

# Salon Assistant

**Description:** Deliver outstanding customer service while providing high quality shampoos and conditioning treatments. Assist guests and team members as needed to keep the salon flowing smoothly, accurately and thoroughly.

## Tasks/Responsibilities:

- Shampoo and condition guest's hair for stylist
- Keep shampoo area clean and organized
- Maintain salon appearance and cleanliness
- Sweep around stylists' chairs
- Laundry
- Greet guests as they walk in and leave out
- Tell the appropriate technician their guest has arrived
- Inform guests when it is time to go back and get a shampoo, smock, etc
- Promote and sell services and products, including recommending and selling additional services and/or retail products which will enhance and improve the guests' image and/or contribute to the guest's satisfaction with services performed
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
- Attends all scheduled employee meetings and brings suggestions for improvement
- Willing and timely execution of other duties as delegated by leadership

## Minimum Requirements:

- Six months experience preferred but not required
- Must be reliable and punctual
- Highly articulate and able to communicate well with client
- Great customer service skills and a friendly, positive attitude
- Must be detail oriented and able to manage competing priorities and multiple deadlines in a fast paced environment
- Ability to easily adapt to organizational and environmental changes
- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Team Player

## Physical Requirements:

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 25 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards

## Practice Salon Assistant Interview

1. Tell us about yourself.  
*Focus on the aspects of your experience that apply to this position.*
2. How do you feel about committing to our Assistant Program for a year and which will include hand on education after regular work hours?
3. We work together as a team at the salon. As a new Assistant, you'll be trained by all of the stylists and senior assistants. How do you feel about taking direction from our team?
4. What are your personality strengths?
5. What will you excel at working in our salon?
6. In which areas do you want to learn more about?
7. How do you learn the best, visual, audio, or by repetition?
8. Tell us about your most amazing customer experience at a store or restaurant?
9. Have you ever experienced terrible customer service? Tell us about it.
10. What type of customer experience would you want for the clients of our salon?
11. Is there anything else we should know about you and what you can contribute to the customer experience at our salon?