

## Day 5

### **Approx .25 Hours**

- **Training** – Phone system basics.
  - How to answer an incoming call.
  - How to put a call on hold.
  - How to retrieve a call on hold.
  - How to make a call.
  - How to use Skype.
- **Training** – Phone Etiquette
  - Handling call waiting: If you are able to, take the second call, let them know you are on another line, see if you can get their information and call them back or ask them if they would like to hold.
  - Handling clients in the salon while on the phone: Always acknowledge the client in front of you with a smile and make sure to assist them as quickly as possible. Do not take another call until you do.
  - Handling clients in the salon while the phone is ringing: Make sure to give attention to the client in front of you. If you are able to answer the phone and take the information to call the client back, do so. If you are unable to answer, press “ignore” and roll the caller to voice mail. Retrieve the voice mail as soon as possible and apologize for the delay.

### **Approx 1 to 1.5 Hours**

- **Observe** – New hire to watch trainer answer phone calls and schedule appointments (should observe this process for at least 1 hour). Have other receptionists, assistants, or stylists role play if there are no phone calls.

#### ***Answering the phone:***

“Thank you for calling Stella Luca Salons (West New England/Winter Park Village) location, this is (name), how may I help you?”

#### ***Scheduling appointments (existing clients):***

- 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.
- ALWAYS Ask if the client has been in with this stylist before. If not, see “Scheduling appointments for new clients”.
- 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.

#### ***Scheduling appointments (new clients):***

- Make sure to enter client first name, last name, and phone number.
- Ask how they heard about the salon.
- Make sure they know we have 2 locations and tell them which one they called.
- ALWAYS schedule “new client” time before entering other services.
- 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.
- ALWAYS add a new client to the call-in list unless they were referred to a specific stylist by another client.

- NEVER overlap appointment times or override a warning unless the stylist approves.
- New clients MUST always be added to the call-in list.

***Change / Cancel appointments:***

- If the change is for the same day (today), let the stylist know.
- When a client changes an existing appointment, make sure to cancel the original ticket!

***Price & Experience questions:***

At times, clients will ask why one stylist has higher prices or they will ask which one is “best”. Let them know that all of our stylists set their own prices and, with limited exception, all of our stylists are master stylists with over 5 years experience. Assure them that you will work with them to match them with a stylist who would be best for THEIR hair type and THEIR desired result.

Inquire about the client’s hair, (color, length, texture, health, thickness, etc.) and ask them about their desired services/result. As you become more familiar with the stylists and their work, you will be able to easily recommend a couple of stylists based on this information. You should evenly distribute new clients to our stylists but it is always more important to match them with the right stylist.

**Approx 1.5 to 2 Hours**

- ***Try*** - New hire to answer phone calls and schedule appointments with assistance from the trainer (1.5 hours minimum until new hire is ready to do on their own). Have other receptionists, assistants, or stylists role play if there are no phone calls.

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

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## Day 6

### **Approx 2-3 Hours**

- **Do** – New hire to answer phone calls and schedule appointments with very limited assistance from the trainer (2 hours minimum).
  
- **Review** – Trainer & new hire to review and discuss opportunity areas: -

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**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. Phone etiquette and use of the phone system.
2. Accurately scheduling clients, both new and existing, to be sure the appointment and client information are 100% correct.
3. Matching new clients with the right stylist while evenly distributing new clients.
4. Recording all new clients on the walk-in / call-in lists.

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.

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(trainer signature)

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(new hire signature)

**STOP** – Attach ALL completed training paperwork from days 5 & 6 to this manual after the 6<sup>th</sup> day is completed and contact Joy to review progress.