

Activity: Give A Damn

The \$1000 Walk Through

Purpose:

Check out the 10,000 foot view! Train your team to see the shop the way their clients see it! It's easy to put blinders on as you get busy throughout the day. And your work area might look alright, but what about the rest of the shop?

Supplies:

Pen & Paper

(*Paper could be small legal pads, note cards, scratch paper - or note app on your phone!)

When to do a \$1000 Walk Through:

Preceding a one-on-one ("Please do a \$1000 walk through and meet me back in the office in 5!") or any time a staff member is slow or needs something to do!

Instructions:

Ask the participant to walk out the front door and turn around 3 times (you can skip this, but it's fun and usually makes people smile). When they walk in the front door, ask them to pretend they are a client who is walking into your shop for the first time, and is going to be paying \$1000 for their haircut. Ask them to take note of anything that seems out of place, messy/dirty, or not to standard for a \$1000 service.

Examples of things you may find during your \$1000 walk through: fingerprints on doors/windows, hair on floor, dirty glassware in the lounge, cleaning supplies or personal items left out on countertops, dirty mirrors, dusty shelves, chairs not faced properly, messy stations, sticky door handles, towels or trash on the floor, crusty shampoo bottles, someone's Starbucks cup, etc.

Pro Tip:

Do your own \$1000 walk through before asking a team member to do so. Then, compare your findings. A big part of the \$1000 walk through is to teach the team member to see what you see!