Job Title:	**Esthetician**	**Job Category:**	Salon & Spa
Location:	1325 SW Oralabor Rd Ste 216 Ankeny, IA 50023	**Date last edited:**	01/01/2016
Level/Salary Range:		**Position Type:**	Part-Time

Team Member Name: Vanessa Hughes

Provide professional and relaxing quality services as licensed to perform by LaLa Salon & Spa standards and protocols. Candidate should have a keen awareness of the importance and intention of their work. This includes excellent knowledge of the industry, and trends, as well as how to create conduct consultations to reflect the individual needs of the client being served. Candidate should feel comfortable offering suggestions to the Owners for new services and treatments of interest.

Maintain a clean and efficient environment by cleaning, maintaining, and organizing the salon as directed by the Salon Manager and/or Owners.

Duties:

- Perform all services on the menu, and be committed to learning how to perform each service and/or treatment with consistency.
- Provide professional, quality, relaxing services to visiting clients.
- Maximize transaction totals by up-selling services and suggesting retail products for purchase.
- Maintain exceptional knowledge of products and services.
- Participate in salon meetings.
- Participate in training/shows and implement practices that are taught.
- Responsible for maintaining a clean work environment, keeping up with laundry, vacuuming and sweeping the entire salon nightly and other activities as directed by salon management.
- Understands and is capable of performing all front desk duties, such as; booking appointments, ringing out clients, performing confirmation calls/emails, sending required correspondence, greeting clients and providing them with superior customer service upon entering and leaving the salon. This is a requirement of the position.
- Responsible for client retention monitoring by knowing every client's name, preferences, and visit pattern. Able to identify when a client has not returned in the normal amount of time and takes steps to identify the reason.
- Understands and agrees scheduled working hours are set by management and will not be deviated from without permission from the owner only. This includes coming in late, leaving early, or days requested off.
- Protects the salon by keeping financial information, client information, and salon processes confidential. Understands sharing or removing any of the above is prohibited.
- Responsible for continuing to grow your own client base and increase revenues brought into the salon year after year.

Requirements:

- Must adhere to local and state licensing laws and regulations
- Must have a minimum of 600 hours in Esthetic training as required by Iowa law
- Excellent client service, communication and organization skills
- Self-Motivated and Goal-Oriented
- Flexibility to work weekends, evenings, and some holidays
- Team player

Tardiness Agreement:

Tardiness consists of arriving 1 minute or more past the start of your shift.

- 1st Occurrence - Documented Verbal Warning
- 2nd Occurrence - Written Warning
- 3rd Occurrence - 3% reduction in commission/hourly, 3 months probation
- 4th Occurrence - Additional 2% reduction in commission/hourly (Totaling 5%), 3 months probation
- 5th Occurrence - Additional 5% reduction in commission/hourly (Totaling 10%), 6 months probation

Each occurrence starts the probationary period over. If no further occurrences within the probationary period, you will start over with none. Documented action remains in personnel file for 12 months before being removed. Regular commission/hourly will resume after any probation period. Tardiness in excess of 5 occurrences could result in termination. Owner/s have discretion depending upon the circumstances of the tardiness.

Benefits:

- Paid Education
- Service and Retail Commission
- No Fees
- Personal Time Pay
- Free Business Cards
- Team Member & Family Discounts
- Team Holiday Party
- Chamber of Commerce Member
- Team & Family Work Environment
- Encouragement to Follow Your Dreams
- Owners Who Care About You
- Fun!!

Retail Agreement:

Retail commission is paid out at 10% on a Quarterly basis. If it is discovered that House Product is being placed under a team member's employee number, disciplinary action may be taken, and the retail commission program will return to 10% of Total Retail Sales if Retail Sales equal 16% of Service Sales for all team members.

Team Member:		Date:	
Salon Owner:		Date:	