

# susancressy

spa & beauty therapy in practice

---

## Teamwork

The key to a successful salon or spa is to have an excellent team of therapists and support staff who work well together, for the good of the business. A high turnover of staff may be an indication that the working environment is not a pleasant or supportive one or that there are problems with relationships in the team and measures should be taken to improve the situation or this may have an impact on your clientele.



The word itself indicates what teamwork is all about.

**T**ogether

**E**veryone

**A**chieves

**M**ore

An effective team will use its combined strengths for the good of all members, help each other overcome their own weaknesses and provide support and advice to ensure a smooth running salon.

Each member of the team needs to know what their specific role is and what their responsibilities are.

Roles and responsibilities in the salon may include:

- Junior therapist
- Beauty therapist
- Senior therapist
- Nail technician
- Manicurist/pedicurist
- Massage therapist
- Receptionist
- Salon manager
- Salon owner
- Support staff such as cleaners, dispensers and book keepers

To establish an effective team requires the management to spend time making sure they recruit the right people for the job roles available, carrying out regular appraisals and putting into practice a staff development programme.

The benefits of teamwork are:

- The development of a happy and contented team of therapists
- Contributes to a successful business
- It helps to create a pleasant working environment
- It prevents a high level of staff turnover allowing therapists to establish good client relationships which in turn helps to provide client satisfaction