



Job description Salon Manager.

This template is not intended as the perfect job description that would suit every salon for a Salon Manager position. Adapt the contents to reflect the culture of your salon and the specific needs and responsibilities you need fulfilled in the role of 'Salon Manager'.

Main purpose of job

As the salon manager you have the most important position in the salon.

The salon manager has responsibility for not only servicing their own clientele but also the overall salon productivity and the welfare and safety of the rest of the team.

Responsible to

The salon owners and always maintaining a close working relationship with everyone on the team.

Responsibilities

- To adhere to and support the company vision, mission and philosophy statements.
- To support the policy and procedures manual
- To maintain the company standards in all aspects of client service and hairdressing services.
- You must lead by example in everything you say and do whether in your role servicing clients, working on reception or dealing with difficult and challenging situations, the example you set speaks louder than words alone.
- You are a leader and as such people will look to you for direction in all areas.
- As a leader it is important that you earn the respect of the team by asking no more of them than you are prepared to do or have done yourself.
- As a role model your attendance and punctuality are key areas to set a positive example.

Daily tasks

- You should be the first one to arrive in the morning so as to deal with any unpredictable eventualities and get the day started by being in control.
- Ensure the rest of the team arrive on time in the mornings [10 minutes before first appointment] and if late mention their timekeeping needs attention. This also applies to returning from lunch breaks.
- Ensure that delegated morning salon set up jobs are being completed satisfactorily from enough clean towels, gowns, music on, daily float in till, salon clean, coffee machine on, toilet clean, adequate supply of soap, hand towels, toilet rolls etc
- In the event a staff member calls in i'll ensure that clients are contacted offered suitable alternatives or rebooked at a later time.
- Throughout the day check that everything is running smoothly, in the event of any problems get involved immediately and try to solve them.
- Be proactively involved with all the team, don't hesitate to verbally reinforce positive behaviour and in the event that a problem exists with an individual talk to them in private.
- Be proactive in reacting to any unhappy clients and do your utmost to make sure that all clients are happy before they leave the salon.

- Ensure that petty cash is balanced everyday with receipts for any purchases.
- Ensure that cash in the till balances with services and retail items for the day.
- Ensure that bank deposit book is written up and banking done.
- Keep accurate records of all employee lateness and absenteeism.
- Ensure that accurate client records are kept and all colour information- updated daily.
- Ensure all computers are backed up each night.
- Make sure that at the end of the day all electrical appliances are turned off and unplugged.
- Make sure that the salon is left clean and tidy at the end of the day before the team leaves and rubbish put out for disposal.

Periodically

- Rotate jobs amongst assistants.
- Ensure that all new team members are given a complete induction to the systems and expectations of the company.
- Plan and allocate holidays in advance to minimise inconvenience to the operating of the salon.
- Ensure that all equipment is kept clean functional and well maintained.
- Conduct regular team meetings, target meetings and appraisals.
- Keep all team members aware of their productivity levels and expectation levels.
- Ensure that the salon has an adequate amount of stock; the ideal situation is to never run out of stock without over ordering.
- Check all replacement orders for stock replacement and reconcile with stock delivered.