

STEP BY STEP

EMPLOYEE

HANDBOOK



BB 
The Beauty Biz Agency
WHERE BEAUTY MEETS BUSINESS BRILLIANCE



BEFORE GETTING STARTED...

Building Your Employee Handbook Step by Step!!!

In this mini-class, we will delve into the importance of employee handbooks and guide you through the step-by-step process of building your own. An employee handbook plays a crucial role in setting clear expectations, ensuring consistency, and fostering a positive work environment within your salon or spa.

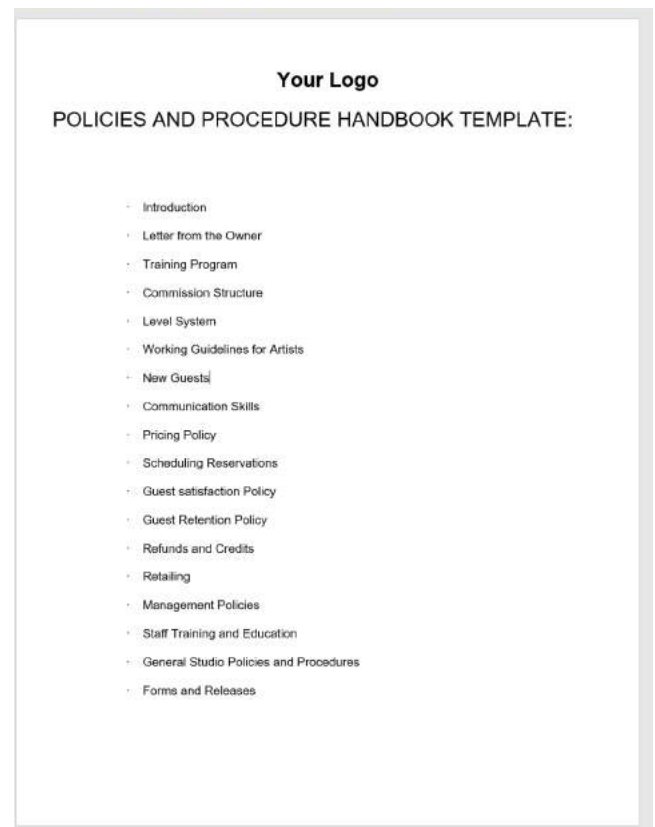
Brie & Chandra

EMPLOYEE HANDBOOK 101



A comprehensive handbook containing policies and procedures is vital for the smooth functioning of your business on a daily basis. It establishes the desired standards for your team, ensuring clarity in their operational methods and professional behavior within the organization. Additionally, it provides a robust framework to effectively address any potential issues that may arise.

To actively engage with the lesson, please download the accompanying template and documents and refer to them while watching the video. If you already possess a policies and procedures manual, ensure you have it accessible during this session to compare and identify any potential additions or updates. In case you don't have an existing manual, you can utilize the provided template to create one tailored to your business. Remember to customize it according to your specific requirements and expectations for your employees, as each manual can vary based on your desired outcomes.





STEP NO. 1.

Important Questions to Ask Yourself Before You Create Your Handbook!!!

Prior to starting, it is imperative that we ask ourselves these questions in order to unveil the genuine intentions and goals of the business owner in crafting a policy and procedure handbook. This approach enables a more focused and efficient development procedure.

Respond to the subsequent questions with utmost sincerity, as this will facilitate the integration of your salon's culture and vision into the handbook you are currently crafting!

Answer These Questions...

What are your main motivations for creating a policy and procedure handbook for your business?

How do you envision the handbook benefiting your business and your employees?

Are there specific challenges or issues within your business that you hope the handbook will address?

What are your expectations regarding employee behavior, consistency, and performance?

Are there any legal or compliance requirements that you need to address through the handbook?

Answer These Questions...

How do you envision the handbook promoting effective communication and clarity among your team?

Do you see the handbook as a tool for onboarding new employees and ensuring consistent training?

Are there any specific policies or procedures that you believe are crucial to include in the handbook?

How do you see the handbook contributing to the overall culture and values of your business?

Are there any concerns or obstacles you anticipate in the process of creating and implementing the handbook?

STEP NO. 2.

Handbook Structure...



1. Decide on the structure and format of your handbook (e.g., chapters, sections, table of contents).

2. Identify the key sections or topics you want to include in your handbook (e.g., salon policies, employee conduct, client management).

EXAMPLES OF SECTIONS OR TOPICS:

- LEGAL AND COMPLIANCE REQUIREMENTS
- COMPANY POLICIES
- EMPLOYEE BENEFITS AND LEAVE
- JOB DESCRIPTIONS AND RESPONSIBILITIES
- TRAINING AND DEVELOPMENT
- COMMUNICATION AND CONFLICT RESOLUTION
- SALON/SPA OPERATIONS AND PROCEDURES
- PERFORMANCE EVALUATION AND REWARDS
- CODE OF ETHICS
- TERMINATION AND DISCIPLINARY ACTIONS

Handbook Structure...

When creating a handbook structure for your salon/spa, there are several important considerations to keep in mind. Here are some key points to think about:

Introduction and Welcome: Begin the handbook with an introduction that sets the tone and welcomes employees to the salon. This section should explain the purpose of the handbook and emphasize the importance of adhering to its policies and guidelines.

Vision, Mission, and Values: Clearly articulate your salon's vision, mission, and core values. This section should outline the overall goals and objectives of the salon and help employees understand the purpose and culture of the business.

Employment Policies: Include detailed information about your salon's employment policies, such as recruitment and hiring procedures, equal opportunity and non-discrimination policies, employee classifications, working hours, breaks, and timekeeping.

Code of Conduct: Define expected behavior and conduct standards for employees. Address topics such as professionalism, dress code, personal hygiene, attendance and punctuality, use of personal devices, and social media usage.

Handbook Structure...

When creating a handbook structure for your salon/spa, there are several important considerations to keep in mind. Here are some key points to think about:

Job Descriptions: Provide comprehensive job descriptions for each position in the salon, including responsibilities, qualifications, and performance expectations. This helps employees understand their roles and promotes clarity in job-related duties.

Training and Development: Describe your salon's training programs, both initial and ongoing, to support employee growth and development. Include information about opportunities for continuing education, certifications, and skill enhancement.

Compensation and Benefits: Outline your salon's compensation structure, including wage rates, salary grades, commission structures, and any performance-based incentives. Additionally, include information about employee benefits such as health insurance, retirement plans, and time off policies.

Health and Safety: Prioritize the health and safety of employees and clients. Detail safety protocols, emergency procedures, and any relevant industry regulations. Provide information on proper handling of equipment, chemical substances, and sanitation practices

Handbook Structure...

When creating a handbook structure for your salon/spa, there are several important considerations to keep in mind. Here are some key points to think about:

Client Services: Explain your salon's customer service standards, emphasizing the importance of client satisfaction. Include guidelines for handling customer complaints, providing exceptional service, and maintaining a welcoming environment.

Performance Evaluation: Describe your salon's performance evaluation process, including the frequency of reviews, criteria for assessment, and performance improvement plans if necessary. This section can also address promotions, transfers, and disciplinary actions.

Leave Policies: Outline various types of leave available to employees, such as vacation, sick leave, parental leave, and bereavement leave. Include procedures for requesting and managing leave, as well as any legal requirements or company-specific policies.

Communication Channels: Specify the various communication channels within the salon, such as team meetings, email, messaging apps, or bulletin boards. Highlight the importance of effective communication and provide guidelines for professional interactions.

Handbook Structure...

When creating a handbook structure for your salon/spa, there are several important considerations to keep in mind. Here are some key points to think about:

Employee Benefits: Detail any additional employee benefits beyond compensation, such as employee discounts, wellness programs, recognition initiatives, and any unique perks offered by the salon.

Legal and Ethical Guidelines: Highlight legal requirements and ethical considerations that employees must adhere to, including confidentiality, privacy, intellectual property, and conflict of interest policies.

Acknowledgment and Signature: Include a section where employees acknowledge that they have read, understood, and agreed to comply with the policies outlined in the handbook. This helps demonstrate that employees are aware of the guidelines and expectations set forth by the salon.

Remember, the structure of your handbook should be organized, easy to navigate, and written in clear, concise language. Regularly review and update the handbook to ensure it remains relevant and compliant with any changes in laws or regulations.



STEP NO. 3.

Policies & Procedures

1. List the specific policies and procedures you want to include in your handbook.

2. For each policy and procedure, provide a brief description or summary of its purpose and importance.

EXAMPLES OF POLICIES & PROCEDURES:

- APPOINTMENT BOOKINGS
 - CANCELLATION & RESCHEDULING
 - STUDIO ETIQUETTE
 - PRICING & PAYMENT
 - SERVICE SATISFACTION
 - CONFIDENTIALITY
 - SAFETY & SANITATION
 - PRODUCT USAGE & ALLERGIES
 - STAFF PROFESSIONALISM
 - EMERGENCIES
-

Policies & Procedures...

When creating policies and procedures for your salon, it's important to consider various aspects to ensure clarity, consistency, and compliance. Here are some key points to think about:

Legal Compliance: Research and understand the local, state, and federal laws and regulations that apply to your salon. Ensure that your policies and procedures align with these legal requirements, such as employment laws, health and safety regulations, and licensing requirements.

Scope and Purpose: Clearly define the scope and purpose of each policy and procedure. Explain why it is important, who it applies to, and how it supports the overall goals and values of your salon.

Organization and Structure: Organize your policies and procedures in a logical and easy-to-follow structure. Consider categorizing them under relevant sections or topics, such as employment, client services, health and safety, and administrative processes.

Employee Handbook Alignment: Ensure that your policies and procedures align with the content and structure of your employee handbook. Consistency between these two documents will help employees understand and navigate the rules and guidelines of your salon effectively.

Policies & Procedures...

When creating policies and procedures for your salon, it's important to consider various aspects to ensure clarity, consistency, and compliance. Here are some key points to think about:

Customization: Tailor your policies and procedures to the specific needs and culture of your salon. Avoid using generic templates or copying policies from other businesses. Make sure the content reflects the unique aspects of your salon operations.

Policy Ownership: Clearly assign ownership of each policy and procedure to a responsible individual or department within your salon. This ensures accountability and allows employees to direct their questions or concerns to the appropriate person.

Clear and Concise Language: Use clear and straightforward language when drafting your policies and procedures. Avoid jargon or complex terminology that may confuse employees. Consider using bullet points, headings, and subheadings to enhance readability.

Review and Revision: Regularly review and update your policies and procedures to ensure they remain current and compliant with any changes in laws, industry standards, or salon operations. Establish a process for periodic reviews and involve relevant stakeholders in the revision process.

Policies & Procedures...

When creating policies and procedures for your salon, it's important to consider various aspects to ensure clarity, consistency, and compliance. Here are some key points to think about:

Training and Communication: Develop a plan to effectively communicate your policies and procedures to all employees. Consider conducting training sessions, creating informational materials, and implementing ongoing communication channels to ensure understanding and compliance.

Accessibility: Make your policies and procedures easily accessible to employees. Consider providing both printed and electronic versions, and ensure they are readily available in common areas or on your salon's intranet or employee portal.

Continuous Improvement: Encourage feedback from employees and regularly evaluate the effectiveness of your policies and procedures. Be open to making adjustments based on suggestions and changing business needs to foster a positive and productive work environment.

Consistency and Enforcement: Apply your policies and procedures consistently across all employees. Treat any violations or breaches of policies in a fair and equitable manner, following appropriate disciplinary procedures when necessary.

Policy Acknowledgment: Require employees to acknowledge that they have read, understood, and agreed to comply with the salon's policies and procedures. This can be done through a signed acknowledgment form or an electronic system.

Policies & Procedures...

Here is a list of policies and procedures that you can consider including in your handbook:

- **Employment Policies**
 - a. Recruitment and Hiring Process
 - b. Equal Opportunity and Non-Discrimination
 - c. Employee Classifications (Full-time, Part-time, Contract)
 - d. Probationary Period
 - e. Working Hours and Scheduling
 - f. Break and Meal Periods
 - g. Timekeeping and Attendance

- **Code of Conduct and Professionalism**
 - a. Dress Code and Personal Appearance
 - b. Personal Hygiene and Grooming Standards
 - c. Professional Behavior and Customer Service
 - d. Use of Personal Devices and Social Media Guidelines
 - e. Conflict of Interest and Outside Employment
 - f. Respectful and Inclusive Workplace
 - g. Confidentiality and Client Privacy

- **Job Descriptions and Responsibilities**
 - a. Clear and Comprehensive Job Descriptions for each position
 - b. Roles and Responsibilities
 - c. Performance Expectations and Key Performance Indicators (KPIs)

- **Compensation and Benefits**
 - a. Wage and Salary Structure
 - b. Commission Structure (if applicable)
 - c. Performance-based Incentives (if applicable)
 - d. Overtime and Payroll Policies
 - e. Employee Benefits (Health Insurance, Retirement Plans, etc.)
 - f. Leave Policies (Vacation, Sick Leave, Parental Leave, etc.)

Policies & Procedures...

Here is a list of policies and procedures that you can consider including in your salon's handbook:

- **Training and Development**
 - a. **New Hire Onboarding and Orientation**
 - b. **Training Programs and Opportunities for Skill Enhancement**
 - c. **Continuing Education and Certification Support**
 - d. **Performance Evaluation and Feedback**

- **Health and Safety**
 - a. **Salon Cleanliness and Sanitation Practices**
 - b. **Safe Handling of Chemicals and Equipment**
 - c. **Emergency Procedures (Fire, Evacuation, Medical)**
 - d. **Ergonomics and Injury Prevention**
 - e. **Compliance with Health and Safety Regulations**

- **Client Services**
 - a. **Customer Service Standards and Expectations**
 - b. **Handling Client Complaints and Resolutions**
 - c. **Appointment Booking and Cancellation Policies**
 - d. **Confidentiality of Client Information**

- **Leave Policies**
 - a. **Vacation and Time Off Requests**
 - b. **Sick Leave and Medical Certifications**
 - c. **Parental Leave (Maternity, Paternity, Adoption)**
 - d. **Bereavement Leave**
 - e. **Leave of Absence and Return-to-Work Procedures**

Policies & Procedures...

Here is a list of policies and procedures that you can consider including in your salon's handbook:

- **Performance Evaluation and Management**
 - a. Performance Evaluation Process and Frequency
 - b. Performance Improvement Plans (if necessary)
 - c. Promotions, Transfers, and Career Advancement
 - d. Disciplinary Actions and Grievance Procedures

- **Communication Channels**
 - a. Internal Communication Methods (Meetings, Email, etc.)
 - b. Employee Feedback and Suggestions
 - c. Chain of Command and Reporting Structure
 - d. Communication with Clients and Partners or Stakeholders

- **Equipment and Asset Use**
 - a. Proper Use and Care of Salon Equipment
 - b. Reporting Equipment Malfunctions or Damage
 - c. Responsible Use of Company Assets

- **Legal and Ethical Guidelines**
 - a. Compliance with Employment Laws and Regulations
 - b. Intellectual Property and Copyright Protection
 - c. Conflict of Interest and Ethical Business Conduct
 - d. Anti-Harassment and Anti-Discrimination Policies

STEP NO. 4.

Policy Development...



1. Outline the process you will follow to develop new policies or update existing ones.

2. Consider involving relevant individuals, such as employees or management, in the policy development process.

FOLLOW THIS OUTLINE:

- IDENTIFY THE NEED
- RESEARCH/GATHER INFORMATION
- DEFINE THE OBJECTIVES
- DRAFT THE POLICY
- SEEK INPUT AND FEEDBACK
- REVIEW AND REVISE
- APPROVAL & IMPLEMENTATION
- MONITOR & EVALUATE

Policy Development...

Fill in each section with relevant information, ensuring clarity, consistency, and compliance with applicable laws and regulations.

- **Policy Title:**
 - Provide a clear and concise title for the policy.
- **Policy Purpose:**
 - Describe the purpose of the policy and its importance in the salon's operations and employee conduct.
- **Policy Scope:**
 - Specify the employees or groups to whom the policy applies (e.g., all salon employees, specific departments or positions).
- **Policy Statement:**
 - Write a clear and straightforward statement that communicates the policy's intent and the expected behavior or action.
- **Policy Objective(s):**
 - Outline the specific objectives or goals the policy aims to achieve.
- **Policy Definitions:**
 - Provide definitions of key terms or concepts used in the policy to ensure common understanding.
- **Policy Responsibilities:**
 - Identify the roles and responsibilities of employees, managers, or specific positions regarding the policy.

Policy Development...

Fill in each section with relevant information, ensuring clarity, consistency, and compliance with applicable laws and regulations.

- **Policy Procedures:**
 - Detail step-by-step procedures or guidelines for implementing the policy effectively. Include any forms, templates, or checklists that may be required.
- **Policy Compliance:**
 - Explain the consequences of non-compliance and any disciplinary actions that may be taken.
- **Policy Review and Modification:**
 - Specify the frequency or triggers for policy review and outline the process for making modifications or updates.
- **Policy Approval:**
 - Indicate the approval process for the policy, including the names or positions of individuals responsible for authorizing and reviewing the policy.
- **Related Policies:**
 - Identify any other relevant policies or procedures that are related to or referenced by the policy being developed.
- **References and Resources:**
 - List any external sources, regulations, industry standards, or internal resources that were consulted during the policy development process.

Policy Development...

Fill in each section with relevant information, ensuring clarity, consistency, and compliance with applicable laws and regulations.

- **Policy Communication and Training:**
 - Describe how the policy will be communicated to employees, including any training or awareness initiatives planned.
- **Effective Date:**
 - Specify the date when the policy will become effective.
- **Revision History:**
 - Create a table to track any revisions or updates made to the policy, including the date of the revision and a brief description of the change.

Policies



STEP NO. 5.

Policies Content

1. Determine the essential information to include in each policy (e.g., policy statement, scope, responsibilities).

2. Identify any legal or regulatory requirements that need to be addressed in your policies.

THINGS TO THINK ABOUT:

- IDENTIFY LEGAL & REGULATORY REQUIREMENTS
- ASSESS INDUSTRY BEST PRACTICES
- CONSIDER OPERATIONAL NEEDS
- REFLECT YOUR STUDIO'S CULTURE & VALUES
- PRIORITIZE ESSENTIAL POLICIES
- CUSTOMIZE POLICIES TO YOUR STUDIO NEEDS

Policy Content...

Fill in each section with relevant information, ensuring clarity, consistency, and compliance with applicable laws and regulations.

- **Policy Title:**
 - Provide a clear and concise title for the policy.
- **Policy Number:**
 - Assign a unique identifier or number to the policy for easy reference.
- **Policy Effective Date:**
 - Specify the date when the policy becomes effective.
- **Policy Review Date:**
 - Determine the date when the policy will be reviewed for updates or revisions.
- **Policy Owner:**
 - Identify the person or position responsible for overseeing and maintaining the policy.
- **Policy Purpose:**
 - Clearly state the purpose of the policy and its relevance to the salon's operations, employee conduct, or customer experience.
- **Policy Scope:**
 - Specify the employees or groups to whom the policy applies (e.g., all salon employees, specific departments or positions).

Policy Content...

Fill in each section with relevant information, ensuring clarity, consistency, and compliance with applicable laws and regulations.

- **Policy Statement:**
 - Write a concise statement that clearly communicates the policy's intent and the expected behavior or action.
- **Policy Definitions:**
 - Provide definitions of key terms or concepts used in the policy to ensure common understanding.
- **Policy Procedures/Guidelines:**
 - Outline the step-by-step procedures, guidelines, or rules that employees should follow to comply with the policy. Use clear and concise language.
- **Policy Responsibilities:**
 - Specify the roles and responsibilities of employees, managers, or specific positions regarding the policy.
- **Policy Compliance:**
 - Explain the consequences of non-compliance with the policy and any disciplinary actions that may be taken.
- **Policy Exceptions:**
 - State any circumstances or conditions under which exceptions to the policy may be granted, along with the process for requesting exceptions and obtaining approvals.

STEP NO. 6.

Procedure Documentation..



1. Describe the process for documenting procedures within your handbook.

2. Consider using the BBA template or format for consistency and clarity.

FOLLOW THIS OUTLINE:

- IDENTIFY KEY PROCESSES
- BREAK DOWN EACH PROCESS
- CONSULT EXPERTS
- DOCUMENT STEP BY STEP INSTRUCTIONS
- INCLUDE KEY ROLES & RESPONSIBILITIES
- INCORPORATE BEST PRACTICES & STANDARDS
- ENSURE CLARITY & UNDERSTANDING
- INCLUDE VISUAL AIDES OR EXAMPLES
- REGULARLY UPDATE & MAINTAIN
- TRAIN STAFF

STEP NO. 6.

Procedure Documentation..



1.Procedure Title:

- Provide a clear and concise title for the procedure.

2.Procedure Number:

- Assign a unique identifier or number to the procedure for easy reference.

3.Procedure Effective Date:

- Specify the date when the procedure becomes effective.

4.Procedure Review Date:

- Determine the date when the procedure will be reviewed for updates or revisions.

5.Procedure Owner:

- Identify the person or position responsible for overseeing and maintaining the procedure.

6.Procedure Purpose:

- Clearly state the purpose of the procedure and its relevance to the salon's operations or specific tasks.

STEP NO. 6.

Procedure Documentation..



1.Procedure Scope:

- Specify the employees or groups to whom the procedure applies (e.g., all salon employees, specific departments or positions).

2.Procedure Definitions:

- Provide definitions of key terms or concepts used in the procedure to ensure common understanding.

3.Procedure Steps:

- Outline the step-by-step instructions for performing the procedure. Use clear and concise language, and break down complex tasks into smaller, manageable steps.

4.Required Materials/Equipment:

- List any specific materials, tools, or equipment necessary to carry out the procedure.

5.Procedure Responsibilities:

- Specify the roles and responsibilities of employees, managers, or specific positions regarding the procedure.

6.Procedure Documentation/Forms:

- Indicate any forms, templates, or checklists that are required to document or support the procedure. Provide links or references to these documents, if applicable.

Example Policies & Procedures...

Example Policies & Procedures for salons and spas...

- **Appointment Scheduling Policy:** Specify how appointments should be scheduled, including the preferred method (phone, online, in-person), required information (name, contact details, services requested), cancellation and rescheduling policy, and any penalties for no-shows or late cancellations.
- **Sanitation and Hygiene Procedures:** Outline detailed protocols for maintaining cleanliness and hygiene in the salon, including disinfection of equipment, tools, and workstations, proper disposal of waste, handwashing procedures, and the use of personal protective equipment (PPE) such as gloves or masks.
- **Dress Code Policy:** Define the acceptable dress code for employees, including guidelines for attire, footwear, and personal grooming standards. This policy may also address the use of uniforms or name tags if applicable.
- **Client Confidentiality Policy:** Emphasize the importance of maintaining client confidentiality and privacy. Outline procedures for handling client information, consent for photography or testimonials, and any legal requirements for data protection and privacy.
- **Pricing and Payment Policy:** Detail the salon's pricing structure, payment methods accepted (cash, credit cards, etc.), and any additional fees or gratuities. Clarify any refund or return policies for products or services.
- **Staff Training and Development Policy:** Describe the salon's commitment to ongoing training and professional development for employees. Specify any required certifications or licenses, as well as opportunities for skill enhancement and career advancement.

Example Policies & Procedures...

Example Policies & Procedures for salons and spas...

- **Complaint Resolution Procedure:** Provide a clear process for addressing and resolving client complaints. Outline the steps to be followed, from initial complaint reporting to investigation and resolution, ensuring a fair and prompt response.
- **Social Media and Marketing Policy:** Establish guidelines for staff behavior and content creation on social media platforms, ensuring alignment with the salon's brand image. Specify any restrictions, disclosure requirements, or approval processes for sharing salon-related content online.
- **Safety and Emergency Procedures:** Outline safety protocols for various situations, such as fire emergencies, medical incidents, or accidents. Include evacuation plans, emergency contact information, and guidelines for reporting incidents.
- **Code of Conduct:** Define expected behavior and professionalism for employees, including standards for communication, respect, confidentiality, and customer service. This policy may also address issues such as personal phone use, breaks, or socializing during work hours.



STEP NO. 7.

Employee Engagement

1. Determine how you will communicate the handbook to your employees.

2. Outline any training or orientation sessions to ensure employees understand the policies and procedures.

THINGS TO THINK ABOUT:

- COMMUNICATION CHANNELS
 - TIMING & SCHEDULING
 - CLARITY & ACCESSIBILITY
 - HIGHLIGHT KEY UPDATES OR CHANGES
 - EMPHASIZE IMPORTANCE OR RELEVANCE
 - ALLOW TIME FOR REVIEW
 - TRAINING AND Q&A SESSIONS
 - ACKNOWLEDGE RECEIPT & UNDERSTANDING
 - ENCOURAGE FEEDBACK & ENGAGEMENT
-



Employee Engagement

- Employee Engagement Goal:
 - Clearly define your salon's overall goal for employee engagement, such as fostering a positive work environment, enhancing teamwork, or promoting employee satisfaction and motivation.
 - Communication Channels:
 - Identify the various channels through which the salon communicates with employees (e.g., team meetings, email, bulletin boards, digital platforms). Specify guidelines on when and how these channels should be used.
 - Employee Feedback Mechanisms:
 - Outline the methods available for employees to provide feedback, suggestions, or concerns, such as regular feedback sessions, anonymous suggestion boxes, or surveys. Specify how feedback will be collected, reviewed, and addressed.
-



Employee Engagement

- Professional Development:
 - Detail the opportunities available for employees to enhance their skills, knowledge, and career growth within the salon. This may include training programs, workshops, mentoring, or tuition assistance policies.
- Work-Life Balance:
 - Highlight the salon's commitment to promoting work-life balance for employees. Outline any flexible work arrangements, time-off policies, or wellness initiatives that support employees' physical and mental well-being.
- Employee Involvement:
 - Describe the salon's approach to involving employees in decision-making processes or soliciting their input on important matters. Specify any committees, focus groups, or initiatives that promote employee involvement and empowerment.
- Team Building Activities:
 - List any team building activities, outings, or events organized by the salon to foster camaraderie, collaboration, and positive relationships among employees.

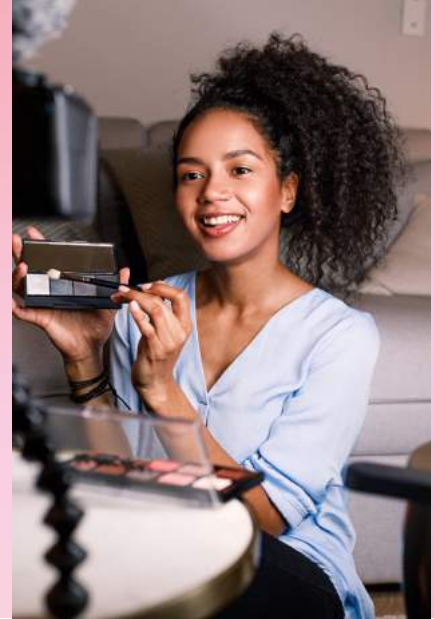


Employee Engagement

- Diversity and Inclusion:
 - Emphasize the salon's commitment to fostering a diverse and inclusive work environment. Outline policies and practices that promote equality, respect, and inclusion for all employees.
- Performance Feedback and Development:
 - Describe the salon's approach to providing regular performance feedback and supporting employees' professional growth. Specify any performance appraisal processes, development plans, or coaching initiatives.
- Employee Well-being:
 - Highlight any initiatives or resources available to support employees' well-being, such as employee assistance programs (EAP), health and wellness benefits, or mental health support.
- Continuous Improvement:
 - Emphasize the salon's commitment to continuously improving employee engagement initiatives. Encourage employees to provide feedback, suggestions, or ideas for enhancing employee engagement in the salon.

STEP NO. 8.

Review and Updates...



1. Establish a schedule for reviewing and updating the handbook regularly.

2. Determine who will be responsible for monitoring and making necessary changes.

THINGS TO CONSIDER:

- FREQUENCY OF REVIEW PROCESS
- CHANGE TRIGGERS
- LEGAL AND COMPLIANCE UPDATES
- INDUSTRY STANDARDS AND BEST PRACTICES
- EMPLOYEE FEEDBACK AND INPUT
- INCIDENT ANALYSIS AND LESSONS LEARNED
- EMPLOYEE HANDBOOK COMMITTEE OR DESIGNATED PERSON
- COMMUNICATION AND TRAINING UPDATES
- DOCUMENTATION AND VERSION CONTROL
- COMPLIANCE WITH INTERNAL POLICIES AND VALUES



EMPLOYEE HANDBOOK

Review & Update

- Review Frequency:
 - Determine how often the salon handbook should be reviewed for updates and revisions (e.g., annually, biannually, quarterly).
- Review Process:
 - Outline the steps involved in the review process, such as gathering feedback, conducting an assessment, and making necessary changes.
- Review Team:
 - Identify the individuals who will be responsible for reviewing the salon handbook. This may include representatives from management, HR, legal, or other relevant departments.
- Areas of Review:
 - List the specific areas or policies in the handbook that should be reviewed during each cycle. This can include legal compliance, industry standards, changes in regulations, or internal policy updates.
- Documentation of Changes:
 - Specify how changes or revisions will be documented and tracked. This may include maintaining a revision history within the handbook or using a separate document to track changes.
- Approval Process:
 - Outline the process for approving and finalizing any changes made to the salon handbook. Identify the individuals or positions responsible for authorizing the updates.



EMPLOYEE HANDBOOK

Review & Update

- Communication Plan:
 - Determine how the updated handbook will be communicated to employees. This may include holding a meeting, sending an email, or providing access to the updated version on the salon's intranet or shared drive.
- Employee Acknowledgment:
 - Decide how employee acknowledgment of the updated handbook will be obtained. This can be through signed acknowledgment forms, online confirmation, or other methods to ensure employees are aware of and understand the changes.
- Compliance Monitoring:
 - Establish a system for monitoring compliance with the updated handbook. This may involve regular audits, ongoing training, or periodic assessments to ensure employees are following the policies and procedures outlined.
- Continuous Improvement:
 - Encourage feedback from employees and stakeholders on an ongoing basis. Provide a mechanism for suggestions or revisions to be considered outside of the regular review schedule, allowing for continuous improvement of the handbook.



EMPLOYEE HANDBOOK

STEP NO. 9.

Handbook Distribution & Accessibility...

1. Determine the methods for distributing the handbook to employees (e.g., printed copies, electronic copies)

2. Consider how you will ensure easy access to the handbook for future reference (e.g., online portal, shared drive).

THINGS TO THINK ABOUT:

- DIGITAL DISTRIBUTION
 - PHYSICAL COPIES
 - ONLINE EMPLOYEE PORTAL
 - EMAIL DISTRIBUTION
 - STAFF MEETINGS OR TRAINING SESSIONS
 - ACKNOWLEDGMENT OF RECEIPT
 - TRANSLATIONS
 - ACCESSIBILITY FOR EMPLOYEES WITH DISABILITIES
 - ONGOING AVAILABILITY
 - REGULAR REMINDERS AND UPDATES
-



Distribution...

1. In-Person Distribution:

- Organize a meeting or training session where physical copies of the handbook can be distributed to employees. This allows for a face-to-face opportunity to explain the handbook's importance and address any questions.

2. Digital Copies via Email:

- Send a digital copy of the handbook to employees via email. Include a brief introduction or summary of the updates and instructions for reviewing the handbook.

3. Shared Online Document:

- Upload the handbook to a shared online document or cloud storage platform that all employees can access. Send a notification or email to inform employees of the availability and location of the document.



Distribution...

4. **Employee Intranet or Portal:**
 - If your salon has an intranet or employee portal, upload the handbook to a dedicated section where employees can access it at any time. Notify employees of the new handbook and provide instructions on how to access it.
5. **Printed Copies at Workstations:**
 - Place physical copies of the handbook at each employee's workstation, ensuring easy access and visibility. Pair this with an email or meeting to communicate the handbook's availability and importance.
6. **Departmental Distribution:**
 - Provide departmental managers or team leaders with copies of the handbook to distribute to their respective teams. They can explain the updates, answer questions, and ensure that every team member receives a copy.

Remember to choose distribution methods that align with your salon's culture, size, and available resources. Consider using multiple methods to ensure maximum reach and understanding among employees

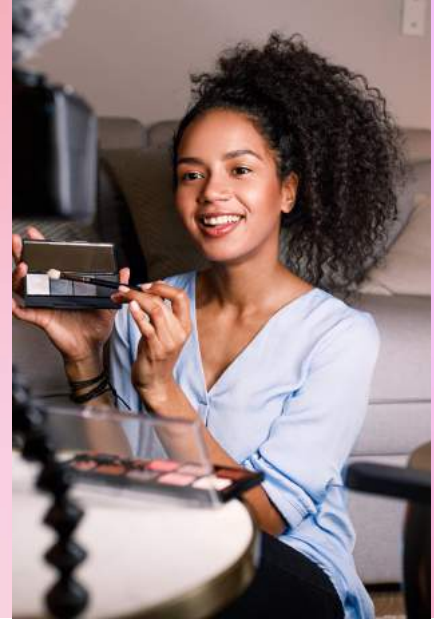
Distribution...



7. New Employee Onboarding:
 - Incorporate the distribution of the handbook into your new employee onboarding process. Provide a copy to each new hire during their orientation and review it together to ensure comprehension.
8. Handbook Acknowledgment Form:
 - Accompany the handbook with an acknowledgment form that employees need to sign, indicating they have received, read, and understood the handbook. Collect these forms as proof of distribution and acknowledgement.
9. Company Newsletter or Bulletin:
 - Include a summary or highlights of the handbook updates in your company newsletter or bulletin. Include a note that directs employees to access the full handbook for more detailed information.
10. Mobile Applications or Digital Platforms:
 - If your salon has a mobile application or digital platform for employee communications, integrate the handbook into that platform for easy access. Send push notifications or alerts to inform employees about the handbook's availability.

STEP NO. 10.

Acknowledgement & Signature



1.

Determine the process for employees to acknowledge their receipt and understanding of the handbook.

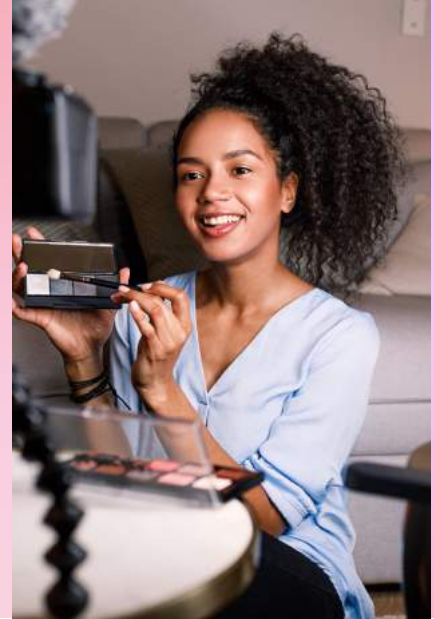
2.

Determine that the receipt and acknowledgement covers all areas needed, in order to secure your partnership.

THINGS TO CONSIDER:

- METHOD OF ACKNOWLEDGMENT
- CLEAR INSTRUCTIONS
- DEADLINE FOR ACKNOWLEDGMENT
- RETENTION OF ACKNOWLEDGMENTS
- ACCESSIBILITY OF ACKNOWLEDGMENT RECORDS
- EMPLOYEE UNDERSTANDING
- COMMUNICATION OF UPDATES
- LANGUAGE AND ACCESSIBILITY CONSIDERATIONS
- TRAINING AND SUPPORT
- COMPLIANCE WITH LEGAL REQUIREMENTS

Acknowledgement & Signature



At the end of your handbook, it is common to include an acknowledgment section where employees are asked to acknowledge that they have read, understood, and agree to comply with the policies and procedures outlined in the handbook. Here's an example of an acknowledgment statement:

"I have received a copy of the [Salon Name] Employee Handbook and have read, understood, and agree to comply with the policies, procedures, and guidelines outlined therein. I understand that it is my responsibility to familiarize myself with the contents of the handbook and seek clarification if needed. I acknowledge that failure to adhere to these policies may result in disciplinary action, up to and including termination of employment."

You may also include a space for employees to provide their signature, printed name, date, and employee ID, if applicable. This acknowledgment serves as evidence that employees have been informed about the salon's policies and procedures and have agreed to abide by them.

THINGS TO CONSIDER:

- METHOD OF ACKNOWLEDGMENT
- CLEAR INSTRUCTIONS
- DEADLINE FOR ACKNOWLEDGMENT
- RETENTION OF ACKNOWLEDGMENTS
- ACCESSIBILITY OF ACKNOWLEDGMENT RECORDS
- EMPLOYEE UNDERSTANDING
- COMMUNICATION OF UPDATES
- LANGUAGE AND ACCESSIBILITY CONSIDERATIONS
- TRAINING AND SUPPORT
- COMPLIANCE WITH LEGAL REQUIREMENTS



STEP NO. 11.

Implementation Plan...

1. Create an action plan for implementing the handbook, including tasks, responsibilities, and timelines.

2. Consider any training or support needed to ensure a smooth transition to the new policies and procedures.

THINGS TO THINK ABOUT:

- IDENTIFY KEY TASKS
- DEFINE RESPONSIBILITIES
- ESTABLISH TIMELINES
- DISTRIBUTE THE HANDBOOK
- CONDUCT TRAINING OR INFORMATION SESSIONS
- UPDATE RELEVANT DOCUMENTS AND SYSTEMS
- COMMUNICATION AND CHANGE MANAGEMENT
- TRAINING AND SUPPORT
- MONITOR AND EVALUATE PROGRESS
- ADJUSTMENTS AND CONTINUOUS IMPROVEMENT
REGULAR REMINDERS AND UPDATES



STEP NO. 11.

Implementation Plan...

- **Plan a Meeting:** Schedule a staff meeting or a dedicated time for all employees to gather and discuss the updates. Make sure to choose a time when everyone can attend and be attentive.
 - **Explain the Purpose:** Begin the meeting by explaining the purpose of the new handbook and the importance of updating the salon's policies and procedures. Emphasize that the changes are intended to improve operations, enhance employee experience, and ensure compliance with current standards and regulations.
 - **Highlight the Benefits:** Clearly communicate the benefits that the new handbook and rules will bring to both the salon and employees. This could include improved clarity on expectations, streamlined processes, enhanced professionalism, and a safer and more inclusive work environment.
-



STEP NO. 11.

Implementation Plan...

- **Review Key Changes:** Present a summary of the key changes in the new handbook. Focus on the most significant updates or additions that may impact employees' daily routines or expectations. Highlight any changes related to compensation, time off, promotions, dress code, code of conduct, or any other areas that directly affect employees' roles.
 - **Provide Detailed Explanations:** Take the time to go through the new policies and procedures in more detail, explaining the reasoning behind each change. Address any potential questions or concerns, and encourage open discussion to ensure that employees fully understand the updates.
 - **Distribute Copies:** Provide each employee with a physical or electronic copy of the new handbook. Point out the sections that are particularly relevant to their roles or areas of responsibility. Encourage employees to review the handbook thoroughly and ask questions if needed.
-

HANDBOOK CHECKLIST

GET THINGS DONE

TASKS	COMPLETED
INTRODUCTION	
HANDBOOK STRUCTURE	
POLICIES & PROCEDURES	
POLICY DEVELOPMENT	
POLICY CONTENT	
PROCEDURE DOCUMENTATION	
EMPLOYEE ENGAGEMENT	
REVIEW & UPDATES	
HANDBOOK DISTRIBUTION & ACCESSIBILITY	
ACKNOWLEDGEMENT & SIGNATURE	
IMPLEMENTATION PLAN	

THE BEAUTY BIZ AGENCY

“Transform your Salon/Spa business with our expert coaching program. We help salon and spa owners and managers increase revenue, enhance the customer experience, and streamline operations.

Our team of experienced salon/spa consultants provide one-on-one coaching sessions and access to industry insights and best practices. Take your studio to the next level with our comprehensive coaching program. Contact us to learn more.”

thebeautybizagency.com

Brie Holt and Chandra Chriswiser are seasoned salon industry professionals with over a combined 40 years of experience in the field. As passionate coaches and mentors, they have helped countless salon owners and stylists achieve their goals and reach their full potential along with gaining financial freedom.

Brie and Chandra began their careers as stylists and worked their way up to becoming salon owners that generate well over a million dollars a year in revenue . Over the years they have gained a wealth of knowledge and experience in all aspects of salon management, including team building, leadership, marketing and promotion, and client satisfaction.



Brie & Chandra