

## **Daily Procedures OPENING**

1. Arrive 30 minutes before the doors opens.
2. Get computer system up and running
3. Have music and video equipment on.
4. Make sure each team member has a copy of their schedule.
5. Make sure the front area is clean, organized and guest ready.
6. Count the cash bag to make sure it is the correct amount (sign and date accountability sheet in bag).
7. If there are any service or retail tickets left from previous day enter them into the system.
8. Put all mail, messages, any necessary communications, and tickets in the correct slots so the team members can access them.
9. Refer all calls concerning the employment, advertising, payroll, building info, and solicitations should be referred to the owner/manager.
10. We are here to serve our guests, to help them look and feel good, no matter how we feel. When you are busy, be sure to acknowledge each guest.
11. Accommodate all walk-ins and try not to put a guest off until tomorrow. Talk to the individual team members and make sure to work the guest in that day, especially walk-ins.
12. Take messages for staff members; leave the message in the team member's slot. If it is a long-distance or an emergency call from family, use your best judgment.