#### Logo, icon  Description automatically generated

#### monthly bulletin march 2021

**Topic: Prescription review, not long enough**

Solution: Prescription reviews are free. If it were booked for 30 mins free, we wouldn’t be making any money on the changed moisturizer realistically. They’re designed to be quick photos to see if anything needs tweaking/ready for the next product. A plan should be analyzed at the beginning with the ASA.

**Topic: Products are going through to targets that aren’t your sale**

Solution: Ensure you have selected ‘internal’ for products that aren’t your sale. Don’t leave blank or it will go through as you.

**Topic: Massage procedure not being carried out properly**

Solution: Remember, what the service menu reads is what the client expects. The menu reads “we invite you to choose a scent”. Please remember to put out the 2 Salus body oils on the side table while they soak their feet to choose from and mix with almond oil during massage. I will open some more to put in cabinet so there is enough to use.

**Topic: Oxygen machine isn’t getting cleaned properly. Someone was performing a facial and green stuff sprayed out!**

Solution: If you don’t have time to clean it, either do it during the facial, or leave it in the kitchen so we know it needs cleaning before putting away. To clean, please use hot water sprayed through then alcohol wipe on the end of a cotton tip to clean the surface.

**Topic: Clients aren’t being called when their order arrives**

Solution: Check client order list before putting away order.

**Topic: Products are running out**

Solution: If you see something run low or out, please write it on the product order list. I am also going to make some product order lists to ensure nothing gets missed by management

**Topic: Hot towels left over at end of day and white towels are running out.**

Solution: Please only make as many hot towels that you need for the day. Please also ensure hot white towels are only being used for facials. The purpose of these is so we don’t mix foot with face. I have purchased more and will replace the small ones with the larger fluffier ones too.

**Topic: Bronsun Dye**

Is everyone happy with using the Refectocil oxidant being used with the Bronsun dye? This is what we are carrying out now as we found the Bronsun dye to be the exact same as the Refectocil so no point having both. It’s just a little runnier.

**Topic: Online booking confirmation team limited**

Olivia, Lily, Mariah and Jess are the only ones to confirm online bookings now. There is enough people in the management team to do them and things are getting missed.

**Topic: Few things getting missed in bookings**

If you make a booking with a client, please remember to allocate equiptment. LED, exceed, Spray tan device allocation are getting missed and then double bookings are happening. If you are booking an LED please move it up in the facial to where it will be used and drag the facial out.

**Topic: End of day jobs aren’t getting done but marked off**

Solution: This comes up every single month. Management team will be doing random checks at end of day now time to time. Watch out!

**Change of Management:**

With Mariah cutting back WBR hours we’ve had to allocate the management roll to someone else that’s full time, which only made sense to move Lily up from Assistant to Immediate manager, as of 11th March.
I will be holding a meeting soon with management team so we can allocate roles for each of them and so that you all know who to go to for what.

**Think before you speak in front of clients:**

A number of times I’ve heard targets/bonuses being mentioned at reception with clients waiting. If I we’re a client waiting and heard staff talk about reaching their targets, I’d be scared I’m going to be my therapists next person to target. Its confidential, please think before you speak in front of clients.

**Perri’s client’s booking in for ASA**

Sometimes Perri will come and ask if a client can be booked in for an ASA on the spot. I think to be fair to you doing your client preparation and your client’s expectations, the ASA needs to be booked in advance so that we can send them a questionnaire.

Please sign below when read:

Mariah: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Steph: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Molly: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Lily: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vanessa: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Laura: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Jess: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emily: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tegan: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sara: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## For any QUESTIONS, please come and see me personally or emial me Olivia@wbr.com.au