



My salon experience induction.

The induction process is not only about introducing new team members into the business structure and systems of your salon. It must also be about an induction into how you go about delivering the salon experience you offer.

The standards and consistency in how you deliver the service you offer is often what sets your business apart from the competition, maintaining those standards and consistency doesn't just happen. Once you have determined what the experience you offer the clients is going to be, it is essential to then train everyone to deliver the same exacting standards.

Training is the key and it starts with an induction into how you go about every facet of delivering your salon experience.

Adapt the following template to suit your salon. Leave no detail out.

Salon Experience Induction Checklist

Employees name		
Starting date		
Position		
Induction points to be covered	Signed off by	
Reception area		
Demonstrate greeting a client procedure		
Show the cloakroom procedure for clients bags and coats		
Explain the appointment book system for checking clients in		
Explain and demonstrate telephone etiquette		
Explain message taking procedure		
Demonstrate booking appointments and relevant timings		
Demonstrate informing stylist client is in		
Explain the range of refreshments available to clients		
Demonstrate the presentation of refreshments to client		
Show the waiting area and how magazines are displayed		
Explain and demonstrate seating a client at a styling position		
Explain and demonstrate the cleaning of reception and retail area		
Explain and demonstrate taking a clients bill		
Demonstrate PDQ / EFTPOS / Credit Card machine		
Demonstrate the manual taking of credit cards		
Demonstrate handling of cash paying client		
Explain petty cash procedure		
Show emergency contact numbers and contractors list		

Shampoo area	Signed off by
Show where towels gowns and product is kept	
Demonstrate putting gown/cape on a client	
Demonstrate adjusting backwash for client comfort	
Demonstrate adjusting water temperature	
Explain shampoo, conditioner, treatment selection	
Demonstrate shampoo procedure	
Demonstrate wrapping head in towel	
Demonstrate taking the client to a styling area when finished	
Demonstrate adjusting the seat/basin height	
Explain process for replacing basin stock	
Demonstrate how to unblock and clean basin filter	
Demonstrate how basins and backwash area to be cleaned	
Styling positions	Signed off by
Demonstrate how to seat a client	
Demonstrate how to adjust seat height	
Demonstrate how to clean the chair	
Demonstrate how to clean mirrors and bench top	
Show where the electrical sockets are located	
Show where the styling product is kept and displayed	
Show where stylist tools [scissors, brushes etc] to be kept	
Show where the back mirrors are kept	
Demonstrate the sterilising process for combs brushes etc	
Dispensary	Signed off by
Explain where used tubes and bottles are put when empty	
Explain stock control / reorder system	

Explain how stock is arranged	
Demonstrate and explain cleaning of dispensary	
Show where all sundry items kept i.e. section clips	
Electrical appliances	Signed off by
Demonstrate how filters cleaned on blow-dryers	
Demonstrate cleaning oiling & maintenance of clippers	
Show where electrical appliances kept/maintained	
Demonstrate operation and cleaning of hood dryer	
Demonstrate operation and cleaning of steamer	
Retail	Signed off by
Explain and demonstrate how retail shelving is cleaned	
Explain and demonstrate pricing of all retail items	
Show where reserve stock is kept	
Demonstrate retailing process	
General	Signed off by
Explain and show the recycling and refuse collection system	
Explain and demonstrate the locking up procedure	
Demonstrate the alarm system	
Explain and demonstrate the opening up procedure	
Explain and show the reordering system for sundry items	
Show where all sundry items kept and re-order levels	
Demonstrate how music system operates	
Demonstrate how coffee machine operates/cleaned	
Demonstrate how the restroom area is to be cleaned	
Demonstrate changing light bulbs	
Demonstrate laundry operation	