completes all required reports accurately, assuring that they are readable and timely; reports sales figures in to home office/Franchisee as required.
 - Schedules for 10-minute wait times based on traffic flow, wait times, projections and promotions.
 - Follows and reinforces proper appearance and apparel standards.
 - Facilitates salon meetings; presents ideas and information.
 - Attends required training, workshops and meetings.
 - Monitors inventory levels to ensure adequate supplies are available to meet salon needs.
 - Manages opening and closing of salon.
4. Manages expenses against budget and maintains continual awareness of expense/loss control to ensure effective management of expenses.
 - Responds to problems when they occur, such as overs/shorts, missing invoices, etc.; follows through to resolution.
 - Manages workers' compensation claims and return to work situations applicable with laws and salon needs to manage claims effectively.
 - Completes incident reports as required.
 - Schedules effectively to manage payroll costs and ensure staff productivity can be attained.
 - Effectively manages and controls variable expenses.
5. Uses the Great Clips Customer Service and Technical System to provide quality haircuts and permanents to customers to retain their business and project Great Clips as a quality hair care provider.
 - Follows and reinforces the Great Clips' consultation steps.
 - Follows and reinforces Great Clips' Customer Service System to assure quality results and customer satisfaction.
 - Maintains an average service time of 13-18 minutes for haircuts and 120 minutes or less for permanents.
 - Follows and reinforces instructions and warnings on labels and uses products correctly.
6. Recommends/suggests product purchases to customers to maximize product sales and to ensure they are using the right product for their hair type/style.
 - Responds to questions about products from customers and stylists.
 - Keeps up-to-date on current and new products in the salon.
 - Discusses and recommends product with every customer.
 - Follows and reinforces proper sales techniques for sale of retail products.

7. Maintains equipment and reinforces salon cleanliness and appearance to ensure a positive customer perception of Great Clips.
 - Cleans lobby tables, straightens and cleans display shelves, keeps front desk clean and neat; keeps station and equipment neat and orderly.
 - Sweeps hair between customers, cleans sinks, shampoo pads and perm trays.
 - Shares in the cleaning responsibilities by cleaning restrooms, break room, office, sweeping sidewalk, cleaning windows and picking up trash.
 8. Manages and monitors all computer reports and functions to ensure accurate customer records are maintained and required reports are available when needed.
 - Follows Great Clips' cash-out and send off procedures; responsibly handles cash.
 - Handles payment for services, completes invoices, gathers required information (such as name, new/return customer, male/female, coupons, etc.) and inputs into computer
 - Accurately completes necessary invoices in the computer, such as customer invoices, Stylist Daily Reports and tracking of coupons.
 9. Performs other projects, work and activities as assigned to ensure continuous service to customers.
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Qualifications:

1. Knowledge of beauty/barber salon operations.
2. Strong focus on customer service and willingness to go the extra mile for the customer.
3. Familiarity with and a true commitment and support of Great Clips' philosophy, system and operating procedures.
4. Ability to effectively supervise employees, a strong belief in treating employees with respect and honesty and handling employment issues honestly and fairly.
5. Great Clips Certified Stylist, performing at "above standards" level, and excellent technical ability demonstrated by use of the Great Clips hair cutting system and ongoing development of technical skills.
6. Excellent role model in appearance, commitment and attitude.
7. Excellent communication skills such as the ability to relate to a wide range of people, effectively handle customer complaints, and facilitate effective and successful salon meetings.
8. Ability to maintain records, interpret and follow all policies/procedures.
9. Ability to teach, train and evaluate Great Clips methods.

Qualifications, Continued

10. Ability to effectively explain and represent products and services offered in a Great Clips' salon.
 11. Ability to work on feet and work with hands above shoulder level for a minimum of 32 hours per week.
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Required Education and Experience:

Licensed cosmetologist, hairstylist or barber, depending on individual state requirements, and a licensed Manager/Operator, as the state designates.

Supervision:

This position supervises the receptionist(s), stylists, and assistant manager(s).

This position description is intended to describe the general nature and level of work being performed by people assigned to this position. It is not intended to create a contract with the employee or to be an exhaustive list of all responsibilities, activities and skills required of the position and people in the position.