



JOB DESCRIPTION - Stylist

Position: **Stylist**

Reports to: **Salon Manager**

Approximate Hours of Work: **Full-time (>25 hours/week), Part-time (<25 hours/week)**

Your responsibilities as a Stylist:

- Adhere to the First Service program
- Greet or acknowledge every customer as soon as they enter the salon
- Be friendly, courteous and professional
- Record the customer's name and time of arrival as promptly as possible
- Ensure work station is clean, organized and free from hair before seating your next customer – never leave for a break unless your station is in the above condition
- Provide a complete consultation process, discuss your customer's needs and concerns with interest in order to make customized style and service recommendations
- Perform a quality service within the recommended time period for each type of service
- Educate your customers on the appropriate products to use and advise them of their benefits
- Complete every cash, debit or credit card transaction neatly and accurately
- Remember to always offer the customer a copy of the guarantee, and explain it verbally
- As a Stylist, you are required to work a variety of shifts including evenings, weekends and split shifts
- Be prepared to work prior to your shift commencement if necessary
- Call in at least 2 hours ahead of your shift if you are sick – always call in if you are going to be late
- Maintain the salon as outlined in the salon checklist as set out in the company policies and procedures, and perform your assigned cleaning duties
- Work safely as set out in the workplace safety guide
- Follow the company guidelines, rules and regulations as outlined in the Employee Handbook
- Help your team members and Salon Managers as needed
- Attend all company functions including technical training seminars, upgrade courses, annual stylist training and staff meetings as required
- Co-operate with peers, salon management, Area Leaders, Corporate and Franchisees at all times
- Adhere to and follow all policies, procedures, and standards established by the Company
- Other responsibilities to be outlined by your supervisor or management as needed
- This appointment or promotion is subject to a three (3) month probationary period

Stylist Signature

Print

Sign

Hiring Manager Signature

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Sign