



Policies & Procedures

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1.1 About the Salon: Welcome to Bee's Lash Boutique, located in the heart of Raceview, 4305. Founded in 2019, our salon has been the go-to destination for Handcrafted Natural and unique Lash Extensions and Beautiful Brows. 3x Award winning Salon in Classic Lash Extensions and counting. The owner Bee has a deep passion for creation beautiful lashes and creating an environment for clients to feel safe, confident and beautiful in.

1.2 Purpose of the Manual: This manual is the guiding bible for our salon's operations. It captivates us with a commitment to consistency, safety, and delivering top-quality services. It's a handbook for our team, ensuring we provide unique experiences to every client who walks through our doors.

1.3 Mission and Values: At Bee's Lash Boutique, our mission is simple yet powerful: To make every client look and feel confident. Our values are the foundation of this mission, embodying professionalism, creativity, and customer-centric service. We cast spells of excellence in everything we do.

Mission: To provide a safe space for women to relax, recharge and enjoy a good light hearted conversation.

Values: We value safe and hygienic practices of safe lash application and brow artistry at Bee's Lash Boutique.

2. Client Relations

2.1 Booking Appointments: Booking satisfying experiences at Bee's Lash Boutique is easy. We have the convenience of booking online or a friendly chat with our Owner and Master Lash Artist Bridgette (Bee), we're here to make scheduling transformation seamless.

Online Script; " Hi *[CLIENTS NAME]* thank you for your enquiry, I would love to help you further with this, can you please tell me about your goal outcome for your lash/ brow treatment? *[CLIENT RESPONSE]* Thank You, would you happen to have any inspiration photos for me to have a look at? *[CLIENT PHOTOS]* If you don't mind could you take a head shot photo (front on) so I can see the structure and shape of your eyes please, this will allow me to determine a style that will enhance your features or correct any concerns you may have. *[CLIENT RESPONSE]* Your eyes are *[describe to client what shape eye they have and the structure of their eyes (close set, wide set, upturned etc) and explain and show image of style that would enhance or correct their concerns]* allow client time to respond, take on their wishes and customise a set for them, when they're happy with a desired outcome, ask when they're available and give a suggestion of times and dates available and get their details and book them in. Let them know they'll receive forms to fill out and a deposit email/ text and all needs to be completed the day prior to their appointment.

In-person script; Greet clients at front door: Hello, *[CLIENTS NAME]*, How are you? come on in *[HOLDING DOOR OPEN FOR CLIENTS]*

- Ask how their day has been before their service allowing them to release unwanted energy before starting their appointment.
- Ask if they'd like anything different done this time at their infill appointment.
- Ask about previous holidays, work interviews, achievement, sports events, kids let them celebrate themselves and families.
- Ask the client if they'd like to listen to a podcast or audiobook they're currently enjoying during their appointment.
- Inform client during application of any lash concerns you may have suggest aftercare rehab products.
- let client know when you're about to start the lashing process "ok time to start your lashes now they're prepped and outgrows are removed" [turn on music or podcast or audiobook or allow client to relax with headphones]

2.2 Cancellation and No-Show Policy: We understand that life can get in the way of appointments. However, we kindly request 24-hour notice for appointment cancellations. No-shows may be charged 50% to cover the lost opportunity for another client.

2.3 Late Arrivals: We'll do our best to accommodate late arrivals, clients are to be informed that this may affect the time allocated for their service and subsequent appointments.

2.4 Consultations: Before we weave our magic, we take the time to understand your wishes and desires. Our consultations are a vital part of ensuring that clients leave our salon with the look they've always dreamed of. To begin a consult we allow the client to explain as best they can with images if provided, the look they're after. Reassure the client you will do your best to deliver this expectation, but first we need to assess their lash health and talk them through any concerns you may have, if any. Conduct a patch test during a consult. Take a photo of the clients eyes to get shape and structure, this will allow you to see which styling will suit the clients face before their appointment. While you're conducting the patch test talk to your client about how you can achieve their desired outcome and if their natural lashes will allow this or if they need to start lighter with some maintenance rehabilitation treatments of lash serums.

2.5 Client Confidentiality: Rest assured, your secrets are safe with us. We take your privacy seriously and adhere to strict confidentiality protocols. Your personal and service-related information is guarded like a closely-held magical artefact. All your details are safely stored on the app under your file. No information is shared with a third party. Your card will only be charged by myself at the end of your appointment with your confirmation or when a no show has occurred.

3. Services Offered:

Our devine offerings include:

3.1 Lash Lifts: transformative natural lash enhancements, Lashes are applied to lifting rods with glue balm, following the instructions of the lifting products complete all steps appropriatel, apply tint and take off rods clean eye area and show client final results with mirror.

Lash Extensions: Custom designed synthetic fibres with array of vibrant to natural colours with fine attention to detail styling. This service is conducted with a cleanse bath prior to starting the application process. After a cleanse, the lashes will be assessed to see if they need primer (add primer when needed), apply gel pads and tape down any left out lashes from the bottom lash line. Using your isolation and lash tweezers, isolate the natural lashes appropriately and apply extensions safely and precisely to create flawless lashes.

Brow Services: Mapped to perfection to create balance and symmetry, customised colours to match perfectly to your complexion. Lamination to to build structure and create fullness effect.

customisation service: each service is unique, like each individual client. Customising each appointment to make each individual client comfortable and relaxed. [silent appointment, head phones in to catch up on podcasts, studies etc. Client to pick music played in salon.

4. Pricing and Payment

4.1 Pricing Structure: Our pricing is designed to ensure divine experience for all.

BLB COLLECTION

- *Get SPRING Ready!* \$117.29
- *I'm a Boss Ass Bitch* \$209.99
- *Woke up like this* \$189.99
- *Lil Extra Spice* \$179.99
- *Naturally Sexy* \$169.99
- *The Girl Next Door* \$159.99

Brow Artistry

- Brow Wax, Dye, & Lamination \$138.60
- Lip & Chin Wax \$17
- Brow Wax \$27
- Brow Wax & Tint \$47.99
- Hybrid Dye \$57
- Brow Wax & Dye \$80
- Lamination \$70
- Brow Lamination, Wax & Tint \$107.99

STATE OF THE ART LASH ARTISTRY

- Classic Half Set Initial \$95
- Classic Half set infill \$75
- Classic Full Set \$140 | 2 wk infill \$80 | 3 wk infill \$100
- YY Luxx Full Set \$160 | 2wk infill \$90 | 3wk infill \$110
- Hybrid Full Set \$160 | 2wk infill \$90 | 3wk infill \$115
- Pixie/Fox Volume Full Set \$180 | Infill \$115 (60% lashes remaining)
- Russian Volume Full Set \$170 | 2wk infill \$110 | 3wk infill \$120
- Angel Lashes Full Set \$180 | 2wk infill \$110 | 3wk infill \$130
- Mega Volume Full Set. \$190 | 2wk infill \$110 | 3wk infill \$130

LASH LIFT

- Lash Lift \$89.99

removal \$50

Coloured lashes add on \$20

4.2 Payment Methods: We accept payment via; card, Afterpay, cash or pay by card saved to Fresha account.

4.3 Gratuity: Gratuity is welcomed but not expected. If given it is to be added to the team Christmas Party fund.

4.4 Discounts and Promotions: Will be outlined by management with instructions for implementation as needed. All clients will receive a once a year birthday discount at 15% off one service during their birthday month.

5. Hygiene and Sanitation

We're committed to maintaining the highest standards of cleanliness. Our tools undergo meticulous sterilisation, and our salon is a haven of spotless enchantment.

5.1 Sanitisation Practices: All tools are cleaned after each client, pillow is disinfected with a disinfectant wipe, tool station wiped over with disinfectant wipe, floors vacuumed daily. Dusting weekly, walls wiped down monthly.

5.2 Tool Sterilisation: All tools are cleaned in warm soapy water, air dried, sterilised under uv sterilisation light and wiped over with alcohol wipes and stored in a container with the tip covers on.

5.3 Cleanliness Standards: Most items used are disposable and used one per client. Tweezers are cleaned using our cleaning procedures after each client, brow tools are cleansed with warm soapy water, air dried and sterilised. All work tops are wiped over with disinfectant wipes.

5.4 Personal Hygiene: Staff's personal hygiene is closely monitored to ensure safety and comfort. Hands will be washed and sanitised before each client.

6. Staff Expectations

Our team is the backbone of our salon. They adhere to a dress code that's both stylish and professional. Expect our staff to exude character, professionalism, continually seek education to stay on the cutting edge, and work together as a close-knit family to create magic.

6.1 Dress Code: To maintain a consistent and professional image. dress to brand colouring, browns, beige, tans, black, whites, creams and peaches.

6.2 Professional Behaviour: Professionalism is the cornerstone of our salon's success. Staff members are expected to conduct themselves with the utmost professionalism at all times. This includes:

- Treating every client and colleague with respect, courtesy, and kindness.
- Maintaining a positive attitude and a cheerful demeanour.
- Providing exceptional customer service by addressing client needs and concerns promptly and effectively.
- Adhering to our code of conduct, which prohibits any form of discrimination, harassment, or inappropriate behaviours.

6.3 Continuing Education: We are committed to continuous growth and learning. Staff members are encouraged to pursue ongoing education and training to stay at the forefront of the beauty industry. This includes attending workshops, seminars, and courses relevant to their roles. We provide opportunities and resources to support your professional development.

6.4 Teamwork and Communication: Collaboration and effective communication are essential for creating an enchanting experience for our clients. Staff members are expected to:

- Work collaboratively with colleagues to ensure a seamless client experience.
- Communicate openly and respectfully with team members and management.
- Share knowledge and best practices to foster a culture of learning and improvement.
- Resolve any conflicts or issues professionally and constructively.

6.5 Mobile Phone: While we understand the importance of staying connected, we kindly request that mobile phones remain on silent during work hours. This ensures that our clients receive our full attention and the enchanting experience they deserve. If you need to use your phone for personal matters, please do so during designated break times and in a discreet manner.

6.6 Drug and Alcohol Policy: To maintain a safe and enchanting environment, we have a strict policy prohibiting the consumption of alcohol and the use of illegal drugs during work hours. We value the well-being of our team and clients above all else. Any staff member found in violation of this policy may face disciplinary actions, up to and including termination of employment.

7. Safety Protocols

7.1 Emergency Procedures: In case of any unforeseen emergencies, including fire, medical emergencies, or natural disasters, staff members should be familiar with our comprehensive emergency procedures. This includes evacuation routes, assembly points, and the proper use of fire safety equipment. Your safety and that of our clients are paramount.

7.2 Fire Safety: We take fire safety seriously. Fire alarms are strategically placed throughout the home. Staff members are to be trained in fire evacuation procedures and should follow them calmly and swiftly in case of a fire emergency. Never underestimate the importance of fire safety, and always be prepared. Management will show you where they are located and the process for using them.

7.3 First Aid Kit: Safety and well-being are our top priorities. First aid kits are conveniently located throughout the home and are stocked with essential supplies to address any minor injuries promptly. Staff members should familiarise themselves with the locations of these kits and be prepared to use them when necessary. Management will show you where they are located and the process for using them.

7.4 Hazardous Materials Handling: Certain salon operations involve the use of hazardous materials. It is essential that staff members handle these materials with the utmost care and adhere to safety protocols. This includes proper storage, disposal, and the use of personal protective equipment (PPE) when required. Your understanding and adherence to these safety protocols are critical to maintaining a secure and enchanting environment for both staff and clients. Management will show you where they are located and the process for using them.

8. Client Satisfaction

At Bee's Lash Boutique, client satisfaction is our ultimate goal. We pride ourselves on our commitment to excellence in every service we provide. To ensure our team consistently delivers enchanting experiences, we have established the following internal processes.

8.1 Feedback and Complaints: We value the feedback of our clients as it provides valuable insights into their experiences. Our staff is encouraged to actively seek and gather client feedback during and after appointments. This feedback is channeled into our continuous improvement efforts. Whether it's positive feedback or a concern, we treat it as a chance to learn and grow.

- Feedback forms are readily available for clients in the salon.
- Staff members are trained to listen attentively to client comments and concerns.
- Feedback is collected and reviewed regularly, and constructive feedback is used for coaching and improvement.

8.2 Handling Dissatisfied Clients:

While our goal is to enchant every client, we recognise that there may be instances where a client is dissatisfied with their experience. Our approach is to address and resolve these issues promptly and professionally:

- Staff members are trained in conflict resolution and are empowered to address client concerns.
- We have a designated client satisfaction representative who handles escalated complaints with empathy and care.
- Resolutions may involve re-service, discounts, or other appropriate remedies to ensure the client leaves satisfied and with a positive view of our salon.

8.3 Client Follow-Up: To gauge client satisfaction and maintain ongoing relationships, we have implemented a post-appointment follow-up process:

- After each appointment, our client satisfaction representative sends a personalised follow-up message to the client. This message serves to express our gratitude for their visit and to inquire about their experience.
- Client receive a post-appointment follow-up txt message to ensure your client satisfaction and to ask for google reviews.
- We request clients' insights into their visit, which helps us identify areas of improvement.
- We kindly request their support in the form of Google reviews. Positive reviews contribute to the reputation and enchantment of Bee's Lash Boutique.

9. Marketing and Social Media

9.1 Online Presence: Staff will be asked to represent **Bee's Lash Boutique** on social media, management will provide training and meet work safe guidelines.

9.2 Social Media Guidelines: Staff are to post content that aligns with the values of **Bee's Lash Boutique**, bullying will not be tolerated.

9.3 Client Photo Consent: We love to share the magic, but client consent is our priority. Before we showcase clients transformation on social media or our website, we'll ask for their permission in writing. We believe in responsible and respectful sharing.

10. Legal and Regulatory Compliance

We've secured all the necessary licenses and permits to operate our salon legally. Our privacy practices align with the law, and we uphold health and safety regulations with unwavering dedication.

10.1 Licenses and Permits: At Bee's Lash Boutique, we take legal compliance seriously. We have diligently obtained and maintain all the required licenses and permits necessary for the lawful operation of our salon. This includes but is not limited to:

- Business licenses.
- Health and safety permits.
- Any specialised licenses related to our services.

We regularly review and renew these licenses to ensure that our salon remains compliant with all local, state, and federal regulations.

10.2 Privacy Laws: Respecting the privacy and confidentiality of our clients is a fundamental aspect of our business. Our practices regarding client data collection, storage, and usage align with applicable privacy laws, including:

- QLD Privacy Laws
- Staff members are trained in privacy best practices to safeguard client information.
- We maintain a clear and transparent privacy policy to inform clients about how their data is used and protected.

10.3 Health and Safety Regulations: Ensuring the health and safety of our clients and staff is a top priority at Bee's Lash Boutique. We strictly adhere to all relevant health and safety regulations, which may include:

- Compliance with Occupational Health & Safety standards.
- Proper handling and disposal of hazardous materials.
- Maintaining a clean and sanitised environment.
- Providing safety equipment and training for staff.

Our commitment to health and safety extends to both clients and staff, ensuring that everyone can enjoy our salon's enchanting services in a safe and secure environment.

11. Record Keeping

We maintain records of client services, financial transactions, and any incidents. Client privacy and data security are central to our practices.

11.1 Client Records: Fresha booking system, this can be deleted by the client once they have chosen to stop utilising our services.

11.2 Financial Records: Fresha, the booking system keeps hold of the clients card details in the event of, cancellation, rebooking, paying at checkout or no show. The client is able to remove their card details at any time. The only person able to access this information is the owner of the salon (Bridgette Gemmell).

11.3 Incident Reports: Incident reports can be made at time of incident, dated and signed by both parties involved. These will be held for as long as legally necessary. the client who is part of the incident is able to access a copy of the record, for necessary further actions if need be.

12. Environmental Responsibility

We're enchanted by the environment too. We conserve energy, manage waste responsibly, and continuously seek ways to weave sustainable practices into our magic.

12.1 Energy Conservation: Switch off all power points when not in use, ensure all heating/ cooling and lights are off on leaving the salon.

12.2 Waste Management: Bee's Lash Boutique recycles where possible and has teamed up with Ipswich city Council waste using correct recycling bins and procedures.

BLB
BEST LASH BOUTIQUE
LASHES & BROWS