

# PRMP

BROW & BEAUTY STUDIO

## **PRMP BROW & BEAUTY STUDIO** **BROW, BODY WAXING & SKIN CARE SPECIALIST** **FULL JOB DESCRIPTION**

**Position:** Brow, Body Waxing & Skin Care Specialist (PART TIME WITH POTENTIAL FOR FULL TIME)

**Reports to:** Salon Manager

**Objective:** To provide high-quality services as outlined below by consistently satisfying guest expectations and demands, retain clients and meet performance expectations as outlined by leadership.

### **Responsibilities:**

#### **Customer Loyalty**

- Greet customers upon arrival and provide a guided tour of the studio and go through our list of products & services; follow service systems
- Familiar with booking system, exhibit proper phone etiquette, and schedule clients according to scripts
- Smile and be friendly
- Provide consultations for each new client
- Take every opportunity to serve guests
- Be warm and welcoming and greet guests by name
- Take initiative to resolve guest complaints—work with leadership to resolve guest challenges

#### **Service to Team**

- Always lend a hand to team members
- Arrive to work in an agreeable and calm temperament
- Work toward team goals
- Participate in continuing education programs, daily huddles and staff meetings

# PRMP

BROW & BEAUTY STUDIO

- Participate in events
- Train and mentor new staff members
- Work to your full potential

## **Service to Facility**

- Maintain cleanliness and safety of entire studio ensuring a pleasing and safe environment for the guests meeting our service and brand promise
- Report needed repairs
- Report low or no stock/backbar
- Use products sparingly/only what is needed
- Care for the environment, equipment and furnishings with the utmost respect.
- Perform all daily opening and closing duties as required

## **Professionalism**

- Adhere to all company policies and procedures
- Arrive to work ready for work (hair and makeup done) and in brand appropriate dress code
- Communicate with respect and care to all guests and team members
- Conduct yourself in a manner that supports our brand
- Arrive to work on time and as scheduled
- Support our company, our vision and values
- Accountability- no assigning blame

## **Technical**

- Proficiency with brow shaping, makeup application (brow area), facial and full body waxing, skin care/facials and any specialty services within time standards

# PRMP

BROW & BEAUTY STUDIO

- Ability to sell products to clients based on the products used while rendering services
- Ability to sell non-service related products
- Ability to perform guest care/ front desk duties when necessary
- Be open to training and mentorship to increase skill level
- Proficiency with Circadia and Face Reality brands are a plus

## **License/Education Requirements:**

High School diploma/GED

DC Esthetics License

**Physical Skill Requirements:** While performing the duties of this position, employee is regularly required to stand. On occasion, employee may be required to lift and/or move up to 20 pounds.

**Career Opportunities:** Career opportunities to mentor, educate and manage are available based on results of periodic performance reviews. Possibilities are endless. As the company grows, opportunities increase.

## **Perks**

Steady Pay

Gratuities

Training Opportunities & Career Growth

Team bonuses

Employee discounts

Accrued sick leave

Fun working culture

Paid Family Leave

**Pay Range:** \$17.50+; based on skill level and contribution to the team