Manager Daily Checklist **_____/_____20___**

Manager Schedule _____ - _____

Daily

- □ Review receptionist message book to be sure all open issues are being addressed.
- □ Resolve any open client, stylist, or staff issues. Communicate the resolution with all involved.
- □ Inspect the salon including all stations for cleanliness and address any issues (cleaning fee if necessary).
- □ Follow up on ALL tasks you assigned from the previous day. Delegation without follow-up is counter-productive!
- □ Review receptionist & assistant checklists from previous day. Address all issues immediately.
- □ Review Tabs for all stylists – address ALL issues immediately.
- □ Make sure all displays are clean, neat, organized, priced, fronted, faced, and ready to be shopped.
- □ Assign tasks to staff (addressing cleanliness, inventory, etc.) Provide clear direction and set a deadline.
- □ Review time-sheets from previous day – check against schedule and address all issues.
- □ Review training progress for new staff
- □ Review all appointments scheduled by any receptionist(s) within their first 6 week training.
- □ Review 84 report from previous day - address and correct all issues.
- □ Review all returns from the previous day – check the original ticket, stylist, and client info.
- □ Review inventory from the previous day; e-mail ALL discrepancies to Joy - NO EXCEPTIONS.
- □ Review all new products with receptionists (how it's sold, any important info about it).
- □ Complete all tasks assigned by Joy and report back as needed.
- □ Assign tasks to closing staff – provide clear direction and set a deadline.
- □ At the end of your shift review the salon and store completely. You must not leave if the salon is not in order! The support staff is responsible to maintain the salon and you must make sure this happens.
- □ ANY URGENT REPAIRS REQUIRE AN IMMEDIATE PHONE CALL.
- □ Report all appointment book errors to Joy without exception.

Checklist completed (signature):_____

Notes:_____

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Tasks Assigned to Others

- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____
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Tasks Assigned by Joy

- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____
- □ Task:_____Assigned to:_____