

Receptionist/Model Co-ordinator Position Description

RESPONSIBLE TO:-

TARGETS

- Assist the salon to achieve aftercare sales of 10% (products only)
- Assist the salon to achieve technical target of 40%
- Assist the salon to achieve rebooking – 70% minimum
- Client card accuracy – complete addresses & card complete 95% minimum, email addresses 50% minimum, mobile telephone numbers 70% minimum.
- Percentage of models required for 1st year learners is 50%.
- Percentage of models required for all other learners is 80%.

GENERAL RESPONSIBILITIES

- To book appointments by telephone or in person as per Company Policy.
- Monitor the model situation for all students and report the situation to management weekly.
- Take action to recruit models e.g., rebook clients/telephone clients. Contact Colleges/Universities. Request advertising (see Craig to approve). Keep a cancellation list.
- Complete indemnity forms for every new client.
- Skin Testing to be carried out as per the procedure.
- To operate the Reception computerised system in an efficient manner producing the daily, weekly, monthly reports.
- Forwarding all documents to Head Office as per requirements, on time.
- Reconciling till, daily and compiling banking, daily. Reporting any overs/shorts to Proprietor/Manager immediately.
- To sell retail items and be aware of salon daily target.
- Train students on reception procedures.
- To ensure that retail displays are kept clean and that merchandise is displayed in an eye-catching manner.
- To ensure that area around computer hardware is kept clean and dust free.
- To work closely with the Academy Manager on a daily basis and report any problems/complaints to them as per Francesco Groups Complaints procedure.
- Follow the recommended Shortcuts opening and closing procedures daily.
- To back up salon data from reception computerised system.
- To ensure all client details are kept up to date and are fully complete.
- To work with colleagues to achieve good team work.
- To ensure the well being of clients is maintained at all times.

- To keep a check on supplies of water, coffee, mini-tork, toilet rolls & washing powder and order stock through Head Office Reception.
- Clean coffee machine on a daily basis.

WORKING PRACTICES

- To observe Francesco Group Staff rules leaflet.
- To observe Francesco Group standards (Client Care/How 2 Wow) contained within the team members handbook.
- To observe Health and Safety procedures and Safe Working Practices.
- To observe the Francesco Group Equality and Diversity Policy.
- Promote and safeguard the welfare of children and young person's you are responsible for or come into contact with.
- To undertake safeguarding training and be knowledgeable of the company safeguarding policies and procedures.
- To assist the management team to create and organisational culture which is vigilant to monitors and prioritises the safeguarding of children and young people above all considerations.
- Be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To comply with the salon dress code (black/white or grey own style)

PERSONAL DEVELOPMENT

- Attend shortcuts courses to update knowledge
- Attend receptionist meetings
- Obtain City and Guilds Customer Service NVQ Level 2
- Attend Wella Product Knowledge course
- Attend Hairdressing Terminology for the none hairdresser

PROGRESSION

If you wish to progress to Assistant Manager / Salon Manager you must fulfil the following criteria: -

- Minimum of 2 years salon receptionist experience
- Enrolment / completion of Francesco Group management training programme with continued development
- Be up to date with all recommended courses
- Commit to attend finance / business and manager's meetings as required

MISCELLANEOUS

- Start time 8.45 am – 5.00 pm (Key Holder)
- Fire exits to be opened each morning and locked each evening.
- Check all machinery is switched off including the coffee machines and windows/doors locked before leaving.