Salon receptionist onboarding checklist

ONBOARDING CHECKLIST TEMPLATE

Employee _____ Role _____ Start date _____

Buddy or manager _____

Onboarding

From the signed offer to the first month

	TASK	DUE	DATE	INITIALS
	First day			
☐	Tour the salon and show the exits, first aid kit and fire equipment	Day 1		
☐	Set up their login to the booking and payment system	Day 1		
☐	Introduce the team and each stylist's specialities	Day 1		
	First week			
☐	Train on every service, its time and its price	Week 1		
☐	Train on booking, moving and cancelling appointments Including deposits, the cancellation policy and new client consultation times.	Week 1		
☐	Train on checking in clients and offering a drink	Week 1		
☐	Train on payments, gift cards and refunds	Week 1		
☐	Train on rebooking clients and recommending retail	Week 1		
	First month			
☐	Practise handling a complaint with the manager	Month 1		
☐	Hold a 30-day check-in	Month 1		

Completed by _____ Checked by (manager) _____ Date _____ Notes _____