

Salon
REVIENNE

EMPLOYMENT
DETAILS



Our Mission

MISSION STATEMENT

OUR MISSION IS TO SUPPORT WOMEN THROUGH EVERY STAGE OF HAIR CHANGE BY DELIVERING THOUGHTFUL, INTEGRITY-DRIVEN SOLUTIONS THAT RESTORE DENSITY, ENHANCE DIMENSION, AND PROTECT LONG-TERM HAIR HEALTH. WE ARE COMMITTED TO PROVIDING CUSTOMIZED TOPPERS, EXTENSIONS, AND DIMENSIONAL COLOR SERVICES THAT PRIORITIZE COMFORT, REALISM, AND THE PRESERVATION OF HAIR INTEGRITY. AS A TEAM, WE APPROACH OUR WORK WITH CARE, EDUCATION, AND INTENTION—CREATING RESULTS THAT EVOLVE WITH OUR GUESTS WHILE UPHOLDING THE HIGHEST PROFESSIONAL STANDARDS.

GUIDING PRINCIPLE

WE LEAD WITH CARE, ACT WITH INTEGRITY, AND MAKE EVERY DECISION IN SERVICE OF LONG-TERM HAIR HEALTH AND GUEST TRUST.

THIS PRINCIPLE GUIDES HOW WE CONSULT, PERFORM SERVICES, RECOMMEND PRODUCTS, AND COMMUNICATE WITH ONE ANOTHER AND OUR GUESTS.

Core Values

IN PRACTICE

LIVING OUR MISSION MEANS THAT, AS A TEAM, WE:

- PRIORITIZE HAIR INTEGRITY AND GUEST COMFORT OVER TRENDS, SPEED, OR SHORTCUTS
- TAKE TIME TO CONDUCT THOUGHTFUL CONSULTATIONS AND SET REALISTIC EXPECTATIONS
- USE SCIENCE-BASED TECHNIQUES AND TOP-TIER PRODUCTS TO SUPPORT HEALTHY HAIR OUTCOMES
- COMMIT TO ONGOING EDUCATION AND SKILL REFINEMENT
- COMMUNICATE HONESTLY AND COMPASSIONATELY WITH GUESTS, ESPECIALLY AROUND SENSITIVE HAIR CONCERNS
- TAKE RESPONSIBILITY FOR OUR WORK AND CONTINUOUSLY LOOK FOR WAYS TO IMPROVE EVERY CHOICE—TECHNICAL, PROFESSIONAL, OR INTERPERSONAL—SHOULD REFLECT OUR COMMITMENT TO CARE, EDUCATION, AND LONG-TERM RESULTS.

CORE BEHAVIORS & SERVICE STANDARDS

TO UPHOLD OUR MISSION AND VALUES, TEAM MEMBERS ARE EXPECTED TO:

- APPROACH EVERY GUEST INTERACTION WITH EMPATHY, PROFESSIONALISM, AND RESPECT
- PROTECT THE INTEGRITY OF THE HAIR IN EVERY SERVICE, WITHOUT EXCEPTION
- CUSTOMIZE SOLUTIONS BASED ON THE GUEST'S HAIR, LIFESTYLE, AND LONG-TERM GOALS
- STAY ENGAGED IN REQUIRED EDUCATION AND SEEK GROWTH OPPORTUNITIES
- MAINTAIN CLEAR, RESPECTFUL COMMUNICATION WITH GUESTS AND TEAM MEMBERS
- UPHOLD A CALM, SUPPORTIVE, AND ELEVATED SALON ENVIRONMENT

THESE BEHAVIORS ENSURE CONSISTENCY ACROSS OUR TEAM AND HELP CREATE AN EXPERIENCE THAT FEELS INTENTIONAL, TRUSTWORTHY, AND ALIGNED WITH WHO WE ARE AS A BRAND.

Our Culture
AT
Salon
REVIENNE

CULTURE STATEMENT

AT SALON REVIENNE, OUR CULTURE IS ROOTED IN CARE, EDUCATION, AND INTEGRITY. WE ARE A TEAM OF THOUGHTFUL PROFESSIONALS WHO BELIEVE THAT MEANINGFUL WORK HAPPENS WHEN GUESTS FEEL SAFE, HEARD, AND RESPECTED—AND WHEN TEAM MEMBERS FEEL SUPPORTED, CHALLENGED, AND VALUED. WE APPROACH OUR CRAFT WITH INTENTION, PRIORITIZE LONG-TERM HAIR HEALTH OVER TRENDS, AND UNDERSTAND THE EMOTIONAL WEIGHT THAT HAIR CHANGES CAN CARRY. OUR ENVIRONMENT IS CALM, COLLABORATIVE, AND PURPOSE-DRIVEN, ALLOWING BOTH GUESTS AND TEAM MEMBERS TO THRIVE.

NON-NEGOTIABLE CULTURAL STANDARDS

THE FOLLOWING STANDARDS DEFINE HOW WE SHOW UP FOR OUR GUESTS, OUR TEAM, AND OUR WORK. THESE ARE NOT OPTIONAL AND ARE ESSENTIAL TO MAINTAINING THE INTEGRITY OF SALON REVIENNE.

1. CARE AND EMPATHY ARE REQUIRED

WE TREAT EVERY GUEST AND TEAM MEMBER WITH COMPASSION, PATIENCE, AND RESPECT. DISMISSIVE LANGUAGE, RUSHED INTERACTIONS, OR LACK OF SENSITIVITY—ESPECIALLY AROUND HAIR LOSS OR AGING HAIR—ARE NOT ALIGNED WITH OUR CULTURE.

2. HAIR INTEGRITY COMES FIRST

WE DO NOT COMPROMISE HAIR HEALTH FOR SPEED, TRENDS, OR DRAMATIC RESULTS. EVERY SERVICE DECISION MUST PRIORITIZE THE LONG-TERM WELLBEING OF THE GUEST'S HAIR.

3. EDUCATION IS A CORE RESPONSIBILITY

CONTINUAL LEARNING IS PART OF THE JOB. TEAM MEMBERS ARE EXPECTED TO PARTICIPATE IN REQUIRED EDUCATION, REMAIN OPEN TO COACHING, AND APPLY NEW KNOWLEDGE CONSISTENTLY.

4. PROFESSIONALISM IS NON-NEGOTIABLE

THIS INCLUDES PUNCTUALITY, PREPAREDNESS, COMMUNICATION, APPEARANCE, AND FOLLOW-THROUGH. WE HOLD OURSELVES TO A HIGH STANDARD BECAUSE OUR GUESTS TRUST US WITH SOMETHING DEEPLY PERSONAL.

5. HONESTY AND CLEAR COMMUNICATION

WE SPEAK OPENLY, RESPECTFULLY, AND DIRECTLY—WITH GUESTS AND WITH EACH OTHER. SETTING REALISTIC EXPECTATIONS AND ADDRESSING CONCERNS PROMPTLY IS ESSENTIAL TO MAINTAINING TRUST.

6. ACCOUNTABILITY OVER EXCUSES

MISTAKES ARE ADDRESSED WITH OWNERSHIP AND SOLUTIONS, NOT DEFENSIVENESS. GROWTH REQUIRES RESPONSIBILITY, AND WE SUPPORT ONE ANOTHER THROUGH LEARNING—NOT BLAME.

7. COLLABORATION OVER COMPETITION

WE SHARE KNOWLEDGE, SUPPORT ONE ANOTHER, AND CONTRIBUTE POSITIVELY TO THE TEAM ENVIRONMENT. EGO-DRIVEN BEHAVIOR OR WITHHOLDING INFORMATION IS NOT TOLERATED.

8. CALM, RESPECTFUL ENVIRONMENT

WE MAINTAIN A COMPOSED, ELEVATED ATMOSPHERE. GOSSIP, NEGATIVITY, OR DISRUPTIVE BEHAVIOR UNDERMINES THE GUEST EXPERIENCE AND TEAM CULTURE AND IS NOT ACCEPTABLE.

THESE STANDARDS EXIST TO PROTECT OUR GUESTS, OUR TEAM, AND THE INTEGRITY OF OUR WORK. WHEN EVERYONE IS ALIGNED, SALON REVIENNE REMAINS A PLACE WHERE MEANINGFUL CAREERS ARE BUILT AND GUESTS FEEL GENUINELY CARED FOR.

Benefits & Compensation

APPRENTICE COMPENSATION

APPRENTICE COMPENSATION IS \$15 AN HOUR. THERE ARE APPROXIMATELY 26 APPRENTICE SHIFT HOURS A WEEK. WHEN YOU TAKE APPOINTMENTS DURING STYLIST SHIFTS YOU'LL FOLLOW THE COMMISSION STRUCTURE BELOW.

COMMISSION LEVELS

LEVEL I

PART-TIME BEHIND THE CHAIR, PART-TIME ASSISTING. THIS IS YOUR COMMISSION LEVEL DURING YOUR FIRST 6 MONTHS ON THE DAYS YOU TAKE CLIENTS.

LEVEL II

THIS IS YOUR COMMISSION LEVEL DURING YOUR FIRST 3 MONTHS BEHIND THE CHAIR. THIS IS AFTER YOU'VE COMPLETED THE FIRST 6 MONTHS OF THE APPRENTICE TRAINING PROGRAM.

LEVEL III

THIS IS YOUR COMMISSION LEVEL AFTER 6 MONTHS BEHIND THE CHAIR FULL TIME.

COMMISSION EMPLOYEES

IF COMMISSION & TIPS ARE NOT EQUAL TO OR MORE THAN HOURLY MINIMUM WAGE THEN DIFFERENCE WILL BE PAID.

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LEVEL I

(WHILE ASSISTING MONTHS 3-6)

30% COMMISSION ON SERVICE SALES PLUS TIPS

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LEVEL II

(AFTER ASSISTING MONTHS 6-9)

35% COMMISSION ON SERVICE SALES PLUS TIPS

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LEVEL III

(BEGINS MONTH 9 OR WHEN BEHIND THE CHAIR FULL TIME)

40% BASE COMMISSION ON SERVICE SALES UP TO \$2000/ BIWEEKLY

45% COMMISSION ON SERVICE SALES OVER \$2000 UP TO \$3000/
BIWEEKLY

50% COMMISSION ON SERVICE SALES OVER \$3000/ BIWEEKLY
PLUS TIPS

EDUCATION BONUSES BASED ON PERSONAL SALES GOALS

Successful Start

APPRENTICE TRAINING PROGRAM

01

MONTH ONE- BASIC TRAINING
PERFECTING THE SHAMPOO EXPERIENCE
BLOW OUT BOOT CAMP
FLAWLESS GLOSSING
EXTENSION PREP & REMOVAL
TONING WITH INTENTION BOOK

02

MONTH TWO
ASSISTING BEHIND THE CHAIR:
PERFORMING LEARNED SKILLS ON CLIENTS
INDEPENDENTLY
\$15/ HOUR
ADVANCED COLOR TRAINING:
BLONDING WITH INTENTION BOOK

03

MONTH THREE
COLOR SERVICES ADDED TO ASSISTING
DUTIES
EXTENSION TRAINING:
BASIC WEFT APPLICATION & MOVE UPS
BEGIN TAKING CLIENTS 12+ HOURS A WEEK
30% COMMISSION +TIPS

04

MONTH FOUR
BASIC EXTENSION SERVICES ADDED TO
ASSISTING DUTIES
EXTENSION TRAINING:
COLORING
CUTTING
CONTINUE TAKING CLIENTS 12+ HOURS A
WEEK

05

MONTH FIVE
HAIR LOSS TRAINING:
MICROLINE INSTALL & TIGHTENING
COLORING TOPPERS
CONTINUE TAKING CLIENTS 12+ HOURS A
WEEK

Successful Start

APPRENTICE TRAINING PROGRAM

06

MONTH SIX
BUSINESS MENTORING:
SOCIAL MEDIA & MARKETING
CLIENT COMMUNICATION
CONTINUE TAKING CLIENTS 12+ HOURS A WEEK

07

MONTH SEVEN
MICROLINE SERVICE ADDED TO ASSISTANT DUTIES
EXTENSION TRAINING:
FUSION EXTENSIONS
CONTINUE TAKING CLIENTS 12+ HOURS A WEEK

08

MONTH EIGHT
BUSINESS MENTORING:
CURATING YOUR BRAND
CREATING BRAND AWARENESS
CONTINUE TAKING CLIENTS 12+ HOURS WEEK

09

MONTH NINE
OPTION TO JOIN AS A STYLIST TEAM MEMBER
TAKE CLIENTS 24-36 HOURS A WEEK
40% COMMISSION + TIPS
CONTINUED MENTORING THROUGHOUT EMPLOYMENT

12

ONE YEAR
AFTER COMPLETING 9 MONTHS TRAINING & 3 MONTHS AS STYLIST TEAM MEMBER YOU WILL EARN AN EDUCATION BONUS.
OPPORTUNITY TO EARN:
UP TO 50% SERVICE COMMISSION ON SLIDING SCALE
ADDITIONAL EDUCATION BONUSES CAN BE EARNED THROUGHOUT EMPLOYMENT

Job Description

ASSISTING DUTIES

ASSIST WITH DAILY FLOW OF CLIENTS WITH DUTIES INCLUDING BUT NOT LIMITED TO: SHAMPOOING, BLOW DRYING & STYLING, GLOSSING, BRUSHING, PREPPING EXTENSIONS AND CAPTURING MARKETING CONTENT.

PERFORM TASKS CONDUCTIVE TO A SMOOTH WORK DAY INCLUDING BUT NOT LIMITED TO: BASIC CLEANING DUTIES SUCH AS SWEEPING, DUSTING, MOPPING, SANITIZING, LAUNDRY, AND RESTOCKING PRODUCT.

YOU WILL ALSO BE INTERACTING WITH CLIENTS AND BE PART OF PROVIDING AN EXCEPTIONAL GUEST EXPERIENCE THROUGH PROFESSIONAL COMMUNICATION AND CUSTOMER SERVICE SKILLS.