



TRAINING SYSTEM RESOURCES



Hair Comes
THE BRIDE PRO



THE FOUNDATION

Before you begin to train new stylists, it is important to determine what has made you successful and what makes your brand unique.

What has made you successful? How do you do things that are unique and make your brand stand out?

What is your brand's style of hair and makeup?

What is your company's philosophy? What do you stand for? What is important to you?



RULES & GUIDELINES

It is important that you train stylists on your particular way of doing things including your rules & guidelines. Write down any rules or guidelines that you can think of in each area. This is the way you want things done.

Hair & Makeup Styling

Hair & Makeup Trials

Wedding Day



POLICIES & PROCEDURES

Use this list as a guide to determine your policies and procedures in each area of your business. It is important that you train your stylists on exactly how you conduct all areas of your business.

Before the Wedding Day

1. How will you determine who you book for the wedding day?
2. How will you notify stylists that they are booked for a wedding?
3. What is your policy for changes made to a wedding day schedule?
4. How do you notify stylists of changes made to a wedding day schedule?
5. How will you let stylists know what services/timing is expected of them?
6. How do stylists need to prepare for the wedding day?

Hair & Makeup Trials

1. How will you schedule your stylists for hair & makeup trials?
2. What is your system for conducting a successful trial?
3. How does a stylist need to prepare for a hair & makeup trial?
4. Is there any paperwork that needs to be filled out at the trial?
5. How do you follow up with stylists after a trial?

Wedding Day

1. How do stylists "check in" on the wedding day?
2. How should the stylist set up on the wedding day?
3. What is your policy for adding services on the wedding day?
4. What is your policy if a stylist is running late on the wedding day?
5. What is your policy if a client is running late on the wedding day?
6. What is your policy for stylists helping each other on the wedding day?



CONTRACTS & INVOICING

Use this list as a guide to determine what you expect from stylists as far as contracts, invoicing, paying & scheduling stylists.

Contracts

1. Do you have a "general" contract for 1099 stylists?
2. Do you have a wedding day contract for stylists?
3. When does the bride sign a contract and lock in services?

Invoicing & Payments

1. How & when do stylists need to invoice you?
2. How do you handle payments of added services?
3. How do you handle tips amongst stylists?
4. When do you pay stylists?
5. How do you pay stylists?

Scheduling

1. How do you schedule stylists for a wedding day?
2. How do you notify stylists that you have scheduled them?
3. How do you keep track of available stylists?
4. How do you handle changes to the schedule?
5. How do you schedule stylists for a hair and/or makeup trial?
6. How do you handle changes to a hair and/or makeup trial?



TROUBLE SHOOTING

It is important that you have policies & procedures in place to make sure that things don't go wrong AND to properly handle situations when things do go wrong.

Stylists

1. What is your policy if a stylist is late?
2. What is your policy if a stylist gets a complaint?
3. What is your policy if a stylist is consistently unavailable?
4. Are your stylists able to use work done with you to market themselves personally?
5. If there is ever a situation in which you needed to refund a client, how is this handled with your stylists?
6. What is your policy if a stylist is unprepared?
7. What is your policy if a stylist does not get her invoice in on time?
8. What is your policy if a stylist's invoice is for more services than was paid for?

Clients

1. What should your stylists do if a client is late?
2. What should your stylists do if a client is unhappy?
3. How can you help stylists to deal with difficult clients?
4. What should a stylist do if they do not think they can achieve a specific look on a certain hair type that a client is requesting?



HAIR & MU TRAINING

What particular styles of hair and makeup as well as techniques do your stylists need to master before you determine they are ready to do paying clients?

Required Hair Styles

Required Makeup Styles

Required Techniques

SAMPLE STYLIST INVOICE

Sue Smith (Stylist)

May 23, 2020

Invoice #001

<u>Service Details</u>	<u>Amount Due</u>
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Mary Richards Wedding	
Bride H/MU	\$250.00
4 Additional Services	\$140.00
Total	\$230.00

Kelly Connor Wedding (helped Brenda)	
8 Additional Services	\$280.00
Total	\$280.00

June Kirkland Wedding	
Bride H/MU	\$250.00
Total	\$250.00
Total Invoice Due	\$760.00