



Mandies Hair Studio

Where style is created

Apprentice Job Description

Job purpose:

Assist and learn from stylists how to provide hairdressing services to valued clientele, support other salon members with their duties at the same time as achieving their Apprenticeship to include Key Skills and Levels 2 & 3 qualifications in Hairdressing.

An ideal assistant does not require previous experience within a salon environment. They must be able to maintain the Mandies Hair Studio principles when performing any service in the absence of a stylist for example shampooing, head massage, promoting backwash products. Their personality must also reflect the Mandies Hair Studio reputation showing passion, creativity and the best customer care to become leaders within the local hair fashion industry. They must have a keenness along with a flexible attitude towards the nature of the work and be willing to work past the stated hours where necessary.

Knowledge, Skills and Experience:

Knowledge:

Understanding of all aspects of the hairdressing industry and of changing fashions and trends

Keeping up to date with new products, techniques and methods used within the hairdressing industry

Skills and experience:

Must have or be able to:

Excellent time keeping and time management

General knowledge of how a salon runs and has the ability to learn and the potential to grow within the company

Respect, everyone, including educators and assessors and be attentive to tasks set and education given.

Able to communicate with all types of customers, listening to their needs and informing the stylists of any relevant information.

Informing clients of the service that is being provided [for example shampooing], thus educating the client on products which could lead to generating maximum income with client satisfaction.

Ability to learning new skills and the ability to pass these on.

Communication and people-ability to inspire, inform and share ideas to other members of the team.

Impact influence:

Salon reputation - the interaction with clients and their influence on assistants

Contribute to the salon being seen as the best salon in the community

Key relationships:

Salon Owner: Mandy Reed, Salon Manager: Shelley Whiley, Stylists and clients.

Job Responsibilities: Main responsibilities

Customer service

Playing a part in preparing the client ready for the stylist's consultation including: refreshments, magazines, gowns and general comfort.

Checking clients details are correct and up to date.

Ensuring client is happy, comfortable and knows what is occurring throughout the time within the salon

Offering meaningful, relevant conversation to the customer, knowing how to encourage the customer to talk.

Retail sales

Advising products to the clients during cleansing and conditioning of the hair.

Training

Training self and assistants.

Enrolled onto an accredited training course to complete NVQ levels 2 & 3 Hairdressing and completing all practical assessments project work and tests set by assessors by agreed timeframe

Health and safety training

Fire procedures

Attending all in salon assessment days, staff meetings and participating in periodic formal training reviews.

Providing suitable training models when requested and having them on call if needed.

Salon operations

Health and safety, keeping fire exits clear, performing skin testing prior to chemical services.

Wearing required P.P.E. Adhering to all policies and procedures as laid out by Mandies Hair Studio

Assisting stylists with preparing clients for and during the service being provided, this may include neutralizing, removing colours and blow drying hair under supervision if required. Preparing tools and equipment, collecting client details and record cards.

Operating the reception desk including answering the phone, making appointments and confirming appointments, collecting client details and information in person , by phone, email, messenger, text message.

Dealing with other enquiries within the limits of your responsibility

Housekeeping, keeping salon clean and tidy at all times, reflecting the Mandies Hair Studio principles.

Assisting in the general security of the salon.

Other duties

Keeping a positive salon atmosphere

Promoting Mandies Hair Studio and its principles

Attendance at salon meetings and after darks

Be familiar with and adhere to your contract of work