

2024 Chopping Block Salon Employee Handbook





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Welcome!

Thank you for joining the Chopping Block Salon Team. I hope you find this to be your dream job with endless opportunity and room to live your best life. When I searched for a salon in 2016, I did not find exactly what I dreamed of, but I found potential here. I was hired as a stylist and manager and remained an employee for 15 months before buying the business. I knew with the right approach, the investment would be worth it. I saw the potential for a vibrant salon team that works together on clients, has administrative support and thrives in a smooth workflow. I became a salon owner so that I could provide an ideal work environment for stylists and a relaxing atmosphere for clients. Now you will also be a part of the positive experience for yourself, for your team and for our clients. Welcome to the dream team!

– Melanie



Vision

The Chopping Block exists to empower mountain-loving salon professionals to live a freedom-filled life, with an ideal schedule for personal and professional growth. We provide a respite for busy clients, so that they can feel confidence and self-love.

Mission

The Chopping Block's purpose is to provide a work space for salon professionals where their mental and physical health is valued so they can show up for clients with authentic communication, emotional connection, and modern salon services.

Story

The Chopping Block began in 1991 as a cute salon for local clients. It was purchased in 2015 by Ireland King, who renovated it into a high-end, beautiful space and hired Melanie as the manager. Melanie officially became the owner in 2018 and added structure and modern marketing. She upholds The Chopping Block's inviting reputation and high standards, while improving operations. Choosing green products and practices is a must for her. She also values personal growth and travel/vacations for herself and her team.

Core Values

Education: Job Skills (cuts, sales), Marketing locally and online, Interpersonal skills, emotional support

Self-Care: Therapy and an active lifestyle are encouraged (eg. gym, yoga, skiing, hiking), as well as receiving salon services.

Collaboration: We strive for professional improvement, have respectful and optimistic conversations, and accept feedback with grace and gratitude.

Creativity: Our personal journeys outside of work keep us inspired to create work we are proud of. New ideas are encouraged.

Integrity: We prioritize excellent communication. Individual members of our team rely on one another for a stress free work life. We under-promise, over-deliver, over prepare, and do what we say we will do.



Performance Review Procedures

Quarterly Conversations

Between team members and Melanie - conversations will include life, work and how things are going. Topics covered will include Brand Standards, Core Values, and KPI's. There are different KPI's for each level of growth as a stylist.

KPI's Key Performance Indicators

Front Desk Coordinator

\$15-\$20/hour

Shift checklist completed every shift, everything done if relevant.

Completing tasks such as laundry, cleaning stations, and answering phones throughout every shift.

Maintaining our Brand Standards and Core Values daily.

Apprentice

\$15-\$20/hour plus tips Revenue/Hour: \$150 with mentor Rev/Hr solo: \$30

Assists on designated shifts. Takes solo clients as test outs are passed. Helps with admin on designated shifts. Mentor-Stylist retail should be at least 15% of service when working together, and client retention should be high, at least 75%. Mentor-Stylist should produce \$150 in revenue/hr during duo shifts. Brand Standards and Core Values must average 8+.

Stylist

\$16-\$39/hour plus tips

Performs services, priced for demand, working with new and existing clients. A Mentor-stylist often overlaps shifts for advice. Assists with clients, and admin work. Stays at the salon for scheduled shifts and during gaps, aside from lunch breaks, works on marketing to fill future gaps.

KPI's: Services: \$20-75k/year, 10% retail/service percent

Hourly Service Sales Revenue: \$45-\$81

Mentor Stylist

\$40+/hour

Role model to others, higher education budget for advanced skill workshops, can niche down services, helps others by answering questions and teaching techniques.

KPI's: Services: \$76-125k/year, 12-15% retail/service percent

Hourly Service Sales Revenue: \$82+

Performance Review Agenda

KPI's: Key Performance Indicators

Marketing/Retention: New Clients Per Month, Returning Clients

Service Sales

Retail Sales

Ratio %

Sales per hour (sales/hours worked)

Core Values (rate 1-10)

Education _____

Self Care _____

Collaboration _____

Creativity _____

Integrity _____

Brand Standards (rate 1-10)

- Pre-visit _____
- Availability _____
- Punctuality _____
- Communication _____
- Amenities _____
- Financial Responsibility _____
- Marketing _____
- Retention _____
- Cleanliness _____



- Verbiage _____

Brand Standards

Pre-Visit Experience

Weekly posts on social media from each stylist. Service Providers read client notes before appointments to plan what services and products to provide/recommend.

Availability

Shifts are created through collaboration. We are considerate of how our schedule changes affect the team and give plenty of notice.

Punctuality

Service providers arrive 15-30 min before appointments, expecting clients to arrive 15 min early. We begin and end appointments 5+ min early.

Communication

Client conversations are injected with optimism and empathy, and focussed on the client, not the stylist. Any work or personal issues that arise are communicated with the person who can resolve it, and not discussed with clients.

Amenities

Upon a client entering the salon door, one person immediately greets with name (or makes eye contact if on the phone), and then offers a beverage, snacks, and the restroom.

Financial Responsibility

Each of us tracks our service, retail, tips, and income and lives within our means. This allows us to plan for vacation, retirement, and unexpected life events.

Marketing

Stylists are expected to actively update their own social media marketing accounts weekly, as planned during their marketing strategy conversations.

Retention

Use client name, perform returning client consultations, including writing and reading notes. Recommend product to EVERY client “for your reference.” Only reschedule clients if the stylist is sick, not for personal convenience. Clients won’t complain, they just won’t be as loyal.

Cleanliness

Wipe down all surfaces and sanitize tools in between each client. Clean and put away color bowls and clean tools before taking breaks and the end of day.

Verbiage

Off Limit Topics: Local crime, graphic details about any violence, current event politics, negative talk about other businesses, stylists, or clients, past or present.

Suggested Topics: Remain neutral in politics and religion, encourage optimism, mental health awareness, discuss weather, vacation, travel, family, pets, outdoor activities, upcoming plans, daily life activities, local events and festivals, and salon services we offer, and previous salon experiences that clients have had and loved or not loved.

Payroll

All employees, including service providers and administration, must clock in at the beginning of every work shift, and clock out at the end of every work shift.

Paychecks are direct-deposited on the 1st and 15th of every month.

- Earnings accumulated between the 1st-15th of each month will be paid to Employees by the **1st** of the following month.
- Earnings accumulated between the 16th-31st of each month will be paid to Employees by the **15th** of the following month.

Tips: Cash tips are distributed immediately upon receipt from the receptionist to the service provider, or given directly to the service provider from the client. It is up to the stylist to track and report their own cash tips. Credit Card tips are recorded in our bookkeeping and included in paychecks.

Direct Deposit: All Employees receive paychecks via direct deposit into their chosen bank account.

Pay Stubs: Payroll documents are located in our booking software and can be accessed for every pay period. You will be able to only see/download your pay stubs.

Hiring Policies

We are an equal opportunity employer, and do not discriminate based on race, gender identity, disability, or religion. The salon is a safe space for LGBTQ+ and people with any hair texture or skin tone, gender identity, or sexual orientation. We are open to giving masculine, feminine, or undefined styles to any gender identity. If you see any action, written or spoken practice that suggests otherwise, please notify a manager and we will work to make it right.

Salon Hours

We are open every day from 10am to 8pm. Hours are subject to change, based on client demand, staff availability, and admin budget. Team members will be notified via WhatsApp if salon hours are changed or we are scheduled to close for a holiday or other break.

Meal and Rest Breaks

Work station, shampoo bowl, and kitchen must be tidied before taking a break. Employees may take unlimited unpaid breaks, as long as they return 15 minutes before appointments, and not during an appointment, nor processing time.

Under Colorado law, employers must give employees a 30-minute meal break once the employee has worked five hours. Service employees may take clocked-in meal breaks when the nature of the job prevents breaking from all duties.

- **Paid lunch:** Employees may stay clocked in and have a “working lunch,” when they need to be alert to the salon space, eg. watch the front door, answer the phone, or check on a client.
- **Unpaid lunch:** When the schedule allows, employees may clock out for a 30-minute meal break and leave the salon, or go to a space that is not being used for clients at the moment. This requires at least a 45-minute gap in a service schedule, as service providers are expected to return 15 minutes before any booked service.

Overtime Pay

Any employee working over 40 hours in a Sunday-Saturday week is entitled to overtime pay of 1.5x their hourly pay.

Benefits

Free Ski and Fitness Passes

- Positions are eligible for a fitness budget of \$800 for the year, to be used for personal well being practices, such as a ski pass, gym pass, group fitness classes, personal training, therapy, counseling, doctor’s visits, and spa appointments.

Free Coffee and Lunch

- All team members can enjoy free coffee shop beverages and free meals from CuppaJoe. Use salon coffee cash for the first beverage of the day. Additional coffees and food are each employee’s responsibility to tip. In exchange for these freebies, available stylists will provide free haircuts and color (Clocked in) to employees of CuppaJoe.

Time Off

Requested Time Off

All team members must work scheduled shifts unless time off is agreed upon more than 24 hours in advance. Changes within 24-hours are for emergencies and sickness only and will otherwise result in disciplinary action. If the stylist has a slow day, she can ask to work only when her clients are booked, without disciplinary action. Approval not guaranteed if other stylists need support.

Time off must be submitted to the WhatsApp Chat. 6 weeks in advance is standard, and definitely before flights are booked, and without interfering with pre-booked appointments, especially weddings. Do not verbally ask for time off and do not ask via regular text, as these methods are not adequate documentation to track and respond to requests.

Taking time off or blocking your own schedule without owner agreement or managers is grounds for termination. The exception: Mentors and Managers help design the schedule and can manage their own hours, however we all must consider how our schedule changes affect each other before taking off or adding days. We only have 5 chairs and some stylists can't work alone.

After 12 months of Employment

Employees start *accruing paid vacation days* at the rate of 1 hour for every 30 hours worked, *up to 1 week*, based on average weekly hours worked. Owner approval for vacation dates required and specific dates not guaranteed.

After 24 months of Employment

Employees accrue up to 2 weeks paid vacation at the rate of 1 hour per 30 hours worked. Paid days off must be used within 12 months of accruing.

Paid vacation days might be granted earlier than listed for outstanding employee demonstration of Brand standards and Core Values.

Dress Code

All team members are expected to appear clean and stylish during every working shift.

Suggested: Sweater, blouse, stylish tops, jeans, pants, leather shoes, canvas shoes.

Not appropriate: scuffed and dirty shoes, snow boots, athletic shoes, ripped tops, sexy/revealing clothing, shorts, leggings as pants, snow pants, workout outfits.

Holidays

The Chopping Block is closed these days: Christmas Eve, Christmas Day, Thanksgiving Day, Easter Day, New Year's Day, Independence Day. Holidays not listed here can be requested off.

Sick Leave

Colorado Law Requires Employers to provide sick leave. Employees accrue 1 hour of paid sick leave for every 30 hours worked. 40 hours can be carried over from one year to the next.

Call or text the manager on duty immediately when you realize you need a sick day, and the employees working that day will call and reschedule your clients and/or do their services for you.

Code of Conduct

Moral and Ethical Expectations

Respect our space and clients. Show up with professionalism. We expect problems are resolved directly instead of disrespectfully -no gossip, no profanity.

No pushing or hitting others, no alcohol while serving clients, no theft, no illegal drugs on site and we must be sober while working.

All employees speak with each other as members of a team, with respect, in the spirit of collaboration, as is in our Core Values. We assume the best intentions in one another and provide optimism and new ideas to conversations. Condescending or insulting verbiage is grounds for disciplinary action and termination. Issues that arise are dealt with directly between the people involved, using respectful, positive, helpful language. If this does not resolve the issue, then a manager is brought into the conversation during a meeting. Complaining to clients or other team members about a fellow team member is grounds for disciplinary action and termination.



Diversity, Equity, and Inclusion Values

The Chopping Block Salon does not discriminate against clients or employees on the basis of race, color, religion, creed, national origin, ancestry, sex, age, sexual orientation, and physical or mental disability. All are welcome here, including LGBTQ+ and all gender identities.

Anti-Harassment

We do not tolerate harassment of any kind toward clients or fellow team members. This includes conduct or action that demeans, stereotypes, or shows hostility or aversion toward an individual. When team members have an issue, they must remain kind and professional toward one another, and seek counsel from a manager or professional therapist to find resolution.

Safety and Security Procedures

Breckenridge feels like a safe town, however, we still take certain measures to create the safest possible environment for our team and our clients. Every day at closing, the front and back door are locked, including the front door handle and deadbolt. If there is only one team member working at any time, they are encouraged to keep the front door locked before 9am and after 5pm, and to check for clients at the door, especially 15 min prior to an appointment.

Stylists must remain in the building during their client's entire appointment, even during processing time. The only exception is if the stylist asks another team member to be present and responsible for their client while they get a coffee or repark their car for less than 10 minutes. Clients are never to be left alone in the salon without a team member present, even for 1 minute.

Security cameras are always on and accessible to management, including audio and video recording.

Resignation Procedures

1. When a Service Provider (SP) resigns with 6+ weeks notice, Chopping Block will:
 - a. Expect a written resignation in person or via email
 - b. Meet for an exit interview, belonging collection, and key return, with the manager and additional team member present.
 - c. Reply honestly when clients ask where the SP has moved.
 - d. Speak respectfully about the SP to clients.
 - e. Give SP a printed list of clients seen 3+ times or spent \$100+.
 - f. Follow regular payroll procedures for remaining checks due.
 - g. Email clients letting them know where to find the SP.
 - h. Plan shoulder season exit strategy to prevent benefit repayment.

2. When a Service Provider (SP) resigns with 2 weeks notice, Chopping Block will:
 - a. Expect a written resignation in person or via email.
 - b. Meet for an exit interview, belonging collection, and key return, with the manager and additional team member present.
 - c. Reply honestly when clients ask where the SP has moved.
 - d. Speak respectfully about the SP to clients.
 - e. Give SP a printed list of top 10 highest paying SP request clients.
 - f. Follow regular payroll procedures for remaining checks due.
 - g. Active commitment-related bonuses will be deducted from final paychecks, for example, an active ski pass in February.

3. When a Service Provider (SP) gives less than 2 weeks notice, Chopping Block will:
 - a. Expect a written resignation in person or via email. Without a resignation letter, quitting will be considered “Job Abandonment.”
 - b. Meet for an exit interview, belonging collection, and key return, with the manager and additional team member present.
 - c. Reply honestly when clients ask where the SP has moved.
 - d. Speak respectfully about the SP to clients.
 - e. Follow regular payroll procedures for remaining checks due.
 - f. Active commitment-related bonuses will be deducted from final paychecks, for example, an active ski pass in February.

Termination Procedure

Colorado follows the legal doctrine of "employment-at-will" which provides that in the absence of a contract to the contrary, neither an employer nor an employee is required to give notice or advance notice of termination or resignation. Additionally, neither an employer nor an employee is required to give a reason for the separation from employment.

1. Giving resignation notice will not automatically lead to immediate termination. You will not be fired just for giving notice.
2. Follow Thrivers Society Method for resignation, including but not limited to...
 - a. Not telling clients or other team members about end date until the last 2 weeks.
 - b. Maintain professionalism with team, leadership, and clients
 - c. Don't ask clients directly for contact information during services
 - d. Do ask clients to follow your professional social accounts.
 - e. With 6+ weeks notice, you will receive a client list.
 - f. Give notice only to your direct manager or the owner
3. Grounds for termination are laid out in the Employee Handbook, and may include write-ups or immediate termination, depending on the severity of an offense.



Resignation Letter

I, _____ hereby resign as an employee of Employer Melanie Cosmo LLC, doing business as Breckenridge Chopping Block. My last day of employment will be _____.

Employer/Owner

Today's Date

Employee

Today's Date

That's It!

I have included a lot of information here to get everyone on the same page, and make any challenges easier to navigate. Each employee will also be given a clear job description and an employee agreement, explaining your individual goals, what gets measured, and what is expected. I am always growing and learning as a leader and stylist, so please bring up any feedback or questions you have during our Quarterly Conversations or book a meeting in our schedule if it's urgent. I am here to support your dreams of a growing career and beautiful work life balance, so let's keep communicating and working together!

-Melanie