

TOTAL SALON SOLUTIONS

A large, stylized red graphic consisting of several overlapping, tilted rectangular shapes that create a sense of depth and movement. The text 'Staff Manual' is centered within the largest, most prominent red shape.

# Staff Manual

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# Overview

Let's face it, staff are the key ingredient to any and every super successful business.

Your team, no matter how big or small, is a sure reflection of yourself. If you are feeling frustrated and fed up with your staff, I guarantee you they are feeling the same way. If you are feeling motivated and inspired, so is your team.

It is **your** responsibility to “**wow**” your staff the same way you want your team to “**wow**” **your** clients.

If your team is feeling appreciated, they will perform to the best of their ability, keeping the salon clients delighted along the way.

Your team want to be on the same side as you. However, they must be informed about everything that is happening in the business. Keep them updated on any or all salon changes, facts and figures.

You must share your vision with them.

How will they grow if they have no direction?

Get your staff on your side and grow together. Let them be on your team. After all, you are playing the same game.

**Remember this: Motivated salon owner together with inspired staff equals delighted clients and a profitable business where everyone is happy.**

# Managing a Team

The moment you try to manage people is the moment your world is turned upside down. People are people. People have emotion. People have their own ways and ideas. People have their own issues and emotional problems. This is why it is crucial to have clear systems and procedures in place for your team to follow.

There must be a system for every single frustrated moment you feel. Every time you feel frustrated about a staff issue, think of a system to correct the problem so it doesn't occur again. **Therefore people don't manage people, it's people that manage the systems.**

Never try to manage your staff! Manage the systems and the systems will manage the staff.