

Francesco
GROUP
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GRADUATE ACADEMY OF HAIR

SALON SUPERVISOR DUTIES

All students will be required to undertake the role of Salon Supervisor during the NVQ Level III Hairdressing Course.

They will work with the lecturer in charge to maintain the general day to day running of the Graduate Salon.

The duties of the Salon Supervisor are:

1. To monitor and evaluate the following areas:
 - Health and Safety within the Salon
 - Stock control
 - Human Resources - staffing levels: breaks, allocation of assistants to stylists
 - Security systems including recording information systems
2. To organise the daily work schedule of the various work experience students in the Graduate Salon. This will include the allocation of assistants to stylists and their effective involvement.
3. Organise effective lunch break rota for all students.
4. Effective cleaning and laundry rotas
5. Supervision of work experience activities (where and when required).

Please report to or discuss with the Salon Manger/Tutor in charge any problems that you incur.

SALON SUPERVISOR EVIDENCE

In completing your duties you will need to show that:

- a. Information systems are up to date, including records for which you are responsible
- b. Work areas and conditions comply with all current legal and salon requirements
- c. Any breaches of Health & Safety requirements are actioned and/or reported.
- d. Show the procedures for safe evacuation and dealing with accidents are correctly followed.
- e. Any individual for whom you are responsible must be informed and updated as to their own health & Safety responsibilities.

Evidence required for Health & Safety Unit

In completing your duties you need to be able to show the following: -

- a. You can monitor and maintain salon security procedures in respect of people and their possessions, fixtures and fittings, stock, cash and cash equivalents.
- b. That you can deal with breaches of security and maintain relevant security records.
- c. Show that procedures for safe evacuation and dealing with accidents are correctly followed.
- d. Any individuals for whom you are responsible must be informed and updated as to their own Health & Safety responsibilities.

In completing your duties you need to be able to show the following: -

- a. You can monitor and maintain salon security procedures in respect of people and their possessions, fixtures and fittings, stock, cash and cash equivalents.
- b. That you can deal with breaches of security and maintain relevant security records.

SALON SUPERVISOR DUTIES CHECKLIST

TRACKING GRID			
Date			
Collect supervisor badge			
Manage daily staffing levels			
Application of work experience assistance to stylists (including supervision)			
Monitor and evaluate following areas: Health & Safety within the Salon Stock control Human Resources-staffing levels Security systems Recording systems Productivity of self Productivity of others			
Organise effective breaks for all staff (including lunch)			
Organise and supervise cleaning rota			
Organise and supervise laundry rota			
Supervise students welfare and record/discuss problems with lecturer			
Review outcomes with lecturer			
Check to make all relevant systems completed and salon clean and tidy prior to leaving			
Candidate signature:			
Salon Manager/Tutor signature:			

GRADUATE ACADEMY OF HAIR

SALON RULES & WORKING PRACTICES

This set of SALON RULES & WORKING PRACTICES, issued to every student working in the Graduate Salon, has been devised with three main objectives.

1. To protect the Health & Safety of all staff, students and clients.
2. To ensure that all students observe the same working practices.
3. To ensure that high standards of Hairdressing and Client Care Service are consistently maintained at all times.

By observing these rules and working practices, it is hoped that the Graduate Salon will be a safe, happy and pleasant place in which to learn and work thus creating an environment where team spirit, essential for success will be a consistent factor.

NOTES

All points refer equally to both male and females. In any dispute with the salon rules and/or working practices by any student, disciplinary action could follow.

SALON RULES

1. **OPENING** All students are required to be 5-10 minutes EARLY, giving you time to be ready to work prior to the start of the normal work schedule, not forgetting to register your arrival in the **ATTENDANCE BOOK**.
2. **LEAVING** All students prior to leaving will obtain permission from the course tutor (when obtained, they must also sign the ATTENDANCE BOOK). Having first ensured that all equipment (including personal kit) is clean, tidy and ready for re-use. It is the responsibility of all students to make sure that the Academy is clean and tidy at all times, (see cleaning rota on the Notice Board).
3. **CALLERS** Friends, relatives of students (except those partaking of a hairdressing / beauty service) should not call the Academy unless on urgent business. If they do call they should not be taken beyond the reception area.
4. **TELEPHONE CALLS/MOBILE PHONES** All mobile phones should be **switched off / or on silent** prior to your arrival. Incoming calls are only to be received if they are of an urgent nature, otherwise a message will be taken at reception.
5. **EQUIPMENT** All electrical equipment used will be looked after by the students with the utmost care and consideration. No salon equipment or materials are to be removed from the department. To remove such items without either permission or purchase will be classed as a serious breach of salon rules and could lead to disciplinary action.
6. **RECEPTION** Students are reminded **not to congregate** around the **reception area**. Only those students authorised to do so by either the course tutor or the receptionists are allowed.

7. **APPOINTMENT SYSTEM** This is the responsibility of the receptionists. Other students may not add or delete information from the system without prior permission from the receptionist or from the course tutor in their absence.
8. **OFFENSIVE LANGUAGE/BEHAVIOR** Use of offensive language and /or behaviour by any student in or around the department is considered a serious breach of salon rules and disciplinary action could follow.
9. **REFRESHMENT DRINKS (HOT OR COLD) are not to be consumed in the salon.** Any student during their normal working hours (including breaks) either on or off college premises may not consume alcoholic drinks
10. **SMOKING** Is prohibited within the department, and is only allowed during a students break session.
11. **EATING** No food is to be consumed by any student within the salon, this includes **chewing gum.**
12. **HOLIDAYS** It is requested that apart from normal closures due to bank holidays, it is **PREFERRED** that NO holidays should be taken by students during the following months, **JUNE, JULY, SEPTMEBER** and **DECEMBER**. This is due to both educational and commercial needs. When wanting to book holidays a student must first obtain prior permission to do so from the course tutor, giving at least **ONE** months advance notice.
13. **ILLNESS/ABSENTEES: suggested process** *If a student is going to be absence through illness, it is requested that they contact either the receptionist and/or the course tutor verbally by 9:15am on each day of illness, or the night before if possible to help arrange column. If a student fails to comply, the absence will be classed as unauthorised and disciplinary action could follow. If a student is absent repeatedly and/or for a period of more than seven days without discussion with the course tutor, than that student could be suspended and/or removed from the course. The more notice the course tutor has of an absentee, the better the change to organise cover.*
14. **APPOINTMENTS** Any appointments to doctors, dentist, hospitals etc, should be made around college working hours, any vital appointments that can not be arrange around college, you should give sufficient notice to your course tutor to re-arrange and get cover for your column.
15. **DISCIPLINARY PROCEDURE-THIS IS SUPPLEMENTRY TO THE NORMAL COLLEGE PROCEDURE ; suggested** *First instance-interview with course tutor and/or team leader, where the problem will be discussed and noted in the tutor file. An action plan for improvement will be implemented and monitored with a copy given to the student. Second instance or no improvement-as above, but this time the interview will be conducted with the student Co-ordinator. Third instance-as above, but this time the interview will be conducted with the Head of Department. At this interview the student may be removed from the course. If a **MAJOR** breach of salon rules happens (i.e. wilful damage to college property or physical and/or verbal assault is made upon another student/client/member of staff), the student/s responsible may be instantly suspended, pending further investigations, resulting in possible removal from the course.*
16. **UNIFORMS & PRESENTATION** These are to be worn (**clean and fresh**) for **every commercial day** in the Graduate Salon. All shoes should be clean and in good repair, no trainers, clogs, 'flip-flop' type sandals to be worn (health and safety hazards). All staff with **clean well groomed hair at all times**, and any hair ornaments co-ordinating with clothing. Make-up for female staff neatly applied and conventional. All staff with clean skin, nails and teeth and aware of **body and breath freshness, no chewing in the salon.**

HAIR Any students having their hair done must either come in on their day off or when the salon is quiet. Payment must be made prior to having hair done to cover costs; any extra product used must be paid for when service is completed. Students may have their hair done when working in the salon, as long as all clients are attended to, and at salon manager/ tutors discretion, and payment is made for the products prior.

17. **SALON CONDUCT** All staff should **speak clearly and courteously** to clients, other visitors to the salon and members of the team, and all staff acting in a **willing, friendly and responsible manner. ALL STAFF ALERT AND NO STAFF SITTING OR LEANING IN THE SALON OR RECEPTION AREAS.**
18. **MUSIC** A selection of easy listening music to be played to meet the needs of all staff and clients.
19. **TEAM WORK** All staff should help and work well with one another, to ensure salon efficiency and safety. **ALL STAFF TO WORK AS PART OF A TEAM, TO CREATE A HAPPY SALON ENVIRONMENT.**

GRADUATE ACADEMY OF HAIR

WORKING PRACTICES

- 1. A Team brief will take place for approx 10 minutes at the start of each commercial day to analysis both Business & academic requirements**
- 2. RECEPTION AREA** This area must be kept clean and tidy at all times. This is the responsibility of **ALL** students. Clients should be assisted with their coats and should be assisted in putting on their gown. All magazines should be stacked neatly (the receptionist should be informed of any that are ripped or torn). On the rare occasion when a client is kept waiting, then they should be informed of how long. Clients should always be acknowledged and spoken to in a courteous manner.
- 3. RECEPTION APPOINTMENTS** - Under no circumstances should clients be cancelled or moved under extreme circumstances unless agreed with Salon Manager
- 4. PRODUCTS IN RECEPTION** - All items displayed to be clearly and individually
- 5. RECEPTION DESK** - Reception desk kept tidily and free of unnecessary papers and other items. Up to date price list in good order, clean and clearly displayed. Offers on products changed on a monthly basis, and displays changed regularly and eye catching. All promotional material in reception and in salon, clear and correctly displayed.
- 6. SALON AREA** - This area must be kept clean and tidy at all times. This area is the responsibility of **ALL** students. **NO CLIENT** should be seated at a workstation, which is not clean and tidy (even if the mess was not of your making). Hair cutting should be swept up and put in the bin immediately after cutting. The student who completed the haircut is responsible for seeing that this is done. The areas where colour/perm are stored, dispensed, mixed and used must be kept clean and tidy at all times, with any spillages correctly and immediately dealt with. See cleaning rota.
- 7. SHAMPOO AREA** - Basin areas must be kept clean and tidy at **ALL** times. Any colour/perm equipment should be cleaned in the shampoo basin (C.O.S.H.H regulations); Shower sprays are to be turned off when not in use during the shampoo/conditioning process. If a junior member of staff is shampooing your client ensure an accurate diagnosis is made, and ensure procedure is carried out accurately.
- 8. GOWNS/TOWELS** - All clients are to be provided with clean, dry gowns and towels throughout their visit. Any gown/towel that becomes dirty and/or wet must be replaced with fresh ones immediately. Separate towels for chemical & non chemical services
- 9. CLIENTS** - Must always be treated with the utmost courtesy respect at all times. **ALWAYS** address the client by their name. The client's personal information is confidential and only to be used to college purposes. Accessing a client's details for any other purpose is classed as a major breach of salon rules, and disciplinary action could follow.
- 10. EQUIPMENT** - All hairdressing and beauty equipment (including your own personal kit) will be kept spotlessly clean at **ALL** times, and treated with respect. Combs with broken teeth must not be used, and brushes must be cleaned of hairs prior to use. **ALL** personal hairdressing kits used in the salon will **ONLY** be that kit which has been authorised (i.e. kit list) and should be sterilised between use in the steriliser provided, following manufacturers instructions. If either a comb or brush is dropped on the floor, then that item should be sterilised before it is re-used, ideally if this happens you should have a spare item of clean kit ready to use. If any part of the kit is lost or broken, it is essential it is replaced and will be available at reception to purchase.

- 11. ROLLERS/PERM CURLERS** - These items should if used (or dropped on the floor), be washed, dried and put away neatly prior to their re-use. With perm curlers the 'rubbers' should be checked to see if they need replacing.
- 12. HAIR/PLASTIC PINS** - Students must not put these items into their mouths. It is unhygienic and unsafe, but also unprofessional. Any hairpins that drop on the floor must first be cleaned/sterilised prior to re-use. Please ensure that at no time hairpins are left near to electrical sockets.
- 13. CLIENTS OWN HAIR PREPARATIONS** – No hairdressing preparations brought in by a client may be used on their hair, without first obtaining the consent from the Salon Manager
- 14. RELEVANT HAIR TESTS** - All tests required for the completion of a hairdressing service must be signed, dated and outcomes recorded on that client's personal record card, by the person carrying out the test.
- 15. METHOD OF WORK** Only those work methods taught by the College and its associates will be acceptable to be used within the Graduate Academy, i.e. Francesco Group's cutting methods, and client care methods, Wella's application of technical services,
- 16. CONSULTATIONS** - All clients will receive an in-depth consultation regardless of the number of visits. Ensure the following is completed
- Introduce yourself to the client, and confirm the client's name (if unsure check at reception or the daily appointment sheet).
 - Check client details on profile card and explain its function.
 - For clients that are new or change of hairstyle, ask them if you can contact them later for feedback
 - Explain consultation process, highlighting the benefits of taking a digital photo prior to start
 - Take photo & print or use digital photo frame
 - Review picture of client's hair with client.
 - Identify client requirements & expectations
 - Work with photo to review these requirements.,
 - For more information. SEE SECTION on CLIENT CARE STANDARDS
- **CLIENT PROFILE CARDS** - All clients will receive a Client Profile card during their consultation. This is to be completed throughout the visit. If client already has Client Profile Card evaluate products used, where necessary make recommendations. All technical and treatment services must be recorded on record card, stating all relevant information required to carry out the service.
 - **HAIR CARE ADVICE** – You are expected to give your client professional advice about their hair and their hair care during their visit. Recommend products that will help maintain the style in between visits.
 - **GRADUATE STOCK SYSTEM:** Please ensure Graduate Stock System is operated for all products used within the Academy
 - **NVQ PORTFOLIOS** - These are **YOUR** responsibility. They are **VITAL** to your success on the course. Keep them safe **AT ALL TIMES**. They should not be left lying around the salon, and should be brought with you to **ALL** sessions. From your appointment schedule, identify any assessment requirements/opportunities, complete a consultation sheet, stating which units/areas require assessment & inform your assessor

THE GRADUATE SALON TEAM

ROLES AND RESPONSIBILITY

Each student within the Graduate salon plays an important role and it is essential to the success of the salon that it is carried out correctly. Every student is therefore **'important'** and it is vital that you are aware of what your role and every team member's role is within the salon. A team briefing will start/ end each commercial day

LEVEL 3 STUDENT – STYLIST AND SUPERVISOR WITHIN THE SALON

JOB ROLE

You are now at a stylist level and must reflect the confidence of a stylist. **Your image must be equal to any stylist working in a commercial salon** – reflect the image of fashions **in your hair make up and outfit.**

You will have your own working column. The objective is to attract a high percentage of request clients.

You will also be aware of the salon targets and find out what each weeks takings are. Look for ways of improving it. These targets are to be filled out on a daily basis, if you are under target you must try and make up your target on the next working day.

When the time is right for you, you will be left to work on your own more with the clients.

You need to note your speed and efficiency when you work. Always look for ways to improve on this. (Strengths and weaknesses)

All consultations with the client. Make sure you keep your junior and junior stylist informed of what the client is having throughout the process.

At the present a third year student will carry out all cutting. This change as the second year students improve their skills.

Technical work – if you have your own second year student working with you they will carry out all technical work unless it is using advanced techniques.

All work must be completed on client and checked by Tutor/Salon Manager before client leaves. Maintaining Health & Safety regulations in the salon at all times.

SUPERVISORY ROLE

When the time is right you will have a technician (level 2 students) to work along side you. It is your responsibility to make sure that they are doing their job correctly.

You will also have a junior assigned to you (level 1 student). It is both yourself and the technician, who must make sure the junior is doing their job properly.

Remember! They will be more help to you if they have been informed at each stage what is happening to the client. Explain each stage to them and the products that are being used.

LEVEL 2 STUDENTS – JUNIOR STYLIST / TECHNICIAN

JOB ROLE

A junior stylist role is perhaps best described as a technician. This means that whilst the client belongs to the stylist you will be supporting them and carrying out a lot of technical work for them. Except where it requires an advanced technique.

You are also responsible for supervising the junior in the salon.

You may be carrying out styling on the client – the stylist will start and finish the client.

You will be perming / colouring / low and high lights.

You may also be allocated your own clients to suit your abilities,

You will be responsible for preparing the trolley; rods, foils, mesh and client profile cards are all ready for when the client arrives.

You will ensure that all products are ready at each stage of the process.

Maintaining the Health and Safety regulations in the salon at all times.

You will ensure that you work to the correct standards of client care expected in the Graduate Academy

Make sure that you keep the level 3 students informed about the client. If there is a problem, do not try to cope with it on your own.

SUPERVISORY ROLE

You are responsible for the level 1 student who works in the salon. Make sure that they are carrying out their job to a satisfactory standard. For instance, if you feel that they are not shampooing correctly help them to get it right. This may mean informing the stylist or showing them how to do it yourself.

You may not have time to prepare the trolley, ask the junior student to help you or if they are able to, do it for you.

Keep the informed of what is happening to the client. The stylist will have informed you, now it is your turn to tell them.

LEVEL 1 STUDENT – JUNIOR

JOB ROLE

Your role is a vital one within the salon. Without your help the junior stylist and stylist cannot do their job correctly. You also provide for the client some very important services. They do say that if the shampoo is not carried out correctly the client will not be very happy with the rest of the service. It is for the client the first thing they experience in the salon.

You must work very closely with the junior stylist in the salon. If you are unsure of anything do not hesitate – ask somebody for help. You should know the product and retail range.

Think ahead – look to see what the stylist is going to do next and prepare for it. Make sure the client is happy at all times. If there is a problem with her/him then tell the stylist straight away.

You will be asked to carry out the following:

- Shampooing procedure
- Conditioning procedure
- Removing colour
- Applying colour
- Preparing trolley
- Cleaning mirrors
- Sweeping Hair
- Escorting the client to the reception
- Preparing equipment and products
- Neutralising the hair
- General housekeeping
- Styling techniques-blow dry/setting
- Maintaining Health & Safety
- Making drinks

You will ensure that you work to the correct standards of client care expected in the Graduate Academy

GRADUATE STOCK SYSTEM

The system has been devised for the following reasons:

- 1) Monitor stock usage in the salon.
- 2) To reduce stock wastage.
- 3) To reduce the threat of stock pilferage.
- 4) To help students in gathering evidence for their assignment/assessments.

The salon stock is countered and recorded at the beginning of the week in the stock take booklet. An order is then worked out from these figures and processed. In the middle of the week, used stock (that has been placed in the stock bin provided) is then marked in the column marked 'Stock Used Wed'. This is repeated again at the end of the week in the column marked 'Stock Used Sat'. If during the week stock that has been ordered (and/or stock that has been requested from dispensary) enters the salon it is marked of in the column marked 'in Thurs' it is possible to show the quantity of each product, how much has been used and how much of that product is left each week.

A daily stock usage record is also to be completed. This is where the amounts of colour and developer used on a client are kept. A new sheet will be used for each day. Also on this sheet a record is to be made of any new styling products requested

THE FOLLOWING ITEMS ONLY PLACED IN STOCK BIN

- ALL EMPTY COLOUR PRODUCT BOTTLES
- ALL EMPTY SHAMPOO & CONDITIONER BOTTLES
- ALL EMPTY STYLING PRODUCT CONTAINERS
- ALL OTHER ITEMS PACKAGING ARE TO BE PLACED IN OTHER BIN

