



EMPLOYEE HANDBOOK

EFFECTIVE: JUNE 2015
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EMPLOYMENT-AT-WILL

EMPLOYMENT WITH I'MUNIQUE HAIR ARTISTRY IS VOLUNTARY. YOU ARE FREE TO RESIGN FROM YOUR POSITION WITH US AT WILL, AT ANY TIME, WITH OR WITHOUT CAUSE. SIMILARLY, I'MUNIQUE HAIR ARTISTRY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP WITH YOU, AT WILL, AT ANY TIME, WITH OR WITHOUT NOTICE OR CAUSE, SO LONG AS THERE IS NO VIOLATION OF APPLICABLE FEDERAL OR STATE LAW. POLICIES SET FORTH IN THIS HANDBOOK ARE NOT INTENDED TO CREATE A CONTRACT, NOR ARE THEY TO BE CONSTRUED TO CONSTITUTE CONTRACTUAL OBLIGATIONS OF ANY KIND OR A CONTRACT OF EMPLOYMENT BETWEEN I'MUNIQUE HAIR ARTISTRY AND YOU. THE PROVISIONS OF THE HANDBOOK HAVE BEEN DEVELOPED AT THE DISCRETION OF MANAGEMENT AND, EXCEPT FOR ITS POLICY OF EMPLOYMENT-AT-WILL, MAY BE AMENDED OR CANCELLED AT ANY TIME, AT I'MUNIQUE HAIR ARTISTRY'S SOLE DISCRETION.

WELCOME

WELCOME TO I'MUNIQUE HAIR ARTISTRY. WE ARE VERY EXCITED TO HAVE YOU JOIN OUR TEAM OF PROFESSIONALS!
THIS EMPLOYEE HANDBOOK IS A SIMPLE GUIDE TO OUTLINE SOME OF OUR SALON COMPANY POLICIES AND PROCEDURES SO THAT YOU CAN BETTER UNDERSTAND WHAT IS EXPECTED OF YOU ON THE JOB.

BENEFITS OF WORKING WITH US

- FULL & PART TIME SCHEDULES.
- COMPETITIVE COMMISSION/PAY BASED ON PERFORMANCE.
- EMPLOYEE AND FAMILY DISCOUNTS ON SERVICES.
- EMPLOYEE DISCOUNT ON ALL RETAIL PRODUCTS.
- STYLIST COMMISSION ON RETAIL SALES.
- IN-SALON COMPANY EDUCATION AND PRODUCT KNOWLEDGE CLASSES.
- BACKBAR PRODUCTS PROVIDED AT NO COST.
- MARKETING AND ADVERTISING TO ACQUIRE NEW GUESTS.
- SALON AND COMMUNITY EVENTS TO PROMOTE AND BUILD BUSINESS.
- BUSINESS CARDS PROVIDED.
- REGULAR STAFF MEETINGS TO GATHER NEW IDEAS, RESOLVE ISSUES AND MOTIVATE EMPLOYEES.
- A STRONG TEAM ATMOSPHERE.
- FUN AND DRAMA-FREE WORK ENVIRONMENT.

OUR PHILOSOPHY

IN OUR SALON COMPANY, WE DERIVE SUCCESS FROM TEAM WORK, TAKING PRIDE IN OUR OWN WORK AND GIVING GREAT CUSTOMER SERVICE TO EVERYONE WHO WALKS THROUGH OUR DOOR. WHETHER YOU WORK ON COMMISSION OR ARE PAID HOURLY, REMEMBER, WE ARE ALL STILL A TEAM AND THEREFORE WE ALL NEED TO WORK TOGETHER AS A TEAM TO BE A SUCCESSFUL SALON COMPANY. HELPING EACH OTHER OUT WHEN NEEDED WILL MAKE THE ENTIRE SALON COMPANY RUN MORE SMOOTHLY AND CREATE A HAPPY, STRESS-FREE WORK ENVIRONMENT FOR EVERYONE. SUCCESS ALSO COMES THROUGH EDUCATION. AS TECHNIQUES CHANGE, AS PRODUCTS IMPROVE, AS NEW SERVICES ARE INTRODUCED, YOU WILL BE PREPARED THROUGH EDUCATION, TO SATISFY THE NEW DEMANDS OF YOUR GUESTS, THUS ENSURING US ALL A HAPPY AND SUCCESSFUL FUTURE.

PROFESSIONALISM

AS A SALON COMPANY PROFESSIONAL IN THE BEAUTY INDUSTRY, YOU MUST ALWAYS "LOOK THE PART" AS WELL AS BE ABLE TO COMMUNICATE EFFECTIVELY WITH YOUR GUESTS AND CO-WORKERS IN A PROFESSIONAL MANNER. HERE ARE A FEW THINGS TO REMEMBER:

- PLEASE COME TO WORK DRESSED APPROPRIATELY. WE WORK IN A FUN AND CREATIVE INDUSTRY, SO WEARING TRENDY/EDGY CLOTHES IS FINE, AS LONG AS IT IS DONE IN GOOD TASTE. IF YOU HAVE TO KEEP PULLING YOUR CLOTHING UP/DOWN, DON'T WEAR IT TO WORK! DRESS PROFESSIONAL.
- IF YOU COME TO WORK DRESSED INAPPROPRIATELY AS DEEMED BY MANAGEMENT, YOU WILL BE ASKED TO PUT ON A COLOR SMOCK OR YOU WILL BE SENT HOME TO CHANGE – NO EXCEPTIONS!
- PLEASE COME TO WORK WITH YOUR HAIR AND MAKE-UP (IF APPLICABLE) DONE NICELY. GUESTS LOOK TO YOU FOR BEAUTY AND FASHION ADVICE AND IF YOU DON'T TAKE THE TIME TO LOOK GOOD YOURSELF, THAT DOES NOT GIVE THE GUEST MUCH CONFIDENCE IN YOUR WORK AND WHAT YOU WILL MAKE THEM LOOK LIKE!
- BE ON TIME! **PLEASE ARRIVE AT LEAST 15 MINUTES BEFORE YOUR SHIFT** TO HAVE ENOUGH TIME TO SET UP YOUR WORK AREA FOR THE DAY AND ARRIVE BEFORE YOUR GUEST DOES.
- DO NOT BRING ANY PERSONAL PROBLEMS OR DRAMA TO WORK! LEAVE YOUR PERSONAL PROBLEMS AT THE DOOR AS ANY BAD ATTITUDE CAN AFFECT GUESTS AND OTHER CO-WORKERS AND CAUSE AN UNDESIRABLE WORK ENVIRONMENT.
- DON'T GOSSIP! DO NOT TALK ABOUT CO-WORKERS, OTHER GUESTS OR DISCUSS YOUR PERSONAL PROBLEMS WITH YOUR GUEST. THEY ARE HERE TO RELAX AND ENJOY THEIR SERVICE...PERIOD!
- DO NOT TAKE PERSONAL CALLS WHILE YOU ARE WITH A GUEST. IF YOU MUST TAKE A PERSONAL CALL, POLITELY EXCUSE YOURSELF AND DO SO IN THE BACK ROOM.
- DON'T OVERBOOK YOURSELF. NO GUEST SHOULD EVER FEEL RUSHED THROUGH THEIR SERVICE.
- SERVICE YOUR GUEST TO THE BEST OF YOUR ABILITY AT ALL TIMES!
- CHECK AND RECHECK ALL YOUR WORK! BE SURE TO BLEND ALL HAIR CUTS PROPERLY AND WATCH FOR BLEED MARKS WHILE HIGHLIGHTING.

ADENDUM 10/30/15

EMPLOYEES WILL NO LONGER BE ALLOWED TO BE UNDER THE INFLUENCE OF ALCOHOL DURING WORKING HOURS OR AT ANY EVENT REPRESENTING I'MUNIQUE HAIR ARTISTRY SALON COMPANY. VIOLATION OF THIS WILL BE GROUNDS FOR IMMEDIATE TERMINATION

COMMUNICATION WITH GUESTS

EFFECTIVE COMMUNICATION WITH A GUEST WILL GREATLY REDUCE STRESS FOR YOU, AS WELL AS THE GUEST. WHEN YOU UNDERSTAND EXACTLY WHAT A GUEST WANTS, MISTAKES AND MISUNDERSTANDINGS ARE ELIMINATED. MAKE SURE CONSULTATIONS ARE COMPLETED WITH EVERY SINGLE GUEST AND ARE DONE ACCURATELY, INCLUDE ALL SERVICES AND COST. WOULD YOU RATHER HAVE A HIGHER CONSULTATION AND THE ACTUAL SERVICE BE LESS THEN VISE VERSA. DON'T BE AFRAID TO TELL A GUEST THAT YOU CAN NOT PERFORM A SERVICE OR ACHIEVE WHAT THEY ARE ASKING FOR IF YOU KNOW IT CAN'T BE DONE WITHOUT RISKING DAMAGE TO THE GUEST'S HAIR. NEVER RISK YOUR PROFESSIONAL IMAGE OR THE IMAGE OF THIS SALON COMPANY. GOOD COMMUNICATION WITH A GUEST IS ONE OF THE MOST EFFECTIVE TOOLS TO BUILDING A LASTING CLIENTELE. IT PROMOTES A TRUSTED AND RELAXED ATMOSPHERE FOR THE GUEST. A GUEST WHO IS PLEASED WITH THEIR SERVICE AND WHO FEELS COMFORTABLE AND SECURE WITH THE SALON COMPANY STAFF WILL PROMOTE THE SALON COMPANY THROUGH WORD-OF-MOUTH REFERRALS, HELPING TO BUILD ALL OF OUR BUSINESS

DEALING WITH A PROBLEM GUEST

WHEN DEALING WITH A PROBLEM GUEST, AND WE ALL HAVE AT ONE TIME OR ANOTHER, IT IS IMPORTANT TO REMEMBER THAT THE SALON COMPANY'S IMAGE CAN BE DAMAGED MORE BY ONE UNSATISFIED GUEST THAN IT CAN BE IMPROVED BY TEN SATISFIED GUESTS! PLEASE MAKE EVERY ATTEMPT TO STAY CALM, PROFESSIONAL AND TRY TO SATISFY YOUR GUEST'S NEEDS AND CORRECT ANY PROBLEM BEFORE THEY LEAVE THE SALON. IF THERE IS A PROBLEM, PLEASE BRING IT TO MANAGEMENT'S ATTENTION IMMEDIATELY.

SCHEDULING APPOINTMENTS

IN THE EVENT THAT YOU ARE REQUIRED TO SCHEDULE AN APPOINTMENT FOR A GUEST, PLEASE REMEMBER THAT THE IMPRESSION YOU MAKE WHEN SCHEDULING AN APPOINTMENT CAN DETERMINE WHETHER OR NOT THE GUEST WILL WANT TO VISIT OUR SALON COMPANY. NEW APPOINTMENTS ARE ESSENTIAL TO KEEP OUR BUSINESS THRIVING! NEVER LET ANY GUEST FEEL THAT YOU ARE TOO BUSY TO BE BOTHERED WITH SCHEDULING AN APPOINTMENT FOR THEM. INSTEAD, MAKE THE GUEST FEEL THAT WE ARE PLEASED TO HAVE THEIR BUSINESS. ALWAYS CONDUCT YOURSELF IN A PROFESSIONAL MANNER.

- REMEMBER THAT A GUEST ON THE PHONE CAN'T SEE YOU. THIS MAKES IT EVEN MORE IMPORTANT THAT YOU SOUND PLEASANT. SMILE WITH YOUR VOICE!
- GET ALL PERTINENT INFORMATION: GUEST'S FIRST AND LAST NAME, DAYTIME PHONE NUMBER, THE SERVICE REQUESTED, THE SERVICE PROVIDER REQUESTED AND THE DESIRED APPOINTMENT TIME.
- ALWAYS REPEAT AND CONFIRM THE INFORMATION BACK TO THEM BEFORE HANGING UP.
- ALLOW GUEST TO HANG UP FIRST.

IF YOU ARE NOT COMFORTABLE WITH BOOKING A GUEST THROUGH OUR COMPUTER SYSTEM, SIMPLY TAKE DOWN THE GUEST'S NAME, PHONE NUMBER, SERVICE, DATE, TIME, AND STYLIST REQUESTED ON A PIECE OF PAPER AND LET THEM KNOW WE WILL CALL THEM BACK ASAP TO SCHEDULE THEIR APPOINTMENT. THE RECEPTIONIST CAN THEN CHECK IF THE APPOINTMENT IS AVAILABLE, BOOK THEM IN THE SYSTEM AND CALL THEM BACK TO CONFIRM.

REFUNDS AND CREDITS

IF A GUEST IS DISSATISFIED WITH A RETAIL PRODUCT, THE GENTLY USED ITEM CAN BE EXCHANGED OR REFUNDED WITH THE ORIGINAL RECEIPT WITHIN 7 DAYS OF PURCHASE. REFUNDS ARE GIVEN IN THE SAME MANNER AS PURCHASED. IF A GUEST IS DISSATISFIED WITH A SERVICE PROVIDED, DESPITE YOUR EFFORTS TO PLEASE THEM, MANAGEMENT WILL DETERMINE WHETHER THE GUEST SHOULD RECEIVE A REFUND, A CREDIT, OR CORRECTIVE SERVICE. SERVICES MAY NOT BE PERFORMED FREE OF CHARGE WITHOUT PERMISSION FROM MANAGEMENT FIRST.

SERVICE REDO'S

IN THE EVENT THAT A GUEST IS UNHAPPY WITH A SERVICE THEY RECEIVED AND REQUIRES A REDO FOR ANY REASON, WE WILL FIRST TRY TO SCHEDULE THE GUEST BACK IN WITH THE ORIGINAL STYLIST SINCE THE GUEST HAS ALREADY PAID FOR THE SERVICE AND STYLIST HAS ALREADY RECEIVED THEIR COMMISSION/CREDIT FOR THE SERVICE. HOWEVER, IF A GUEST FEELS UNCOMFORTABLE AND WISHES TO GO TO ANOTHER STYLIST FOR THE REDO, OR THE ORIGINAL STYLIST IS NOT AVAILABLE, THE COMMISSION WILL THEN BE ADJUSTED/DEDUCTED ACCORDINGLY FROM THE ORIGINAL STYLIST DEPENDING ON HOW MUCH TIME/PRODUCT IS INVOLVED IN THE REDO AND CREDIT WILL BE GIVEN TO THE STYLIST THAT DOES THE REDO SERVICE. OBVIOUSLY THE GUEST WILL NOT BE CHARGED AGAIN AND THE SALON COMPANY LOSES MONEY WITH THIS, SO IT IS VERY IMPORTANT TO TRY TO AVOID TOO MANY REDO'S. IF THE ERROR IS STYLIST BASED THE STYLIST WILL BE RESPONSIBLE FOR PAYING FOR THE PRODUCTS USED AT EMPLOYEE PRICING. REMEMBER, GOOD COMMUNICATION WITH THE GUEST IN THE BEGINNING IS IMPORTANT IN AVOIDING TOO MANY REDO'S.

SALON COMPANY SUPPORT STAFF

AS THE SALON COMPANY COORDINATOR OR RECEPTIONIST, YOU ARE THE FACE OF THE SALON COMPANY. YOUR JOB IS VERY IMPORTANT IN ENSURING THAT THE ENTIRE SALON COMPANY RUNS SMOOTHLY. YOU HAVE THE FIRST AND LAST CONTACT WITH EACH GUEST, AND YOUR IMPRESSION IS A LASTING ONE! YOU ARE TO HANDLE THE GUEST AS IF THEY WERE THE MOST IMPORTANT PERSON AROUND. YOU ARE ALSO IN A PRIME POSITION TO RECEIVE FEEDBACK FROM GUESTS. ALWAYS BE FRIENDLY AND ASK HOW THEIR SERVICE WAS!

SOME OF YOUR DUTIES INCLUDE:

- DAILY OPENING/CLOSING SALON COMPANY PROCEDURES AS REQUIRED.
- ANSWER PHONES AND SCHEDULE APPOINTMENTS.
- ENTER GUEST INFORMATION CORRECTLY INTO THE COMPUTER SYSTEM.
- CHECK IN/OUT GUESTS AND PROCESS THEIR PAYMENT TRANSACTIONS IN A TIMELY MANNER.
- CALL GUESTS TO CONFIRM APPOINTMENTS.
- ASSIST WITH ONLINE SOCIAL MEDIA PROMOTIONS.
- CHECK SALON COMPANY EMAIL.
- RECEIVE SHIPMENTS AND PUT INTO INVENTORY.
- PRICE RETAIL PRODUCTS ACCORDINGLY.
- CLEAN AND STOCK RETAIL SHELVES.
- ASSIST WITH INVENTORY ORDERS.
- MAKE COFFEE, KEEP COFFEE AREA STOCKED AND CLEAN.
- GET BEVERAGES FOR GUESTS.
- GENERAL LIGHT CLEANING DUTIES.
- EMPTY TRASH CANS.
- HELP WITH SWEEPING HAIR FROM STYLING FLOOR. *(IF ASSISTANT IS NOT AVAILABLE)*
- WASH AND FOLD TOWELS. *(IF ASSISTANT IS NOT AVAILABLE)*
- KEEP BACKBAR BOTTLES STOCKED AND FILLED. *(IF ASSISTANT IS NOT AVAILABLE)*

SALON COMPANY ASSOCIATES

AS A SALON COMPANY ASSOCIATE, YOUR JOB IS TO HELP TO ENSURE THE SALON COMPANY RUNS SMOOTHLY ON A DAILY BASIS BY HELPING GUESTS AS NEEDED AND ASSISTING STYLISTS IN VARIOUS WAYS. YOU CAN ALSO USE THIS POSITION AS AN OPPORTUNITY TO WATCH AND LEARN DIFFERENT TECHNIQUES FROM OTHER STYLISTS TO HELP YOU BECOME MORE CONFIDENT IN BECOMING A SUCCESSFUL STYLIST YOURSELF.

SOME OF YOUR DUTIES INCLUDE:

- DRAPING GUESTS FOR SERVICES.
- SHAMPOOING GUESTS.
- APPLYING OR RINSING COLOR.
- NEUTRALIZING AND RINSING PERMS.
- ASSISTING STYLISTS AS NEEDED.
- MIXING COLOR.
- KEEPING DISPENSARY CLEAN AND SANITARY.
- CLEANING COMBS/BRUSHES AS NECESSARY.
- KEEPING BARBICIDE/SOLUTIONS CLEAN.
- SWEEPING HAIR FROM STYLING FLOOR.
- COLLECT, WASH/FOLD TOWELS AND CAPES.
- KEEP TOWEL CABINET STOCKED.
- KEEP BACKBAR BOTTLES STOCKED/FILLED.
- KEEP WAXING SUPPLIES STOCKED.
- KEEP RESTROOM TIDY AND SUPPLIES STOCKED.
- GENERAL LIGHT CLEANING DUTIES.
- EMPTY TRASH CANS.

STYLISTS/SERVICE PROVIDERS

AS A STYLIST OR ANY OTHER TYPE OF SERVICE PROVIDER IN THE INDUSTRY, YOU SHOULD ALREADY BE AWARE OF WHAT YOUR JOB DUTIES ARE. PLEASE KEEP IN MIND THAT YOU ARE ALSO RESPONSIBLE FOR KEEPING YOUR WORK AREA CLEAN AS WELL. BY GETTING IN THE HABIT OF CLEANING UP YOUR WORK AREA AT THE END OF YOUR DAY, IT HELPS THE SALON COMPANY STAY CLEAN AND TIDY THROUGHOUT THE WEEK.

BE SURE TO REMEMBER TO:

- KEEP YOUR WORK AREA CLEAN BETWEEN EACH GUEST.
- SWEEP UP HAIR IMMEDIATELY AFTER EACH HAIR CUT BEFORE PROCEEDING WITH STYLING.
- CLEAN UP YOUR WORK AREA AT THE END OF YOUR SHIFT EVERYDAY.
- SWEEP UP ANY HAIR, WIPE DOWN YOUR STATION, CHAIR AND MIRROR.
- KEEP YOUR COMBS, BRUSHES OR OTHER IMPLEMENTS PROPERLY STERILIZED AFTER EACH GUEST.
- KEEP YOUR STATION DRAWERS CLEAN AND FREE OF ANY HAIR.
- HELP WITH LAUNDRY/FOLDING TOWELS DURING DOWN TIME. YOU USE THEM, SO YOU NEED TO HELP WITH THEM!
- CLEAN UP COLOR BOWLS, TINT BRUSHES AND MEASURING CYLINDERS.
- CLEAN UP SHAMPOO BACKWASH/AREA AFTER YOU USE IT. KEEP THE NECK REST FREE OF COLOR.
- REMOVE HAIR IN SINK DRAIN AFTER EACH GUEST.
- **PLEASE BE SURE TO CLEAN UP ANY COLOR SPLASHED ON COUNTERS, FLOOR, WALLS, ETC. IMMEDIATELY SO IT DOES NOT HAVE TIME TO STAIN ANYTHING.**

WORK SCHEDULE

THE SALON COMPANY HOURS ARE AS FOLLOWS: *(MAY BE SUBJECT TO CHANGE)*

- TUESDAY 8:30AM - 8:30PM
- WEDNESDAY 8:30AM - 8:30PM
- THURSDAY 8:30AM - 8:30PM
- FRIDAY 8:30AM - 8:30PM
- SATURDAY 8:30AM - 7:30PM
- SUNDAY & MONDAY CLOSED

IF YOU ARE UNABLE TO REPORT TO WORK DUE TO ILLNESS OR ARE RUNNING LATE, PLEASE CONTACT THE SALON COMPANY AS SOON AS POSSIBLE SO ARRANGEMENTS CAN BE MADE FOR ANY SCHEDULED GUESTS. ALL CALLS/TEXTS AFTER 10PM CAN WAIT UNTIL THE NEXT DAY. (UNLESS AN EMERGENCY)

HOLIDAYS

OUR SALON COMPANY OBSERVES THE FOLLOWING HOLIDAYS AND WILL BE CLOSED:

- NEW YEAR'S DAY
- CHRISTMAS EVE
- CHRISTMAS DAY
- THANKSGIVING DAY

TIME OFF/VACATIONS

PLEASE TRY TO SCHEDULE DOCTORS APPOINTMENTS OR OTHER PERSONAL MATTERS ON YOUR DAYS OFF. HOWEVER, IN THE EVENT THAT YOU DO NEED TO TAKE A PERSONAL DAY OR TIME OFF, PLEASE CLEAR IT WITH MANAGEMENT FIRST SO WE CAN MAKE ARRANGEMENTS TO SERVICE YOUR GUESTS OR COVER YOUR SHIFT WHILE YOU ARE OFF. FOR VACATIONS, BE SURE TO MARK YOUR DESIRED TIME OFF ON THE VACATION REQUEST SHEET IN THE

BREAK ROOM. UNPAID VACATION TIME OFF CAN BE TAKEN AS LONG AS IT IS CLEARED WITH MANAGEMENT FIRST AND IT DOES NOT CONFLICT WITH ANOTHER STAFF MEMBERS' TIME OFF OR DURING THE BUSY HOLIDAY SEASON. ONLY ONE STAFF MEMBER CAN BE ON VACATION AT A TIME.

STAFF MEETINGS

REGULAR STAFF MEETINGS WILL BE HELD EACH MONTH TO DISCUSS SALON COMPANY BUSINESS, EDUCATION, MARKETING IDEAS/PROMOTIONS AND ADDRESS STAFF QUESTIONS, IDEAS, INPUT, ETC. THE DAY AND TIME OF THE MEETING WILL ALWAYS BE POSTED IN THE BREAK ROOM. ALL EMPLOYEES ARE REQUIRED TO ATTEND STAFF MEETINGS.

PAY SCHEDULE

PAYCHECKS WILL BE DELIVERED BI-WEEKLY ON SATURDAYS
STYLISTS WILL RECEIVE COMMISSION ON ALL RETAIL SALES, PAID OUT ONCE A MONTH

SERVICE/FAMILY/PRODUCT DISCOUNTS

PLEASE TRY TO SCHEDULE TO HAVE SERVICES ON YOURSELF DONE ON YOUR DAYS OFF OR BEFORE/AFTER YOUR SHIFT. SOME SERVICES MAY BE DONE DURING WORK IF SALON COMPANY IS SLOW AND YOU HAVE A LOT OF DOWN TIME ON YOUR BOOK, BUT THAT MUST BE CLEARED BY MANAGEMENT FIRST.

EMPLOYEE SERVICE PRICES:

- HAIRCUTS - FREE
- WAXING/THREADING - FREE
- COLOR/PERM/HIGHLIGHTS – SEE EMPLOYEE PRICING

STYLIST FAMILY SERVICE PRICES:

- 50% OFF REGULAR SERVICE PRICES FOR UP TO 3 IMMEDIATE FAMILY MEMBERS LISTED ON FILE. NAMES CAN ONLY BE CHANGED ONCE EVERY 90 DAYS

YOU MUST PROVIDE THE SERVICE TO YOUR OWN FAMILY MEMBER FOR THIS TO APPLY.

SALON COMPANY COORDINATOR/RECEPTIONIST/SALON COMPANY ASSISTANT FAMILY SERVICE PRICES:

DUE TO THE FACT THAT YOU ARE NOT PERFORMING THE SERVICES YOURSELF ON YOUR FAMILY MEMBERS AS THE STYLISTS ARE, AND ALL STYLISTS ARE PAID STRICTLY ON COMMISSION, YOU MAY HAVE UP TO 2 IMMEDIATE FAMILY MEMBERS RECEIVE 30% OFF REGULAR SERVICE PRICES. THIS IS MORE THAN FAIR AS THE STYLIST PERFORMING THE SERVICE IS TAKING THE CUT FROM THEIR OWN COMMISSION AND USING UP A TIME SLOT THAT COULD HAVE BEEN BOOKED BY A REGULAR PAYING GUEST.

ALL NEW HIRES MUST BE EMPLOYED FOR AT LEAST 30 CONSECUTIVE DAYS BEFORE ANY EMPLOYEE SERVICE/FAMILY DISCOUNTS CAN BE APPLIED.

EMPLOYEES CAN PURCHASE RETAIL PRODUCTS FOR THEMSELVES AT SALON COMPANY COST WHICH IS 50% OFF THE MARKED PRICE, PROVIDING WE HAVE ENOUGH INVENTORY OF THE ITEM YOU WOULD LIKE TO PURCHASE ON HAND. IF THERE IS LESS THAN 3, YOU CAN EITHER PURCHASE IT YOURSELF AT THE SUPPLY STORE OR WAIT UNTIL THE NEXT ORDER IS PLACED.

EMPLOYEE CLOCK IN/OUT TIMES AND PROCEDURES

EMPLOYEES MUST BE AT WORK 15 MINS BEFORE THEIR SHIFT. IF AN EMPLOYEE ARRIVES LATE THREE TIMES THEY WILL RECEIVE A ONE DAY SUSPENSION WITHOUT PAY. IF THE INFRACTION HAPPENS AGAIN THE EMPLOYEE WILL BE RELEASED FROM EMPLOYMENT WITH THIS SALON COMPANY. OUR GUESTS ARE PAYING FOR YOUR TIME SO IT IS IMPORTANT THAT YOU ARE HERE ON TIME AND READY TO WORK. EMPLOYEES WILL CLOCK IN/OUT WITH THE SUPPORT STAFF AT THE SALON IF YOU LEAVE WITHOUT CLOCKING OUT YOUR CLOCK OUT TIME WILL BE YOUR SCHEDULED TIME.

ADDENDUM JUNE 2015

IN THE EVENT THAT AN ASSOCIATE IS WORKING ON THEIR SCHEDULED TIME TO LEAVE AND MANAGEMENT HAS CLEARED THEM TO LEAVE THEY MUST MAKE SURE THAT THE TRANSITION WITH THE GUEST IS SMOOTH AND THE GUEST IS MADE AWARE.

ADDENDUMS AND CHANGES TO HANDBOOK

ANY CHANGES OR ADDENDUMS THAT NEED TO BE MADE WILL BE DONE IN WRITING AND COPIED FORM WILL BE HANDED OUT TO ALL EMPLOYEES AND ATTACHED TO THIS WORKING HANDBOOK. AN UP TO DATE COPY OF THIS HANDBOOK WILL BE AVAILABLE WITH THE SUPPORT STAFF AT ALL TIMES.

10 SIMPLE RULES TO FOLLOW

- IF YOU OPEN IT, CLOSE IT.
- IF YOU TURN IT ON, TURN IT OFF.
- IF YOU UNLOCK IT, LOCK IT.
- IF YOU BREAK IT, ADMIT IT.
- IF YOU BORROW IT, RETURN IT.
- IF YOU VALUE IT, TAKE CARE OF IT.
- IF YOU DIRTY IT, CLEAN IT.
- IF YOU MOVE IT, PUT IT BACK.
- IF IT BELONGS TO SOMEONE ELSE, GET PERMISSION TO USE IT.
- IF IT'S NONE OF YOUR BUSINESS, DON'T ASK QUESTIONS.

SHOULD YOU EVER HAVE ANY PROBLEMS, COMMENTS, QUESTIONS OR SUGGESTIONS, PLEASE SPEAK UP!

WE ARE HERE TO LISTEN. WE VALUE YOUR INPUT AND APPRECIATE OUR EMPLOYEES. OUR GOAL IS TO BE A SUCCESSFUL SALON COMPANY, WITH HAPPY EMPLOYEES THAT ENJOY COMING TO WORK, AND FEELING THAT THEY HAVE AN AWESOME PLACE TO WORK AT!

WE WELCOME YOU TO I'MUNIQUE HAIR ARTISTRY AND WE LOOK FORWARD TO A LONG, HAPPY AND PROFITABLE ASSOCIATION WITH YOU.

MAURICIO RIOS – OWNER
PHONE: (210)508-7636
MAURO.RIOS1@YAHOO.COM
WWW.IMUNIQUEHAIRARTISTRY.COM

CARLOS MARTINEZ – CO-OWNER
PHONE: (210)529-5656
CARLOSMTZ0@HOTMAIL.COM
WWW.IMUNIQUEHAIRARTISTRY.COM

I'MUNIQUE HAIR ARTISTRY EMPLOYEE HANDBOOK & POLICY ACKNOWLEDGEMENT

BY SIGNING THIS FORM, I ACKNOWLEDGE THAT I HAVE READ,
UNDERSTAND AND WILL COMPLY WITH ALL
POLICIES AND RULES SET FORTH IN THIS EMPLOYEE HANDBOOK.

SIGNATURE: _____

PRINT NAME: _____

DATE SIGNED: _____