



EMPLOYEE OPERATIONS MANUAL

It's pretty simple, if we don't take care of our customers, someone else will.

MISSION

At Sharkey's we create fun experiences for families so that everyone leaves with a smile.

VISION

To be known throughout Central Texas as the premier children's salon.

VALUES

At Sharkey's:

- We Treat Everyone with Respect
- We Greet Everyone with a Smile
- We Deliver a Fun Experience Every Time
- We Act with Integrity
- We Over-Communicate Expectations
- We Work Together for the Benefit of the Team and Customer
- We Ensure all Customers Leave Satisfied

EXPECTATIONS

1. You must arrive 10 minutes before your shift starts -this is because appointments are potentially booked at this time.
2. Arrive looking professional; clean, hair fixed and appropriate attire.
 - a. Skirts and shorts must be appropriate length; no shorter than 4" above the knee.
 - b. No torn or tattered clothing unless that's part of the clothing design.
 - c. Keep tattoo's that are visible to a minimum.
3. Display a positive attitude and pleasant demeanor when customers are in the salon.
4. Consistently engage the adults and all their children; ensure they feel welcome and enjoy the time they spend while waiting for their Childs' service to be completed.
5. If you are not currently with a customer, offer to apply tattoos to the customers and their siblings.
6. Clean up after each client.
7. No cursing or inappropriate language when customers are present in the salon.

PREPARING TO OPEN

1. Clock in.
2. Open & balance register.
3. Electronics -Turn on lights, TV's, and music. Start a game on each X-Box station.

4. Style Stations -Fill water bottles, clean chairs, stock combs and brushes.
5. Balloons -Keep at least 20 blown up at all times.
6. Laundry - Stock towel stations.
7. Bathroom -Check toilet paper and towels.
8. Merchandise- Straighten the merchandise - People will buy more merchandise when the items are displayed properly.
9. Telephone - Check telephone messages and return calls.
10. Sign -Turn the open sign on. If you are ready to open, and there are customers waiting, feel free to open a few minutes early. This is great customer service and will also give a few minutes of breathing room in the schedule.
11. Check to make sure the phone line is working: 254-265-6989
12. Mental Preparedness - Prepare yourself to have fun. Shine with a bubbly personality and positive attitude. Exceed your customers' expectations!

WHILE WE ARE OPEN

1. Verbally and visually exhibit a confident and up-beat attitude.
2. Smile, make eye contact, and greet all customers with a warm welcome such as, "Welcome to Sharkey's!".
3. Ask "who do we have here?" and if they have an appointment. Enter them into the computer or change their status to "arrived". They need to do this each time they come to Sharkey's.
4. Let the parent know who their stylist is. This is especially true if their stylist is not ready for them yet.
5. Customers that arrive later than seven minutes past their appointment time may need to be rescheduled - use your judgment. We want to stay close to schedule throughout the day.
6. Don't debate over who gets the next client in front of a customer. While we know you are trying to ensure each stylist is getting a fair number of customers, customers think you don't want to assist their child.
7. Invite waiting customers (and siblings if we have room) to play on the XBOX or watch cartoons in an open car chair, even if they're wait time is only five minutes.
8. A shampoo comes with all haircuts, so make sure you ask all customers if their child would like their hair washed.
9. Move dirty towels to the hamper. Wash dirty towels around 5pm. Never leave wet towels in the dryer overnight.
10. Ask the children in the car chairs if they like the current cartoon or if they want one of the other channels.
11. Interact with the parents as much as possible: friendliness goes along way.
12. Don't whisper about situations occurring, we don't want to offend a parent who thinks we're talking about their child.
13. We don't turn away customers; this is true even when they are difficult.
14. If the customer wants a scissor cut, give them a scissor cut - we are here to please them.
15. Answer phone calls with "It's a great day at Sharkey's, how can I help you?". If customers call for pricing BE SURE to tell them everything that comes with the service, they want.
16. When taking appointments on the phone try to obtain all information even the email address.
17. Help each other complete all services; washing hair, painting nails, sweeping up.

18. Stylists should check out their own customers unless there is a receptionist working.
19. Offer each child a balloon and lollipop (this includes siblings that didn't have a service completed). Hand it to them at their eye level. The giving goes a long way.
20. Make eye contact and say goodbye to the customers; wish them a great week or weekend.
21. Clean the car(s) or chair(s) with the vacuum between each customer. Clean up the vanity tops. The salon must be always spotless!
22. Confirm appointments that were booked online and change the status in the computer to "confirmed".
23. Move dirty combs and brushes to the soaking solution. Only one comb/brush per person.
24. Keep the doors to the bathroom, laundry room and the back room/ breakroom closed at all times.
25. Lunch should be taken by each person when time is available. All food should be consumed in the breakroom.

CLOSING EACH DAY/ PERFORMED THROUGHOUT THE DAY

26. Turn off the open sign.
27. Clean station tops.
28. Clean Eyevac and filters.
29. Clean vacuums and filters.
30. Empty all trash cans (conserve bags if you are able).
31. Vacuum and sanitize chairs and fun cars (don't get the stickers wet).
32. Clean beneath all chairs and fun cars and polish chair chrome bases (plug in cars on Sundays).
33. Clean washing stations.
34. Fill balloon tree for next day.
35. Turn off televisions.
36. Make sure laundry is in the dryer (no wet towels left overnight).
37. Fold and restock towels for next day.
38. Clean out laundry filter regularly.
39. Clean nail station.
40. Clean bathroom.
41. Clean breakroom/ kitchen area.
42. Retail shelves dusted and restocked if needed.
43. Fill water bottles.
44. Clean clippers from hair and lube.
45. Clean widows – inside and outside.
46. Sanitize combs and brushes and put away daily.
47. Dust vents and change light bulbs as needed.
48. Turn heat/ air to appropriate overnight temperature.
49. Cash out and clock out.
50. Request money as needed/ get change from bank as needed.
51. Turn off lights and lock the door.

LUNCHES

- A 30-minute lunch must be scheduled and taken on long days.
- You must return from lunch as scheduled if a waiting customer has arrived.
- You do not clock out if you are taking a 30-minute lunch; this is a perk your employer provides.
- If you want to take a lunch on short days, you must clock out.
- If more than 30 minutes is needed - schedule the lunch (when there is an open slot on the appointment schedule) and then log out and back In when you return.

ON TIME ARRIVAL

Employees are expected to arrive 15 minutes prior to opening or at the start of shift. Employees who are late 3 times in a 3-month period (per quarter) will be written up (this is will be counted after 10 minutes before you are scheduled to start). If an employee receives 3 write ups in a 12-month period, management will review eligibility for a raise. This is a 3/3/3 policy (3 times over 3 months with 3 write ups over 12 months).

TIME OFF REQUESTS

Time off requests must be submitted in writing no later than two weeks before the requested date. Requests will be placed on the Sharkey's Waco Shared Google Calendar. Requests may be denied during black out/ holiday schedules or if other employees have requested the same day off.

SICK DAYS

If you become too sick to work, it is your responsibility to find a replacement stylist. You can contact someone directly or post the need for a shift swap on GroupMe. Notify your manager and owner if you become sick.

SERVICES

Pricing

When asked about pricing, be sure to list all the extras that come with the service. *Example: A Girl's Cut – "A Girl's Cut is \$26.00 and comes with a wash, cut, blow-dry, mini-cure, ring, balloon and lollipop with choice of fun chair, tween lounge or Xbox chair".*

All haircuts come with a wash -they are paying for this already so it is important you at least ask if they would like one.

First Hair Cut

The first haircut is a very big deal to parents; it is very important that you make this special - there are no do-overs here.

1. Fill out the certificate with a colored marker and write nicely so they can put this in the baby book.
2. Collect the hair in the baggie.
3. Take a picture of the finished haircut
4. Attach the picture and hair to the certificate.

Refunds or Exchanges

1. From "Point of Sale" search for the customer.
2. Choose the employee and product as usual.
3. In the "Quantity" field change the entry from 1 to -1.
4. Complete the transaction as usual.

Gift Certificates

1. From "Point of Sale" page choose "Business" as the employee and "gift card" instead of product, service or sundry.
2. Choose "Gift Certificate (Open Value)" and click "done".
3. Enter in the "Price" field the amount of money they want on the gift certificate and click "done".
4. Choose the payment type as usual. When you click the "End Sale" button a box will appear.
5. You enter the gift certificate number. THIS MUST BE DONE

Booking Process

Depending on phone booking or in person, the script below will vary:

Greeting	<i>Welcome to Sharkey's!</i>
Understand	<i>Do you have an appointment?</i>
Be Understood	Over-communicate expectations.
Book	<i>I need your name, phone number, email address, zip code; do not try and explain why, just ask.</i>
Offer the extras	<i>Our service includes a wash, blow dry, nails (girls), tattoos (boys), balloon and lollipop.</i>
Explain Options	<i>On day of service you can choose a fun car, glamour station or Xbox chair.</i>
Close	<i>How will you be paying? Can we reschedule for 30, 45 or 60 days? How was your visit? Positive: We would love to take a picture with your child and share it on Instagram or Facebook. We have an Instagram frame. Also, a google review would be greatly appreciated. Negative: May I ask what we can do to make it right?</i>
Exit	<i>Thanks for coming by; we look forward to seeing you next time.</i>