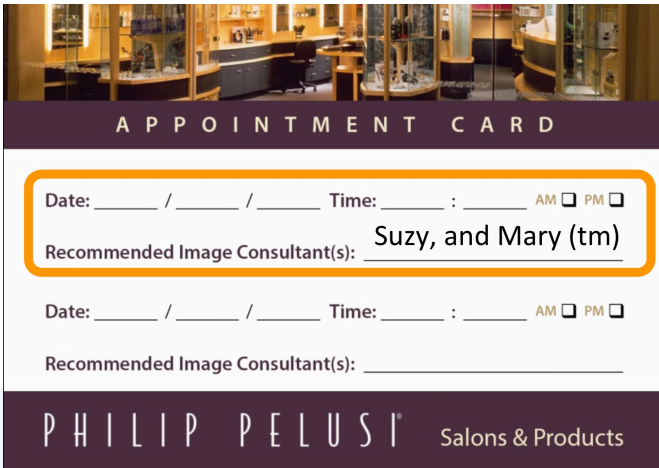# Philip Pelusi Team Guest Concept

The idea that Guests should feel comfortable when needing to be serviced by other stylists in the salon was revolutionary in the 1960's and still remains so today. For decades this concept has ensured the security of paychecks and the working environment for our stylists, as well as, a comfortable stress-free environment for our Guests.

WHAT'S IN IT FOR YOU:

- If your Guests needs a service on short notice and can't get in with you, it encourages them to try a member of your team instead of going to another salon. Anytime a Guest wanders to a new salon there is a risk of losing that Guest.

- If you need to be off for an extended time due to an accident or illness, having recommended team members to your Guests ensures they are still there for you once you return to the salon.

- If you go out on maternity leave, it will ensure your Guests are comfortable going to a team member while you are on leave and ensures they are there for your return.

- When a fellow team member relocates or decides to leave the industry, it ensures that their Guests stay in the salon and end up in the chairs of our team members who are then rewarded through increased income.

- Less turnover of Guests increases the growth of the individual stylists and of the salon providing enhanced job security.

HOW THE PROGRAM WORKS:

- Let your Guests know that "In our salons the stylists all work on teams that include stylists of the same level. If for any reason you can't get an appointment with me or want to come in on a day that I do not work, I would recommend _____ or _____ who are a part of my team."

- You should give each Guest an appointment card with your name on it, as well as, the names of your team members so that your Guest has them in case they are ever needed.

- While your Guest is in the salon, you should introduce any of your team members that are working to your Guest. It is more comfortable for a Guest to try a new stylist if they have been introduced to them and can place the face with the name.