



**APPRENTICE
MANUAL**

Forward

Thank you for joining us at Genesis Hair and Day spa. The purpose of our apprenticeship program is to provide you with the opportunity to learn practical skills in cosmetology from talented people in the field. We give you the tools you need to succeed in our industry in a real work environment. You will grow strong client relationships and build your business while you complete your studies. Genesis Hair and Day Spa is happy to share all of our years of experience with you in hopes that you will one day become a successful member of our team. When your apprenticeship is finished we hope you will enjoy the full benefits of belonging to our successful team.

We are a team of dedicated professionals enthusiastically specializing in grooming, designing, body care, and personal enhancement. We have a wonderful, trusting and friendly relationship with our clients, and with each other. While each of us desire to rise to our full potential, we know that it will occur easier by working as a team toward a shared goal: excellence.

To achieve excellence, we engage in continuous education and training seminars. We spend many hours learning and growing to assure that our clients will receive the finest in services. Our uniqueness comes from our total concept of fulfilling our client's appearance, fashion, and lifestyle needs.

We all believe in going the extra mile to help learn, expand, change and prosper. This is not just a job but also a career. We are not afraid to try the new, the different or the challenging. We will always help each other grow through positive reinforcement.

There is no limit to the level of success possible at Genesis Hair and Day Spa. From the assistants to the managers, we all have the opportunity to grow as high as our imagination and our energies will permit us. If you are serious about your commitment to professionalism, willing to spend the extra hours, eager to work in a supportive team environment and if you really enjoy your work and people, then Genesis Hair and Day Spa is the place for you.

Welcome

Introduction

The following policies and procedures are designed to help you successfully fulfill your duties and responsibilities to the salon. We expect you to have a working knowledge of this manual and to follow all policies and procedures.

You will be evaluated according to your contribution to our spa's purpose, productivity and goal achievement. We realize mutual trust and respect are cultivated in an atmosphere of harmony and enthusiasm. We count on your support on all of these policies and willingness to follow these guidelines.

Attendance Policy

Your attendance and punctuality is a direct reflection of your commitment to client satisfaction. Tardiness and absenteeism diminishes the service given to the client, and lowers the client's level of satisfaction. Since our business depends completely on satisfaction, we depend completely on your attendance and punctuality. Repeated tardiness and/or absenteeism are not tolerated and are grounds for dismissal.

- Your work hours should be flexible for training purposes.
- Sick days are only valid with 3 hours advanced notice.
- Be prompt, awake and alert while working.
- Schedules are final and require a 2-week notice to affect any changes.
- Personal services are done on your own time.
- Unexcused absence may be grounds for dismissal.
- Arrive 15 minutes early to go over any Schedule changes

Attitude Policy

Your attitude while at work not only affects your future at Genesis Hair and Day Spa, it also affects the future of the spa. Positive attitudes create a caring and supportive environment for our clients and demonstrate the enthusiasm and competence of our staff. You are expected to contribute to this environment by maintaining a positive, professional, client-centered attitude.

- Approach all clients with enthusiasm and make the client feel relaxed and comfortable.
- Be empathetic and supportive to all clients and coworkers in all situations.
- Maintain professional attitudes and behavior at all times.
- Be flexible and available and attend all scheduled educational events and applicable spa meetings.

Appearance and Dress Policy

We believe that your appearance makes a strong impact on the way a client views our salon. Therefore, your appearance is to reflect the style and professionalism of the spa.

- Attire is to be tasteful and fashionable as determined by the owners of the salon.
- Arrive to work with clothing, hair and make-up already complete. The salon is NOT the appropriate place to get dressed, style your hair or apply make-up.
- If you are sent home to modify your appearance, your time away from the salon is not paid.

Front Desk and Phone Etiquette

We provide front desk staff to allow the salon to run more efficiently. We ask that employees outside the front desk staff keep the front desk/reception area open to the front desk employees. Please be aware when assistance is needed and not needed. We appreciate when we can all work as a team to run optimally. We also would like to stress the importance of keeping the phone lines open for clients and credit card processing. We ask that friends and family try to reach you for emergency only. They can leave messages for employees on personal cell phones. The front desk employees are not personal assistants.

Client Retention Policy

A repeat client is the true result of all our efforts as a spa team. Profit is derived from repeat clients, not one-time clients. You will be client-centered in all your actions with this spa. The clients' information and history is vital. It will be current and complete and kept up to date. The stylist is responsible for all client chemical updates.

Client Policy

All clients must receive service that makes them feel valued, relaxed and special. It is our responsibility as a team to make sure that the client is comfortable and happy from the time they walk in the door until long after they leave the spa.

Client's should be greeted in the reception area and escorted to the service area. You should then verify the services the client will be receiving that day. When you are done with the client, they should be escorted back to the reception desk for check out. Double check that all services that were performed are listed on the work ticket, and recommend any products you used that day to the client.

Employee Hair/Spa Service Privilege Policy

We would like to have all of our team members look their best. We are also a walking advertisement for the Salon/Spa. Therefore, it is important to see to the hair and spa needs of each other. It is also important that we as individuals are able to make the most of our time to make as much income as we are able to while we are scheduled to work. Because there needs to be a balance, some guidelines must be established:

- All employees are entitled to get their hair and nail services done on their own time for cost of product.
- Employee hair and nail services will be on a work in basis only.
- If an appointment is scheduled in advance expect to be charged for cost of product plus 50% of the cost of the service.
- If you schedule an appointment and a client calls to schedule an appointment for the same time, you will be bumped for the client. (Clients are our priority)
- Please be conscientious of your team member's peak scheduling times. This is their livelihood.
- Spa services are available to all our team members for cost of product plus 50% of cost of service. (This includes services done in any of the specialty areas, including the manicure and pedicure area.)
- If you schedule an appointment and a client calls, again, you will be bumped for the client.
- Please also be aware of the peak times of our spa team members.
- If for some reason, you need to schedule an appointment during peak time for salon or spa services, be prepared to pay full price for your service.

Employee Purchases

Employees may purchase products at salon cost plus 10%. When any services are performed, employees must pay for the cost of the product used (i.e., shampoo, wax, spa product, color, perms, etc.).

Immediate Family Services

- Is to be done on employees non-scheduled hours.
- Family member pays for cost of product + 10%.
- Family members are to pay full service price on employee's regular hours.

Genesis Vacation Policy

- Employees are entitled to vacation benefits after having worked one full calendar year.
Example: Employee starts on 09-01-02 employee is able to take vacation after 09-01-03. This vacation will be based on the average amount that the employee had earned from 09-01-02 to 12-31-02. For year of 2004 vacation, it will be calculated as 1/52 of the amount earned in 2003.
- All employees will have their current vacation figured as 1/52 of the amount earned in the prior year.
- Vacations may be taken anytime from 01-01 to 12-15 if the current year.
- Only one employee may be gone at a time unless prior written approval has been obtained.
- You must take time off in order to get paid for the vacation.
- Any vacation not taken by 12-15 will be forfeited.
- At least 2 weeks notice is required before vacations are taken.
- Vacations are discouraged during major holidays, prom, and homecoming.
- After 5 years if full time employment you will receive additional vacation time.
- Unless employee receives prior approval from management, another employee should cover any time taken, other than earned vacation.
- A maximum of 5 excused absences a year will be allowed before an unexcused is issued.
- 3 unexcused absences may result in termination.

I have read the attached information. This has informed me of the duties and expectations from me as an employee at Genesis Hair and Day Spa. I agree to comply with all expectations.

Signature _____ Date _____

Please return this manual to the salon for filing purposes. Feel free to ask if you have any questions pertaining to this manual. This manual will be available to you upon request to refresh your memory as to policy or procedure.

Apprenticeship responsibilities

In order of priority

1. Assist Designated Stylist
 - Be familiar with schedule
 - Perform all services possible
 - Work with Stylist on techniques that are unfamiliar to you
2. Assist other stylists
 - In order to keep the salon running smoothly, familiarize yourself with the schedule of others and be aware if anyone is running behind and needs help.
3. Mannequin practice
 - When you are not needed in the salon area you should be practicing new techniques with a mannequin as directed by a manager or mentor to fulfill your practice requirements.
4. Housekeeping
 - The salon should be maintained and kept looking professional at all times by all employees. Employees that are not busy with other tasks should be responsible for maintenance of the salon. End of shift maintenance is everyone's responsibility and should be done before anyone leaves his or her shift.
5. Front desk
 - Responsibility for front desk duties belongs to the receptionist. They should be able to multi-task and handle most of the traffic through the front desk, including multiple calls and clients. From time to time they may need help. You should help them only when time is available.

Education

Special training times

- A mentor will be assigned to help manage your in-salon education. This person is responsible for the following:
 - Helping to assess your progress
 - Teaching new techniques for you to practice in the salon
 - Helping to decide what services you are ready to perform on clients.
 - Helping you to find resources for further education
 - Communicating on your behalf with Managers and Keeping them updated on your progress
 - Setting aside time for training (This training time is set with the mentor and apprentice in advance, is paid and mandatory)

Educational Events

- All licensed employees are required to attend two further educational events per year. Genesis pays for these events as a benefit to their employees. Assistants enrolled in the Apprenticeship program should attend all recommended educational events in and out of the salon.

- Employees attending partial educational events will be required to reimburse Genesis for half the expense of their ticket.

Retailing, Front Desk Operations, Shampooing, conditioning, and Paraffin dips

The purpose of this first 6-week training period is to acquaint you with our retail selection, front desk operations and routine client services.

Retailing

Familiarizing yourself with the selection and usage of all retail products will help you provide better service to our clients. A comprehensive class on all products and their use will begin in your first week of training. Throughout your training you will have the opportunity to use all of these products on clients, giving you hands-on knowledge of how these products can best serve your clients needs. You will also begin to learn how to explain to clients the benefits of these products in your own way.

Front Desk Operations

In order to assist clients in booking appointments, and to be able to work as a team with the support staff, it is important for all employees to have basic knowledge of our salon software program, booking procedures and point of sale operations. Time will be set-aside for you at this point in your training to work with the salon coordinator to learn front desk operations. Your mentor will work with you at this time on the re-booking procedure as well.

Draping, Shampooing, Scalp Massage, Conditioning

This will be your first hands-on contact with salon clients. As with all procedures, you will work with your mentor first before servicing clients. The procedure will be explained and you will practice on non-paying subjects to perfect your procedure. At this time you may also have appointments scheduled with a massage therapist to learn good scalp manipulation techniques. This will help you deliver superior customer care in shampoo, scalp massage and conditioning services. As with all training techniques, once your mentor has approved your progress, you will be free to assist other stylists with these services.

Paraffin dips

Paraffin wax treatments are a soothing, therapeutic service usually performed in conjunction with a manicure or pedicure service. At this early stage in training, paraffin dips are a good service to perform on waiting clients to start building relationships, fill time and improve client-handling skills. Your mentor will recommend someone to assist you in your paraffin wax training. Once training is complete, you may begin to perform this service on clients.

Apprentice models

Models will be supplied to the Apprentice by Genesis Hair & Day Spa for training purposes. It is also acceptable for the Apprentice to enlist the help of family and friends during this period of training to be a model for services that the Apprentice is training to perform.

Once the Apprentice has finished training in the services, and is scheduled to perform those services on clients for a fee, those services will no longer be available at cost of product +10% to friends and family members. They will be expected to pay full price during the Apprentices scheduled hours.

Immediate family is permitted to receive services performed by the Apprentice for cost of product +10% on Apprentices own time during the hours that Genesis is open for business.

Cost of product is if any products, chemicals, and supplies are used to perform services. These fees have been determined and set.

Once your 6-week training period has been completed, a personal evaluation will be set up with your mentor and a member of our ownership team to assess your progress. After completion of each training section all procedures learned during the section must be practiced throughout the remainder of your training, but you are free to move on to the next training section.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

Consultation, Haircutting, Blow Drying, Iron setting

Consultation

Understanding your client's needs is the key to client satisfaction. Your mentor will work with you in this training period to perfect your consultation technique.

Mannequin Hair cutting

In this 6-week training period, you will begin cutting hair on mannequins. Your mentor will determine the number of hours per week you will dedicate to practice. No client haircuts will be performed in this training period.

Blow dry and Iron setting

With the guidance of your mentor you will begin to learn hair movement at this time. Discuss with your mentor how much time per week to dedicate for blow dry and iron setting on mannequins. Once you have completed this training, you may be able to assist stylists in finishing their clients.

While learning new techniques it is important to practice and perfect skills learned from previous training sections. Each 6-week evaluation will be a cumulative evaluation of all of the skills that you learn throughout your training.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

Haircutting, blow drying, Iron setting, Finishing, Roller Setting, Hi styles, Braiding, Facial Waxing and Makeup

Practice Haircutting

This period will continue your haircut training. Discuss with your mentor any changes in your mannequin practice. Once you and your mentor are comfortable with your basic technique you will practice on volunteers. When your technique has been perfected we will begin to charge for your services.

Finishing, Blow drying, Iron setting, Roller setting, Hi-Styles and Braiding

In this section of your training you will begin to build on your hair movement skills by incorporating new styling techniques with basic ones that you have already learned. Time will be scheduled for you to work with one or more specialists in this area. Once you have completed training you will work closely with one of these specialists to perfect your technique through client and mannequin practice.

Facial Waxing

Facial waxing can only be practiced on volunteers. It is your responsibility to schedule volunteers in advance of the practice portion of your training. Schedule time during this training period with your mentor for facial waxing instruction and practice.

Make-up

Time will be scheduled in this training section with an esthetician for training in makeup application. She will teach you a variety of techniques and introduce you to our skin care and makeup lines. Once your training is complete you will be expected to do makeup retouches and consultations for clients whenever possible.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

Haircutting, Permanent waves and Straightening

Client Haircutting

Once you have been evaluated, your mentor and the management team are comfortable with your hair cutting skills, your name will be added to the schedule and clients will be charged the base price for their haircut. All of your haircuts must still be supervised. At this time you will begin managing your schedule. The salons computer software program will track your hours worked on scheduled clients. It is also your responsibility to keep accurate records of participation hours for school and managing all of your responsibilities at the salon. Haircutting on schedule should not interfere with pre-determined observation, assisting or education times. All required mannequin time must be met and all skills learned to this point must be practiced. Time management is an important skill in our field. It is also important that the support staff be kept informed of your progress and how bookings should be added on to your schedule. You should be working closely with your mentor to keep a clear line of communication open at the front desk.

Permanent wave and straightening

Your mentor is responsible, in this portion of your training, for your initial introduction to chemical services. A specialist will be responsible for the completion of your training in this area. They will also assign you time with your mannequin. You will also learn at this time to keep accurate chemical records.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

Color and Ear Piercing

Color

In addition to working on all of your accumulated skills, this training period will be devoted to color theory, application and practice. Your schedule will be adjusted to maximize time spent with your mentor. Once theory and practice time has been completed you will assist your mentor for at least 6 more weeks on client color assessment formulation and application. This will also be an excellent time for you to learn how to manage your schedule and assist other stylists. Assisting stylists and working as part of our team is an important step in building a clientele and eventually becoming an independent stylist.

Ear Piercing

Your mentor will either work with you on this skill or schedule time with a specialist to help you learn. Once training is complete you may add it as a service to your schedule.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

Manicures and Pedicures

This six-week period you will be booked on the schedule as a salon assistant. You will be booked with services that have been approved by your mentor and a member of the management team. Time will be marked off of your schedule to make time for practice on skills that still need work. Your mentor will mark off time on your schedule to work with a nail technician for manicure and pedicure training. At your 6-week evaluation you will decide with your mentor and the training nail technician if that service can be added to your schedule or if further practice is needed.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

Body treatments, Body Waxing, Facials, Airbrush Tanning and Tattoos

During this six week training period, time will be set aside on your schedule for training with one of the day spa specialists to learn procedures for the body treatments, facials and body waxing services offered in the day spa. Use of the airbrush for tanning and tattooing will also be covered at this time. As with all services, volunteers are your responsibility and arrangements should be made prior to training time.

Upon completion of this training period you will be evaluated by you mentor and a member of the management team. You will then discuss the remaining portion of your apprenticeship, strategies for scheduling and completion of your training requirements.

Good luck and welcome to Genesis Hair and Day Spa.

Section Evaluation

Skills Covered:

Mentor Comments:

Manager Comments:

Student Comments:

Pass/Continue with this section

Comments:

Manager _____

Mentor _____

Student _____

