

Provided by Owners

- Back bar. Including shampoo and conditioner at sinks
- Products to use at your station with guests
- Snacks, water, coffee, and seltzer for guests
- Towels and Capes
- Basic supplies such as hand soap, laundry detergent, sponges, toilet paper, paper hand towels etc.
- 1 color tray per station
- 1 shared hooded dryer
- Wax and supplies for facial waxing downstairs
- 1 station per 2 stylists.
- 1 storage cupboard per stylist.

Renter Responsibility

- All of your own supplies and tools
- Treatments: Hair masks, Keratin treatments, Fast Blow Dry, Miracle Elixirs
- Treatment Room: Light (if needed), massage bed, bedding, decor, stools for you to sit on, chair for guests, garbage cans, garbage bags etc.
- Change for guests. \$200 change is usually a good amount to have on hand.
- Booking system
- Payment processor. Square is very accessible.
- MSDS for all products used printed out and in a binder.
- Liability Insurance
- Renter's license
- DBA, LLC, C Corp or S Corp
- Any contracts you are going to have clients fill out
- Any after care instructions you want clients to take home
- In the event of unexpected closures as we experienced during the pandemic, rent is still a requirement to reserve your chair.
- Consider paying into disability insurance to account for unexpected emergencies or maternity leave. Rent is still a requirement to reserve your chair during these life events.

Dress Code

- No open toed shoes
- Shoes must have a back on them. Clean sneakers are acceptable.
- Dress tastefully and keep in mind what services you are performing all day when selecting your outfit.
- No booty shorts. If you wear low rise jeans do not pair it with a crop top.
- No visible underwear or bras.
- Hair must be intentionally styled.

- No athletic wear.
- If you wear leggings your shirt must cover your butt.
- No basic hoodies or sweatshirts.
- It is within management's discretion to send an employee home to change if they arrive to work in what is deemed to be inappropriate attire. If you are questioning it, bring a change of clothing just to be safe.

Hygiene

- Maintain personal cleanliness by bathing regularly.
- Oral hygiene (brushing of teeth) required.
- Use deodorant/antiperspirant to minimize body odors.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for other employees and guests.

General Operations

- Opening: Turn on- Lights, music, Keurig, adjust thermostat to an appropriate temperature and check laundry.
- Closing: Clean your workspace. You can set it up for the following day if you work at that station/room the next day, turn off all lights, turn off Keurig, adjust thermostat to an appropriate temperature, start a load of laundry or put a load in the dryer, ensure no dirty dishes from your day are in the sink (color bowls, mixers, brushes or eating dishes), empty garbage in your work space if necessary, lock front and back door, music off, hot tools off.
- Garbage needs to go out every Tuesday. If you are working Tuesday and are the last to leave please double check that the garbage cans inside are empty and take the tote to the curb. (On Wednesday please move the empty tote to the side of the building. They come early in the morning so between clients if they did not come please check and move it back to the side of the salon).
- Recycling goes out every other Tuesday if you are working Tuesday and are the last to leave please double check that all recycling has been taken out and take the tote to the curb. (Every other Wednesday please move the empty tote to the side of the building. They come early in the morning but at a later time than the garbage, so between clients if they did not come please check and move it back to the side of the salon).
- You are responsible for cashing out and booking your own clients. Schedule accordingly. It is recommended that you block out 15 minutes between services to cash out your guest, book their next appointment, clean your work area and set up for your next guest.
- It is expected that you greet guests as they enter/acknowledge them as you pass them, even if it is not your client. We pride ourselves on a warm and welcoming environment.
- Beverages will be permitted throughout the salon but food is to be consumed in the basement when guests are present.

- All personal belongings shall remain in the basement including but not limited to jackets, totes, purses, duffle bags etc.
- Cell Phones: Calls must be made in the basement. You may keep your phone with you for pictures, promoting yourself on social media, or education. If any clients are present while your phone is out make sure you are interacting with that client so you are not just paying attention to your phone.
- If we are running low on an owner provided resource, please let Kristin or Kiersten know as soon as possible. Message us on slack in the #stuffweneed channel.
- The parking lot is for clients only. You may park across the street in the lot between CVS and ALDI or on the street. Please be aware, street parking is city parking, you must switch sides by 7pm to avoid a ticket.
- Music must have explicit turned off.
- Once a week you are expected to give your work space a deep clean. Move your tools and products, dust and cleanse surfaces, clean mirrors, sweep and mop your area, vacuum if applicable, wipe down windows and baseboards if applicable.
- Laundry is a group effort. Hampers should be empty at the end of day. It is expected that you bring laundry downstairs throughout the day to prevent a shortage of towels, sheets etc.
- The refrigerator will be cleaned out once a week, take everything home Saturday that you do not want thrown out.
- We try to encourage clients to leave their kids home but if clients bring children, it is expected that they watch them for the duration of the service. For example: If the client is getting a hair service, bring a chair over to your work area for the child to sit. The salon will not be responsible for watching clients' children.
- If you plan to come in on a day off please inform Kristin and Kiersten.

Attendance, Absenteeism, and Punctuality

- You are expected to be present for your guest 15 minutes prior to their scheduled appointment. You must be prepared to take your client at their scheduled time.
- If you are ill, notify your guests as soon as possible. If you have a fever of 100.4 or higher please stay home. If you are feeling under the weather and are on the fence about coming in, please stay home. We would rather be safe than sorry. If you cancel your day and stay home sick, please message Kristin and Kiersten in Slack to let us know what is going on. It is your responsibility to notify your clients and get your clients rebooked.
- If you are running behind you are responsible for contacting your next guest(s) and letting them know they should come later. Give them an estimated time to come. If you are unable to walk away from your client you are currently working on, ask someone who is not working on a client to text for you. You are responsible for paying attention to the clock and your speed. If you need a clock on your work area that is fine with us, just move it when you are done with your shift.

Employee Conduct

- Clean up after yourself, do not leave dishes, bowls, brushes etc. in the basement sink or on the back bar.
- Keep your work area tidy, schedule yourself adequate time to clean up between clients.
- No negative comments about guests, or co-workers will be tolerated, we strive to be a judgment free salon. Be kind to your co-workers and guests of the salon.
- You are expected to treat all clients and co-workers with dignity and respect.
- Do not bash competitors' work or abilities. It is ok to suggest an alternative approach, but do not bad mouth other professionals.
- Please respect your co-workers' property. Ask before borrowing, and return things in their original condition. If you break something that is your co-workers it will be your responsibility to replace the item. It needs to be replaced by the next time the person is working in case they need it for that next shift.
- Address concerns with co-workers as they arise, communication is key for a healthy work environment. If you need assistance working through a conflict or disagreement, please notify Kristin and/or Kiersten and they will schedule a meeting with all parties involved. If your concerns involve Kristin or Kiersten, the same applies. A private meeting may be scheduled at any time.
- No client is to be turned away because of their age, ethnicity or sexual orientation. We are a safe space for everyone. It is your responsibility to seek any training needed to confidently execute your service on any skin tone or curl pattern.