

CULTURE POINTS FOR HAIR & SOUL

- We are proud of our brand and our customer service
 - Our clients experience comes first

· We call our clients on their name from the point of welcoming them in the salon and everyone says hello to them

· One of us always goes to the front to welcome a client who walks in the door (someone who is not busy or the closest person to the entrance, or taking turns)

· We leave our personal challenges outside of the salon, we come with a smile, a loud enough "Good morning" and treat each other with kindness and respect

· We listen to our clients and are sensitive to it if they want to be quiet and relax, and do not talk about our own personal life in dept

- We are a team and problem solvers, everything can be solved together

· We are keeping eye on each other during working hours and automatically help out when it needs

· We feel free to ask for help and it is ok, we never make anyone feel bad because they run behind or need help

· Communication, honesty and body language is very important, we are always conscious about it

- Education is part of our life and we are excited about it

· If we make mistakes we correct them and be careful not to make the same mistake again

- Our health is very important, so we look after ourselves

· Our salon has "NO SMOKING DURING TRADING HOURS" group consensus. A smoker can't smell it her/himself but our clients and non-smoking team members can.

- We treat each other with respect

