

Receptionist Daily Checklist WPV Location Only

_____/____

Pre-Open (to be complete at least 5 minutes before posted opening time).

- Set retail room A/C to 74.
- Turn on radio.
- Count cash to \$200.00 call Joy with any discrepancies over \$2.00.
- Put out sign.
- Review all station for cleanliness. Notify manager of any issues.
- Review assistant & receptionist checklists from previous day. Note all items that were not complete:

- Unlock doors 5 minutes before posted opening time.
Pre-Open Completed by: _____

Daily (begin daily checklist as soon as the doors are unlocked).

- Check messages & return all calls.
- Notify Manager and/or Joy if another receptionist or an assistant is late for their shift.
- Greet every client, check them in, and tell them about our monthly sales and/or new products.
- Check clients into Salon Iris without delay when they arrive.
- Check waiting room at least every 5 minutes to be sure clients are not waiting too long. Address ALL issues.
- Send opening email.
- Review the book for confirmations - call any clients who did not reply "C" and remind them to confirm "C". Call any clients who are not set up for texts. Confirm their appointment set them up for texts / explain how to confirm "C".
- Continuously walk through the store - fill shelves, organize, clean, price, and straighten all displays.
- Check coffee bar and drinks hourly for cleanliness and be sure it is always stocked.
- Answer phones. When booking appointments always book by phone number.
- Add ALL new call-ins or walk-ins to list AND computer.
- Do not leave front desk unattended (have an assistant cover if necessary).
- Review any open client or stylist issues you are working on with other receptionists as they arrive
- Receive all orders & review for accuracy and damage. Notify manager and Joy with any discrepancies immediately. Add inventory to Iris. Price and display products. Discard packing materials without delay.
- Review & complete assigned daily inventory.
- Check out assistants who leave during your shift. Review their checklist with the. Have them redo any incomplete items.
- Close and balance register. Immediately put the deposit in the safe. Call Joy with all discrepancies over \$2.00.
Daily Completed by: _____

Pre-Closing (to be complete at least 15 minutes before posted closing time).

- Make sure all confirmation calls are complete.
- Print day sheets for stylists who still want them.
- Clean coffee bar and restock all supplies for the next day. Be sure area around coffee bar is clean including the floor.
- Check out closing assistant. Review their checklist with them. Have them redo any incomplete items.
- Review 84 report, check that all sales were ring up correctly (proper stylist is given credit).
- Make sure all products are clean, stocked, full, fronted, and faced.
- Clean retail room (all areas) and make sure it is 100% ready for the next day.
- Make sure refrigerator is clean, stocked, full, fronted, and faced.
Pre-Close Completed by: _____

Closing (to be started 5 minutes prior to posted closing time).

- Let all working stylists know you are about to close and assist with any final retail purchases.
- Bring in sign.
- Close and balance register. Immediately put the deposit in the safe. Call Joy with all discrepancies over \$2.00.
- Lock the front door at the posted closing time.
- Set retail room A/C to 80, set alarm, turn lights off, and lock interior retail room doors. If there are not stylists, set both alarms and turn all lights off & turn the radio off.
- Send closing email.
Closing Completed by: _____

Manager Assigned Tasks

- Assigned to: _____/_____
- Assigned to: _____/_____
- Assigned to: _____/_____
- Assigned to: _____/_____
- Assigned to: _____/_____