



One Thing's Missing from Your Salon:

FUN!

There's a lot of talk about work-life balance and job satisfaction, but there's one thing many owners, managers, team leaders and even coaches forget about when it comes to work. **FUN.**

1. Can you have fun at work and still be successful?
2. Can you love where you work as much as you love the job?
3. Should you?

The answer to all three questions is, of course, Yes! Injecting some fun—jokes, laughs, celebrations, rewards, even playing “hooky” (sanctioned by the boss, of course)—into the workplace can help us release tension, increase job satisfaction, grow close as a team and keep every member invested in the success of your salon or spa.

As beauty professionals our jobs touch the lives of others. Our clients come to us for a confidence boost, to look and feel better, to be transformed. Every day we draw on our own creativity to do this.



How do we refill our creative tanks though? It differs for each of us, but rest and relaxation does it. Gaining inspiration from art, movies, music and other stylists does it to. But so does letting your hair down and having a little fun.

Here are **five quick ways** you can liven up your workplace, recharge your creative batteries and reach your clients as the best you possible.



1

Celebrate

Beside introverts (and Ebenezer Scrooge), who doesn't love a celebration? Every day a member of your team does something worth celebrating. We're not just talking the usual birthday, anniversary, wedding or baby shower, work milestone celebrations, we're talking about the moments when a team member demonstrates exceptional levels of care, compassion or creative problem solving. When a co-worker does something that embodies the values of your salon or spa. That moment when a client says or does the most outrageous thing and somehow the stylist holds it together or stays cool and delivers an outstanding service. Even little things—keeping a station neat and organized, helping with restocking (without being asked), always having a chic look, being cheery in the morning—are worth celebrating.

So, every staff meeting, celebrate these moments and victories no matter how serious or goofy they may be. Let the culture of your salon or spa guide you in what you celebrate, and get input from your team on specific things to celebrate, but take a look at our list of celebration-worthy moments to get you started.

- **Funniest Customer Story** (of the week/month/quarter/year)
- **Best Dressed**
- **Helping Hand**
- **Busy Body Award** (not for being a gossip, but for seeing the most clients in a week/month)
- **Energize Award**
- **Best in Show** (this stylist took a tired old look or some cryptic ideas on style and created a look that transformed the client into the Best in Show)



2 Celebrate Daily

Don't limit yourself to celebrating or giving our rewards or superlatives to staff meetings only, do it on the daily.

Empower your managers and team leaders to recognize a job well done as soon as they happen (or at the end of the day/shift at the very least). There's only two "rules" to this:

- 1) The manager/team leader has to tell the recipient why they're being recognized (as in, "Great work, Beth, you delivered exactly the color and cut your difficult client wanted.") and
- 2) announce it to as many team members as possible so everyone knows.



What do you give as a reward? Anything your budget and imagination allow. Lunch at a nearby restaurant, lottery tickets, a bottle of wine, a \$5 gift card to your favorite coffee shop, let them skip the sweep-up at the end of shift and you do it, or even cash. You can make a game of it and fill a box with prizes written on a slip of paper and have them draw for their own prize.

You can even empower team members with the ability to recognize their coworkers with a goofy trophy, golden shears, gold stars. And you can even raise the stakes. Whoever has the trophy the most times in a month gets a free lunch.

3 Get Inspired

You have a vision, mission statement, and list of values for your business (If you don't, we should talk, and soon), but do you have a theme song? A mascot? A signature dance? Why not?

Silly things like a salon mascot or a spa's theme song can create some fun energy at work. Imagine starting the day with an inspiring song. Or playing



a tune that means someone will be getting a “job well done” reward at the end of shift. Or starting every staff meeting with a dance off.

Sure, it’s goofy, but it’s also fun, harmless and it creates positive energy in your salon or spa (and who couldn’t use a little more of that?).

Poll your team for song suggestions. Let people draw or bring in examples of a mascot. Choreograph a dance. Do any of these—or all of them—but make sure they relate to the team and reflect your culture

4 Start a Tradition

Traditions are an important part of celebrations. Think about weddings: the toasts, the first dance, the throwing of the bouquet. All of these are key traditions in a wedding celebration and they’re fun. So why not make some traditions for your team? Here are some ideas.

- Feed the Family. Bring in breakfast, lunch, dinner, snacks, after-work wine once a month and watch how far this little act of good will can go
- Sing (or dance) along to your new theme song
- Take the usual celebration—birthday, work anniversary—but go all out with a song and dance, cupcakes, a toast, balloons, whatever reflects your culture
- Flowers as a welcome gift to new team members
- And, as always, ask the Team for ideas





5 Gold Stars For Everyone

Remember getting gold stars? Those little foil stickers meant a lot to our kindergarten selves. What if they were actually worth something? They can be in your salon or spa.

You can encourage positive behaviors and team play in your employees by developing a list of “gold star” actions and attitudes, then giving them out as employees hit the mark. Let employees save stars and redeem them for prizes. 20 stars in a month gets you VIP parking. 30 stars gets you a \$10 gift card to the coffee shop. 50 stars earns you two movie tickets. 10,000 stars will get you on a 4-day Caribbean cruise (we’re thinking outside the box here!). Some Gold Star ideas are:



- Being on time
- Keeping a neat station
- Being Reliable
- Helping make work enjoyable and fun for others
- Taking the high road in co-worker or even client interactions
- Lending a helping hand
- Taking the initiative to do it right (whatever “it” may be)
- Showing a creative flair
- Excellent customer service
- Serving as an inspiration for those around you
- Positive Vibes

WHAT WAYS CAN YOU MAKE YOUR SALON OR SPA MORE FUN?

