

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

Yi-Tong Ma



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