



Job Description

Job Title: Stylist

Date: January 2004

Reports To: Manager

Primary Responsibility:

This position is responsible for providing the highest quality haircare and service to customers so that a positive image of Great Clips is promoted within the marketplace.

Key Responsibilities:

1. Uses the Great Clips Customer Service System to provide quality haircuts and permanents to customers to retain their business and project Great Clips as a quality hair care provider.
 - Follows Great Clips' consultation procedure.
 - Follows Great Clips' technical system to assure quality results and customer satisfaction.
 - Maintains an average service time of 13-18 minutes for haircuts and two hours or less for permanents.
 - Follows instructions and warnings on labels and uses products correctly.
2. Provides excellent customer service and positively sends off customers by affirming the guarantee and inviting them to return to a Great Clips salon.
 - Follows Great Clips' greeting and introduction procedures.
 - Makes eye contact, smiles and projects a positive attitude.
 - Maintains professional conversation with customers at all times.
 - Completes a thorough consultation with every customer, and uses the hand mirror to confirm their expectations throughout the service.
 - Effectively handles customer complaints and provides redo services for other stylists and other locations.
 - Follows the phrase: "The customer is always right".
 - Responds to phone inquiries regarding pricing, scheduling, wait times, directions, etc.
3. 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 products throughout the service with customers.

4. Maintains equipment and 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.
 - Sweeps hair between clients, cleans sinks, shampoo pads and perm trays.
 - Shares in the cleaning responsibilities by cleaning restrooms, breakroom, office, sweeping sidewalk, cleaning windows, picking up trash and any other assigned duties.
 - Keeps station and equipment neat and orderly.
 5. Handles payment for services, completes invoices, gathers required information (such as name, new/return customer, male/female, coupons, etc.) and inputs into computer to ensure accurate customer records are maintained.
 - Follows Great Clips' cash-out and send off procedures, reinforces the guarantee with every customer.
 - Accurately completes necessary invoices in the computer, such as customer invoices, Stylist Daily Reports, and tracking of coupons.
 - Responsibly handles cash.
 6. Follows Great Clips' operational procedures to assist in continuous operations within the salon.
 - Follows professional image and appearance guidelines.
 - Attends and contributes to salon meetings.
 - Attends and participates in required training and workshops.
 7. Performs other projects, work and activities as assigned to ensure continuous service to customers.
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Qualifications:

1. Strong focus on customer service and willingness to go the extra mile for the customer.
2. A true commitment and support of Great Clips' system and operating procedures.
3. Ability to effectively explain and represent products and services offered in a Great Clips' salon.
4. Familiarity with Great Clips' philosophy and operations.
5. Excellent communication skills and ability to relate to a wide range of people.
6. Ability to use the computer system and follow record keeping and cash handling procedures.

Qualifications, continued

7. Operates with a sense of urgency.
 8. Ability to work on feet and work with hands above shoulder level.
 9. Ability to effectively handle complaints and take appropriate action to build customer satisfaction.
 10. Skill to perform simple arithmetic equations such as addition, subtraction, multiplication and division in application to required functions.
 11. Ability to be flexible in scheduling.
 12. Ability to work with direction and monitoring.
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Required Education and Experience:

Licensed cosmetologist, hairstylist or barber, depending on individual state requirements.

Supervision:

None.

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.