

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

DP Hallahan



Salon Front Desk Training Manual:

Salon Front Desk Training Manual: Bestsellers in 2023 The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous captivating novels enthralling the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the engaging narratives that have charmed audiences this year. Salon Front Desk Training Manual : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can triumph. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens "Where the Crawdads Sing" This evocative coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens spins a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a exceptional and suspenseful novel that will keep you wondering until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

<https://crm.avenza.com/book/Resources/Documents/phase%201%20tourism%20grade%201.pdf>

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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