
Template: Salon Receptionist

Main purpose of job

As the salon receptionist you have a key position in determining the success of the salon.

The receptionist is often the first and last point of contact for clients and creating an impression of warmth, professionalism and efficiency is essential.

Responsible to

The owners of the salon 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.
- The reception desk is never to be left unattended. In the event of lunch/bathroom breaks another qualified member of staff must take responsibility for the receptionist functions.
- The reception desk is usually the first point of contact with clients therefore it is important that there are not staff members loitering around reception unless actively working as this is intimidating for clients arriving.
- Even if the receptionist is on the phone when a new client arrives it is important that the receptionist acknowledges their arrival with a friendly smile and where appropriate a gesture to be seated.

Personal appearance

- Personal presentation is imperative, the receptionist must always be well-groomed follow the dress code and have their hair and makeup done.
- Smile and use clients names whenever possible.
- No food [including gum] or drink to be consumed at reception desk.

Reception appearance

- Keep reception area clean and tidy at all times i.e. remove coffee cups and rubbish and keep magazines neatly displayed.
- Receptionist is also responsible for the retail display area. All shelves and products to be dusted daily, all product to be accurately priced.
- Window displays must be kept clean and tidy.

At the beginning of the day

- Reception needs to be fully operating fifteen minutes before the first client appointment times.
- Ensure that the daily salon cash float is entered into the cash register.
- Turn on the computer and print out any relevant information for the day's clients i.e. client history and colour records.
- Assist the manager in making sure the salon environment is welcoming and ready to receive the first client, this includes: coffee machine on, air conditioning on, music on, salon waiting area clean and tidy.
- Ensure that in the event a staff member has rung in ill that all clients are contacted and offered alternatives.

Client arrivals

- Check in each client on arrival, offer to relieve them of any bags, coats, umbrellas etc offer them a seat and appropriate magazine and tea or coffee.
- Inform the relevant stylist/courist that their client is in using the clients name i.e. *"your 10am client Mrs Brown is in"*
- Escort clients from one area to another don't assume they know where to go.
- Never seat a client at a workstation that has not been cleaned up.
- The receptionist is responsible to oversee a clean supply of client gowns and to ensure the cloakroom or changing room area is constantly kept clean and tidy.
- Any walk-in clients enquiring about prices and salon services must be offered a complimentary consultation price list and business card.
- No clients are to be turned away regardless of how late they are, all staff must be flexible and prepared to accommodate late clients and help each other out in this circumstance.

Financial transactions

- Balancing the petty cash and ensuring receipts exist for all purchases are the responsibility of receptionist. A petty cash float of £x is to maintained.
- At the end of day it is the responsibility of the receptionist to reconcile the takings with all transactions for the day.

- All cheques, credit/debit cards, and cash to be written up in the bank deposit book and put in night safe.
- Any tips for staff are to be immediately put in envelopes with staff members name on.

Handling complaints

- The receptionist is often in a unique position to identify or be approached by unhappy clients. Be proactive go into damage control and deal with the situation. Do not make the client feel uncomfortable about complaining, listen do not be defensive. Any complaint clients are to be offered the opportunity to have the problem rectified.
- Immediately advise the salon manager of any problems that may be occurring with clients or salon team members.
- The salon manager must be informed immediately of any unhappy clients. Refunds are given at the discretion of the manager only. Every attempt must be made to ensure the client leaves happy.
- The receptionist must always know where everyone in the team is whether on lunch breaks, days off or ill.
- Be aware of any clients being kept waiting make sure they have not been forgotten.

Telephones

- To ensure that the telephones are answered quickly and efficiently.
- The telephones are not for personal calls.
- When answering the phone the following protocol needs to be adhered to: *“Good morning, afternoon, evening, [salon name], Joseph speaking how may I help you?”*
- At the completion of making appointments over the phone repeat back details for confirmation.
- Ensure that all appointments include a contact phone number in the event the stylist is ill or running late we need to be able to contact clients.
- When answering the phone avoid putting people on hold when possible.

Appointment book/computer

- All client details to be entered into the salon computer system.
- All entries in the appointment book and must be clearly written.
- All staff members' days off and holiday must be clearly indicated.
- Any public holidays the salon is closed must be clearly indicated in the appointment pages.

- Managing the appointment book is a skill that when done properly maximises the profitability of the salon appointment times allocated are as follows:

Service	Time allocated
Blow dry	i.e. 30mins
Cut and blow dry	
Non permanent colour	
Tint re-growth	
Bleach	
Perm	
Full head Hi-lights	
Half head Hi-lights	
Quarter head Hi-lights	

Salon music

- Ensure that salon music is background only, receptionist are responsible for the volume.

Messages

- Any messages taken must include the callers name; return phone number, time, date and message. Pay attention to accuracy especially with return numbers.

Retail products

- Receptionist must have a full working knowledge of all retail products and be able to advise clients accordingly.
- Deliveries of stock must be signed for and checked by the salon receptionist. Should there be any discrepancies the salon manager needs to be notified.
- All the retail products need to be priced and shelves restocked on a daily basis.

The role and responsibilities of the receptionist varies from salon to salon, however whether a large or small salon or even if the role is shared between stylists the functions and responsibilities must be clearly defined as this is the first and last impression a client has of the salon.