

TRINI: CLIENT EXPERIENCE AND EXCELLENCE

At Trini, we strongly believe in developing our family members so that you, as well as our business, can prosper in a teamwork environment where all members are accountable, sharp, and most of all, appreciated. Welcome to the family!

DUTIES AND TASKS

As the gatekeeper to management at Trini, you are the eyes and ears of salon operations. Your job requires that you support decisions made by management and help enforce them.

Tasks Through Shift

Throughout your shift, you must keep up with the following tasks in order to do a great job.

- Carry the phone on you at all times
- If the phone is out of service, call Primecast immediately at 1-866-671-1117
- Check restrooms
 - ✓ Toilet paper
 - ✓ Hand towels
 - ✓ Tissue
- Oversee that all salon areas are kept neat
- Log late employees
- Delegate shelf stocking to available operator¹
- Keep retail shelves dusted
- Complete all daily calls
 - ✓ Confirmation
 - ✓ New Client
 - ✓ Call Back
- Call NO SHOWS from the past few days
- Periodic floor walk
- Delegate dishes and laundry to operators
- Prepare *Black Folders*
- Enter new client information in computer
- Restock FD materials
 - ✓ Marketing material
 - ✓ Printer paper and ink
 - ✓ CC machine Paper
 - ✓ Receipt machine paper and ink

¹ ALWAYS say **please** and **thank you** when interacting with an operator.

Salon Front Desk Training Manual

Clemens Wendtner



Salon Front Desk Training Manual:

Delve into the emotional tapestry woven by Emotional Journey with in Dive into the Emotion of **Salon Front Desk Training Manual** . This ebook, available for download in a PDF format (PDF Size: *), is more than just words on a page; itis a journey of connection and profound emotion. Immerse yourself in narratives that tug at your heartstrings. Download now to experience the pulse of each page and let your emotions run wild.

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Table of Contents Salon Front Desk Training Manual

1. Understanding the eBook Salon Front Desk Training Manual
 - The Rise of Digital Reading Salon Front Desk Training Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Salon Front Desk Training Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Salon Front Desk Training Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Salon Front Desk Training Manual
 - Personalized Recommendations
 - Salon Front Desk Training Manual User Reviews and Ratings
 - Salon Front Desk Training Manual and Bestseller Lists
5. Accessing Salon Front Desk Training Manual Free and Paid eBooks
 - Salon Front Desk Training Manual Public Domain eBooks
 - Salon Front Desk Training Manual eBook Subscription Services
 - Salon Front Desk Training Manual Budget-Friendly Options

6. Navigating Salon Front Desk Training Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Salon Front Desk Training Manual Compatibility with Devices
 - Salon Front Desk Training Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Salon Front Desk Training Manual
 - Highlighting and Note-Taking Salon Front Desk Training Manual
 - Interactive Elements Salon Front Desk Training Manual
8. Staying Engaged with Salon Front Desk Training Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Salon Front Desk Training Manual
9. Balancing eBooks and Physical Books Salon Front Desk Training Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Salon Front Desk Training Manual
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Salon Front Desk Training Manual
 - Setting Reading Goals Salon Front Desk Training Manual
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Salon Front Desk Training Manual
 - Fact-Checking eBook Content of Salon Front Desk Training Manual
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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