

# Dispense & Laundry

## important tips

- Daily welcome is a celebration of the students. Instructors should attend whenever possible.
- A client should not wait for a student in the lobby for more than 5 minutes. This includes those in between appointments. Be mindful of who is in the lobby at all times. This is your responsibility.
- Comping of services is allowed when necessary but please use this guideline when comping for customer relations. These should be tracked and reported on.
  - Front desk up to \$50
  - Spa Lead up to \$75
  - Director over \$100
- Skinworks standards are important, please make sure you are keeping your area clean and organized.
- Own your zone
  - Your appointments
  - Your rooms
  - Your students
- Prep is important, talk to your students BEFORE the clients arrive. Have a game plan.
- Consultation is #1 importance with appointments.

## opening task

- Shift starts at 8:30-4:45 and 4:45-10:15
  - Daily Kick off's at 8:45 & 5:00
  - First appointments are at 9:30am/5:45pm (students arrive at about 8:45am/5:00pm. Students in daily welcome at 9:00am & 5:15pm
  - Appointments end at 4:45 PM for the Day and 10:00 PM for the evening
- Review Appointments in your zone, prep with students in your zone
- Review Slack
- Start laundry, review with student spa attendant what the day looks like and what they can help with
- Clean spa hallway door, also ensure this door stays closed throughout the day
- Keep noise levels down. Teach students how to use their spa voice. Keep this habit even when there are not appointments as it needs to be a "quiet zone"
- Book trades (when applicable), this should go away in May of 2023
- Restock items to prepare for the day (you are restocking anything that was missed the night before)

## throughout the day

- Always look ahead, does the schedule look correct, is everyone on there who should be? Do you know the schedule and who should be on it, it is consistent, so please learn how it should be.
- Review Slack during down time, this is our main form of communication.
- Keep noise levels down. Teach students how to use their spa voice. Keep this habit even when there are not appointments as it needs to be a "quiet zone"
- Help in laundry when needed
- Make sure area is tidy. No Drinks or food in the hallway/spa or around computers.

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## Closing

- Review tomorrow's appointments in your zone, let front desk know if there are missing docs & forms or any issues that may arise.
- Review Slack
- Restock items that need restocking
- Set laundry up for delay start (if school is in session the next day)
- Clean spa hallway door

Completed by \_\_\_\_\_ Date \_\_\_\_\_