



POSITION DESCRIPTION

POSITION TITLE : Hair Stylist / K4066
DEPARTMENT : Beauty Salon
CLASSIFICATION APPROVED BY : HRD

REPORTING RELATIONSHIPS

POSITION REPORTS TO : Salon Manager
POSITIONS SUPERVISED : Nil

POSITION PURPOSE

To ensure customer satisfaction through exceptional hair cutting, coloring and styling. To offer customers various treatments, hair straightening and creative hair styles. To provide and maintain the highest standard of services, recommendations for customer homecare, daily operational procedures and overall excellent customer care, resulting in repeat customer visits and increased sales in the salon.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- To be a Team Player to ensure the highest possible standards of service delivery.
- Be welcoming, friendly, professional and tactful in all communications with customers.
- Be discreet, do not talk about yourself neither draw too much attention to your own life situation. Use the "It's not about you, it's all about them" philosophy.
- Communicate in English or Arabic at all times. No native language to be spoken with your colleagues in case the customer doesn't speak that particular language.
- Perform full consultation with the customers to understand their needs. Complete consultation sheet for any new customer.
- Use the Disclaimer Form in case customer insist you to perform a service you recommend her not to have.
- Complete job card for every customer served and hand over one copy to Receptionist.
- Responsible for serving customers in an appropriate and professional manner, understanding the customer's needs and making sure of customer satisfaction.
- Discuss the customer's required next visit and inform Receptionist about the same.
- Ensure that product usage is kept to manufactures specification and not used in excess.
- Educating the customer and recommending products to help the customer maintain her hairstyle.
- Attending all required technical training sessions, hairdressing seminars and keeping up to date with new products, techniques and trends and reviewing trade publications.
- Selling appropriate hair products.
- Keeping track of customers' visits and services offered to them + keep track of specific color used.
- Assist in purchase orders.
- Confident with all aspects of hairdressing.
- Ensure that personal grooming and appearance standards are maintained at all times.
- Be on time for shift and prompt with each appointment.
- Perform services within the appropriate time allocated for the service.
- Be flexible with schedules in an attempt to support the needs of the salon.
- Maintain and update equipment, products, services and standards as required.



- Actively promote the brands products, services, promotions and/or discounts available in meeting maximum retail sales goals.
- Uphold the standards of sanitation and sterilization as per the salon's policies and procedures.
- Perform prep work and properly clean and restock work area as required.
- Communicate to management any and all occurrences involving staff or customers in the salon that require attention.
- Handle customer's questions and concerns professionally and courteously and answer all queries by customers ensuring complete customer satisfaction.
- Maintain a positive attitude and contribute toward a quality work environment.
- Maintain confidentiality and the highest degree of professional ethics at all times. Ensure you read the Operations Manual, have a thorough understanding of and adhere to salon rules and regulations, in particular all policies and procedures relation to employment contract, behavior, hygiene, health and safety.
- Perform any other related duties as determined necessary by management.

PERSONAL CHARACTERISTICS

- Team Player
- Dependable
- Presentable
- Hard working, responsible and positive
- Outgoing and great communication skills
- Creative

QUALIFICATIONS/REQUIREMENTS

- A minimum of 5 years of experience as a Hair Stylist, with a minimum of 2 years' experience in GCC.
- Thorough knowledge of current trends, hair styles and hair care products.
- Available to work on various schedules including weekends and holidays.
- Physical mobility (able to stand on feet for a prolonged period of time).
- Excellent communication skills.

COMPETENCY REQUIREMENTS

- Drive for Results
- Customer Focus
- Teamwork
- Integrity & Trust
- Priority Setting & Time Management

Department Head:

Employee: