



PHILIP PELUSI SALON SUCCESS PLAN

Salon Practices designed to ensure the safety and well-being of our Employees and Guests in Today's New Reality

In our world, where safety and sanitation has now become the ultimate determiner of great Guest Service, we are dedicated to ensuring the success and safety of our salons and all within them.



We have been working hard to make sure your return is smooth and comfortable.

We hope after reading this plan that you can see how we have been diligently and creatively reimagining salon operations built around your safety and security.

How the Salon will look differently:

- We will have a plexiglass protection shield at the front desk to ensure the safety of our Guest Service Staff and Visitors
- We will only be using every other station to ensure greater social distancing
- Every employee and Guest will have their temperature taken when entering the salon (Temp must be below 100.4)
- All Guests and Employees will be required to wear masks while in the salon
- Plastic Face Shields will be available for those preferring to perform Facial Waxing
- Waiting room chairs will be reduced and spread out to ensure social distancing
- We will discontinue serving coffee/tea

How the Salon will work differently:

- We will figure out the Guest's bill, collect retail, rebook and pay for services with the Guest in the styling chair in order to reduce crowding at the desk
- 15 minutes time will be scheduled between Guest visits in order to perform proper sanitation
- In some cases we will be offering extended hours in order to help out our designers
- We will discontinue paraffin dips, and mini-facial services in the salon
- Newer designers will be scheduled to assist with salon cleaning, sanitation, pre-booking, and collecting Guest payments



We will need your help:

- Designers will need to be flexible and work at assigned stations on busy days due to social distancing needs. Since every other station will not be used, we will need to be fluid in salons with the stations that may be open at the start of your shift.
- Lunches may need to be taken outside salon since there is not a lot of space in the back rooms and social distancing must be maintained
- Every employee will need to have their temperature taken when entering the salon. If over 100.4, employee will need to go home until temperature reduces
- Masks are to be worn at all times in the salon regardless if with a Guest or not. Anyone refusing to do so will need to go home for the safety of all.
- We ask that any employee who does not feel well , to please go home immediately.
- We will be required to send home any employee exhibiting visible signs of illness
- We ask that you help us with a no visitors policy in order to reduce traffic and exposure within the salon
- We will need you to figure out the Guest's bill, collect retail, rebook and pay for services with the Guest still in your styling chair in order to reduce crowding at the desk. Newer designers will be scheduled to assist with salon cleaning, sanitation, pre-booking, and collecting payment from your Guest when and where possible
- A towel should be placed over the mouth and nose of your Guest, while being shampooed, if a mask can't be in place
- Guests receiving color will need to hold mask over face when color is applied to side areas. A disposable mask can be put on after color is applied to sides

Changes to Guest Flow Procedures:



We will need to make changes to the way a Guest enters and exits the salon:

Guest Entering Salon Procedures:

- Guest should arrive at time of service to eliminate excess people in waiting area
- A disinfection station will be set up at front of every salon and Guests should be asked to sanitize hands, have temperature taken, and have a mask in place
- Guest will need to fill out a COVID release form
- Any Guest refusing to wear a mask will not be serviced.
- Any Guest appearing ill will be asked to reschedule

Guest Check Out from the Styling Chair:

- Designers will notify appropriate persons if available, that they are nearing check out
- We will rebook and find out the products the Guest wants to purchase
- We will total up the Guest services and sales
- We will accept payment form from the Guest and take to front desk. Some locations, and possibly all, will be able to swipe credit card at the Designer's station using portable WiFi credit card swipe machines.
- We will return to Guest with receipt and products if purchased and an appointment card with rebooked date and time
- This can be assisted by Guest Service Staff and Newer Designers assigned to the task



Re-Opening Guest Call Scripting:

We will be doing our best to ask the right questions of your Guests in order to ensure as few a problems as possible. We will also be taking the steps to ensure that the Guests understand the steps we have taken to make them safe.

"Hello Mrs/Mz/Mr _____, this is _____ from Philip Pelusi in _____, We are happy to let you know that we are getting ready to officially re-open for servicing Guests. I'm calling to see if we can get you scheduled as soon as possible. Let's talk about your hair needs at this point, so we can reserve the right amount of time for you. What services will you be looking to schedule for?"

Questions for the Guest scheduling for Haircolor.

- Are you looking for changes to your color from what was previously done?
- Have you used any home haircolor since your last visit that we should discuss upfront?
- If "Yes" to the above questions, a technical person should discuss the needs or options

General Question:

- Will you be needing a waxing service, or healthy hair treatment while in the salon

Mrs/Mz/Mr _____,

We have prepared for this re-opening by cleaning and disinfecting all areas of the salon. We have re-trained our staff in disinfection and sanitation procedures to ensure maximum safety of our Guests and employees

These will be some of the changes that you can expect on your next visit:

- All staff and Guests will be required to wear mask while in the salon
- We will be checking the temperature of all our Guests and staff upon entering the salon.
- To limit the number of people in the salon, we ask that you arrive right at the time of your appointment
- We will only be using every other station in effort to help social distancing.
- If you are getting a haircut only and you want to shampoo your own hair, we just ask that you do so within two to three hours of your appointment
- If there are any products you will want to take with you, just let us know during your service and we will have them sanitized and ready to go at your check out
- We will be ringing you out, rebooking your appointments, and accepting payment for your services/sales while at the styling station.

Pre-Opening Checklist: (CDC Guidelines)

Reception and Retail Area:

- Discard old magazines and other non-essential items in the waiting area that cannot be disinfected
- Take down any remaining sample products
- Take away candy jars
- Wipe down all soft surfaces (couches, chairs) with water and a clean towel (Remember that these soft surfaces cannot be disinfected)
- Clean and disinfect all hard, non-porous surfaces such as reception counter, computer keyboard, phones, door handles, light switches and point of sale equipment - Make sure to follow contact time for all surfaces
- Clean and disinfect all shelving, glass and display cases; keep product containers clean and dust free
- We will discontinue serving coffee/tea for time being

Stations:

- Disinfect stations, mirrors, rolling carts, and styling chairs
- Clean and disinfect any appliances

Color Area:

- Clean and Disinfect all hard surfaces, shelves,
- Disinfect by immersing color bowls, brushes, wisks, spatulas, etc.
- Spray disinfect color scales

Waxing Area:

- Empty wax pots, completely clean and disinfect – refill with new wax
- Ensure that adequate single use applicators are available and in safe closed container
- Put tweezers in safe sanitary container
- Put plastic Face Shields in area for use during waxing by designers

Shampoo Area:

- Clean all bowls, handles, hoses, spray nozzles and shampoo chairs
- Disinfect all bowls, handles, hoses, spray nozzles and shampoo chairs
- Clean and disinfect all back bar product containers

Restroom Area:

- Clean and disinfect all surfaces
- Replace any soft goods (toilet paper, paper towels)
- Be sure hand soap is available
- Place clean trash container near door
- Remove any products in the restroom – nothing should be stored in a restroom

Laundry:

- All washers should be set to using hot water

Changing Rooms:

- Wash, Dry, and Fold all Guest Gowns and disinfect all surfaces

Break Rooms:

- Ensure break room surfaces are disinfected, removing any non-essential items
- Disinfect refrigerator and microwave

On-Going Disinfection (CDC Guidelines)

Clean at Desk after each Guest and throughout the day:

- POS, Keyboards, Phones used, Pens used, iPads used, and any equipment touched

Salon High Touch Areas to be cleaned through out the day:

- Front door handles and Counter Tops
- Bathroom surface, faucets and sinks

Laundry:

- All washers should be set to using hot water
- Towels, Capes, Robes and Smocks should be dried thoroughly in clothes dryer
- Towels should be folded (using gloves) as soon as taken out of dryer and placed in closed cabinet

Designer Sanitation:

Hand Hygiene:

- Wash hands with soap/water for 30 seconds before/after eating, smoking and using the restroom
- Wash hands immediately before and after providing a client service
- We will have hand sanitizer in the salon for use during servicing
- Maintain intact skin by frequent use of lotion

Prior to servicing Guests:

- Disinfect complete station, mirror, rolling cart if using one, and styling chair
- Properly mix Barbicide Solution for Barbicide Container on your station
- Be sure all equipment and appliances are disinfected and sanitary.
- Wash Hands

During a Service:

- Wipe down entire shampoo stations between each client.
- Use hand sanitizer if needed
- Sanitize Clippers with Clipper-cide prior to and after each use.

After Each Guest:

- Disinfect complete station, mirror, rolling cart if used, and styling chair
- Clean and disinfect any appliances used
- Put dirty cape and towels in dirty bins
- Remove gloves and wash hands
- Wash tools, immerse in disinfectant solution, dry them and place in covered container or plastic zip lock bag.
- Make sure station product bottles used are clean and sanitized with disinfectant spray.

At End of Shift:

- Disinfect complete station, mirror, rolling cart if used, and styling chair
- Clean and disinfect any appliances used
- Remove gloves and wash hands
- Wash tools, immerse in Disinfectant solution and dry them and place in covered container or plastic zip lock bag.
- Make sure station product bottles used are clean and sanitized with disinfectant spray.
- Empty Barbicide Container, clean, dry and leave empty on station.

PHILIP PELUSI

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