

Welcome to Stella Luca Salons. The following training manual will help you learn the key tasks and responsibilities of your new job. It is structured to provide emphasis on the most important part of the job, customer service.

We would like you to follow the outline as closely as possible but it is more important that you learn and remember the material and that you are able to perform your job with confidence. If, at any time, you feel you need additional time with a certain task, please let your trainer know immediately.

You should print this training manual out and keep it together as you complete your training.

Day 1

Approx 1 Hour

- Tour of the salon, introduction to all other working staff members and available stylists.
 - Smock room
 - Restrooms
 - Reception area
 - Waiting area
 - Shampoo area
 - Back room & storage areas
 - Parking (WPV assigned parking areas & WNE 3 hour areas)
- Enter information into Iris (assign a password).
- Complete ALL new-hire paperwork and attach copy of the required ID to each form.
 - [I-9 form](#)
 - [W-4 form](#)
 - [Florida New Hire Reporting Form](#)
- How to: Clocking in & out.
- Review expectation that staff arrives early enough that they are ready to work at their scheduled time. Absence from work or late to work – must call Joy (not text) well BEFORE the shift starts.
- Review online employee schedules, time-off requests, and have the new hire [request a user account for stellaluca.com](#)
- Explain payroll dates & direct deposit. Payroll is bi-weekly for checks and weekly for direct deposit. The first 2 paychecks will be weekly to allow time to sign up for direct deposit. Complete the [direct deposit form](#) and provide a blank voided check.
- Explain that we have 2 locations and how to handle calls / new clients, etc.
- Review of receptionist & assistant checklist (job description & expectations)

Approx 1.25 Hours

- **Observe** – New hire to watch trainer greeting clients (should observe this process for at least 1 hour).
 - Welcome them to salon.
 - Find their appt on the book / check them in.
 - Page the stylist.
 - Encourage them to look at retail / mention a special or new item.
 - Check the waiting area every 5 minutes – address any clients who have been waiting.
 - Some stylists do not use pagers – how to handle those clients.
 - Some stylists do their own books – how to handle those clients.
 - Services our stylists offer (explain each service).

Approx 1 Hour

- Trainer should provide a list of all services offered in the salon (with a printed list of abbreviations for Iris).
- Trainer should explain ALL key services (Kerastase treatments, keratins, extensions, Yuko, color services, etc.).

- Trainer should show how to look up services, stylist prices, which stylists do each service, and times for each stylist.
- Trainer should discuss the difference between a regular stylist and a junior stylist.
- Review individual stylist menus at www.stellaluca.com

Approx 1.25 Hours

- **Observe** – New hire to watch trainer book appointments for clients in the salon (have a stylist or other staff member roll play if there are not enough clients). Should observe at least 8-10.
 - ALWAYS book by phone number (NOT client name).
 - Confirm the client name that comes up when you search the phone number.
 - Watch for any specific client notes and be sure to ALWAYS follow them.
 - Save the ticket (Schedule/Leave Open).
 - AFTER the ticket saves, ALWAYS repeat the appointment back “I have you scheduled with (stylist) on (day of the week, month, date) for (service) at (time) at our (location).”
 - If the appointment is for the same day (today), let the stylist know they added.
 - NEVER overlap appointment times or override a warning unless the stylist approves.
 - New walk-in clients should always be added to the walk-in list unless they were referred to the stylist by another client.

Day 2

Approx 1.5 Hours

- Review questions, concerns, and progress from previous day.
- **Try** - New hire to greet clients as they come in & book appointments for clients in the salon (1 hour minimum until new hire is ready to do both on their own).
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

Approx 0.5 Hours

- New hire to explain key services to another receptionist (Kerastase treatments, keratins, extensions, Yuko, color services, ombre).
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

Approx 2.25 Hours

- **Do** – New hire to greet all clients for 2 hours while trainer observes closely.
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

Approx 1.00 Hour

- **Do** – New hire to schedule at least 5 appointments with minimal assistance while trainer observes closely. Print ALL new hire tickets and review expectation that they print ALL tickets for first 6 weeks.
- **Review** – Trainer & new hire to review and discuss opportunity areas:

Day 3

Approx 1 to 1.5 Hours

- Review questions, concerns, and progress from previous day.
- **Observe** – New hire to watch trainer process sales transactions (should observe this process for at least 1 hour). Have other receptionists, assistants, or stylists role play if there are no sales transactions.
 - Entering client information – use phone number to look up name.
 - Adding products to a ticket.
 - Adding services to a ticket (commission stylists or Joy).
 - How to search for a product or service that does not ring up.
 - Commission names (items that get rung under stylist, booth rental, and stella luca).
 - Created by field must be completed.
 - Accepted paytypes.
 - How to process cash (review [how to spot counterfeit money sheet](#)).
 - How to process checks (review the [check acceptance sheet](#)).
 - How to process credit cards.
 - Where to place checks & charge receipts.

Approx 1 to 1.5 Hours

- **Try** - New hire to process sales transactions with assistance from the trainer (1 hour minimum until new hire is ready to do both on their own). Have other receptionists, assistants, or stylists role play if there are no sales transactions.
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

Approx 2 Hours

- **Do** – New hire to process sales transactions for 2 hours while trainer observes closely. Have other receptionists, assistants, or stylists role play if there are no sales transactions.
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

Approx .75 Hours

- **Observe** – New hire to watch trainer process special sales transactions.
 - Employee sales (review discount procedures sheet).
 - Stylist tabs – thoroughly review [tab procedures](#) form and staple a signed copy to this page.
 - Other discounted merchandise.
 - Magic Dancer discounts.
 - Kerastase treatments / Bumble & bumble Color Minded Treatment.
 - Booth rental payments (cash & check only).
 - Multiple paytypes.

Approx .75 to 1 Hours

- **Try** - New hire to process special sales transactions with assistance from the trainer (until new hire is ready to do both on their own). Have other receptionists, assistants, or stylists role play if there are no sales transactions.

- **Review** – Trainer & new hire to review and discuss opportunity areas: -

Approx 1.00 Hour

- **Do** – New hire process special sales transactions with VERY minimal assistance while trainer observes closely. Print ALL tickets for this assignment and attach to this page.
 - Complete an employee sale for a drink and add it to Joy’s tab.
 - Complete an employee sale for 1 Kerastase product, 1 Redken product, a Kerastase treatment, 1 piece of jewelry, and a snack and add it to Joy’s tab.
 - Complete an employee sale using 3 products that are already discounted (25% off stickers).
 - Complete a sale for a Magic Dancer with 3 styling products and a piece of clothing. Tender as cash.
 - Complete a sale with any 2 discounted (clearance) products.
 - Complete a sale with 2 items that are “buy one get one 50% off”.
 - Complete a sale for booth rental and use a check as the paytype.
 - Complete a sale with 2 paytypes (cash & check).
- **Review** – Trainer & new hire to review and discuss opportunity areas:

Day 4

Approx .25 Hours

- Review questions, concerns, and progress from previous day.
- **Observe** – Trainer to review and fully explain the following:
 - Stylist message book how/when to use.

Approx 2 Hours

- **Do** – New hire to greet all clients entering the salon, book all appointments with clients in the salon, process all sales transactions. During peak times, trainer or other receptionist may assist as needed.
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

STOP – Trainer is to identify all opportunities and address as needed. Trainer should only continue when they are satisfied that the new hire is fully proficient in:

1. Managing client flow in the salon – ensuring an exceptional experience for clients as they enter the salon and begin their interaction with their stylist.
2. Accurately scheduling appointments with clients who are in the salon.
3. Accurately processing all sales transactions for clients, stylists, staff, and special clients.
4. Understanding and explaining all key services offered in the salon.

New Hire has been fully trained on the above skills. Both the trainer and the new hire agree that they are ready to continue with the training process.

(trainer signature)

(new hire signature)

STOP – Attach ALL completed training paperwork from the first 4 days to this manual after the 4th day is completed and contact Joy to review progress.