

Hairdressing Apprentice Job Description

Title: Emerging Stylist

Reports to: Director / Manager

Function: Provide support to the salon team members, together with excellent interpersonal skills in all guest and staff contacts.

Qualification(s) Required:

-  Hairdressing Apprenticeship
-  Certificate II Hairdressing (not essential)

Primary Tasks:

Provide energetic and positive guest focused services at all times	Provide reception and telephone support to the salon and its clientele
Provide assistance to other team members and management as required	Maintain an up to date and accurate knowledge of the salon products and services
General salon cleaning of all surfaces	Maintenance and sales of retail products and treatments
Attend and participate in training set up to increase skill levels and competence	Participate in designated marketing and promotional advertising
Maintenance of recognised workplace health and safety requirements	Cleaning of salon equipment, furniture and washing of capes and towels
Provide assistance with basin procedures, technical work, styling and guest comfort	Stock control and inventory
Guest communication and appointment booking	Support and cooperate with person 'in charge' of cleaning
Develop sales and upgrading skills	

Additional Expectations:

- Arrival at work 15 minutes prior to shift start
- Do not depart from the salon unless all salon cleaning is done
- Participate in positive and encouraging workplace environment
- Be a role model for your colleagues

Direction / Supervision:

Direct supervision through salon manager and qualified hair stylists

Selection Criteria:

- Professional presentation
- An interest in pursuing a long term career in the hairdressing industry
- Excellent communication skills and the ability to develop strong guest relationships
- Ability to maintain a degree of flexibility and adaptability to work in a changing environment
- Ability to work both individually and as an essential member of a focused and productive team
- Ability to uphold salon standards during normal daily routines, training and college attendance
- Ability to work to set policies and procedures and to demonstrate positivity and creativity
- Ability to listen to instructions and act accordingly
- Ability to learn through constructive feedback and training
- Cooperate fully with other staff assisting where necessary ensuring the salon is functioning in an effect and efficient manner
- Self motivated and seeks own learning opportunities outside the workspace

Key Performance Indicators:

- Targets
- Maintenance and application of all relevant competency standards
- Achieve satisfactory outcomes from guest feedback and survey methods
- Develop hairdressing skills and timing to the standard set by salon
- A high standard of hygiene and cleanliness is maintained in the salon, reception, staffroom, dispensary, laundry, coffee bar and basin areas
- Mandatory attendance of college once per week.

Measurement Process:

- Monitoring of treatment / retail sales via promotional avenues
- Competency based assessment
- Feedback via management, senior staff and surveys

Performance Review Process

- Participation in performance reviews every 4 weeks and 12 weeks
- Participation in bi-annual performance appraisals