



## Salon and Coworker Guidelines and Expectations

### Attitude

Attitude is key to working in this business. Your attitude goes a long way to defining your day, the opportunities and your success.

As a team these are the expectations:

- Come to work prepared to serve our Guests and your Coworkers

- Meet and greet Guests with enthusiasm and a positive attitude

- Provide a complete consultation for all respective services, with introductions to services in salon, spa and retail areas.

- Using a pre-determined method, communicate product recommendations to your Guests and to the Front Line

- If you are not busy, have a break or have time to help, any help is encouraged: folding towels, laundry, cleaning up.

- At shift end, prepare your station for the next day. Turn off all appliances, clear towels; replace styling products to the tower, send postcards, etc.

### Appearance

The staff at JK contributes to the culture, image and reputation of the company in the way they present themselves. A professional appearance is essential to working with Guests, meeting their expectations and delivering Best In Class Service. We are representing a brand and selling your skills.

Our Team expectations are:

- Hair done is a current style or neatly done, completed

- Make up done prior to arriving to work

- Dressed professionally and in black and/or white

  - Keeping mind our prices and the expectations of our Guests, dressing up is preferred to dressing down

- Clean manicured hands, polish is optional

- No jeans, ripped clothes, faded clothes

- No tennis shoes. Vans, Toms are acceptable.

- Sandals are ok, flip flops are not.

- No cellphone use on the salon or spa floor, phones must be kept in the break room

- Sleeves, Breath, Aroma, Hygiene



Attendance

Along with looking the part and acting the part, being present completes the package.

- Arrive to work 15 minutes prior to shift starting
- Prepare for the day with assistants and noting available openings of yours and coworkers
- Regardless of online schedule, start work at shift time
- Any schedule change or time off requires a request and approval.
- 2 weeks notice for time off
- You will receive a monthly update on time taken off and added to your schedule.
- Benefit requirements: staff is responsible for monitoring the hours required maintaining benefits.

Action

- Live the Aveda Mission and JK Guidelines
- Attend all staff and departmental meetings.
- Maintain your scheduled hours, commit to those hours to make up.
- Commit to providing updated and current information on Guest Tickets.
- Treat and speak to each other with trust, respect and maturity. Disrespect will not be tolerated.
- Be kind, have fun, work hard and respect the Guest Experience.
- You are responsible for maintaining your salon calendar for meetings and checking the calendar for your schedule, appointments and reporting questions to Management.
- Communication: Consider all emails and text messages as directives and reply in receipt or with questions accordingly.

I understand the expectations of Attitude, Appearance and Attendance at JK and agree to meet these expectations.

\_\_\_\_\_  
NAME

\_\_\_\_\_  
DATE



The only way guidelines can be effective is to establish consequences for not following the guidelines.

Each staff member will be required to:

Review and complete the guidelines and expectations, then sign off.

Once the form is signed:

1st violation is a verbal warning documented in writing.

2nd violation is a written warning, acknowledging agreement to follow guidelines.

3rd violation salon and staff member loses the day.