

Salon & Spa Owners
**GUIDE TO
PREDICTABLE
SUCCESS**

Part Three

Recruiting The Right Team



RECRUITING

"Deciding what not to do is as important as deciding what to do."

- Jessica Jackley

Especially in our industry, recruiting is a fact of life. Investing in new employees costs money, and if you don't hire well, then your investment is a waste. But with the right team members, recruitment can be an asset that grows your salon or spa.

If you have the right staff in place, it opens up doors to truly build the business of your dreams.

Take a few minutes and jot down all the things you would love to delegate to your team.

1. What tasks deplete you?

2. What tasks light you up and excite you?

3. What are things you love to do and want to keep them on your plate?

4. How will you know it's time to hire more helping hands?



Are you a great employer? Do you have bragging rights about how great it is to work at your salon/spa?

Here Are Some Key Things To Consider When You Look At Your Business And Yourself As A Top Place To Work:

1. Why should people work for you?

2. Do you have a great company culture that excites and motivates your team?

3. Compensation: How can I pay them better than my competition?
(Note: pay is not always straight salary)

4. What benefits do I offer?



Here Are Some Other Tips To Recruit Well:

- Make a list of the skills and traits they need to have to be the right fit.
- Have clear job descriptions for the position you are hiring.
- Post your hiring advertisement everywhere, including local beauty schools.
- Follow up on all candidates ASAP!
- Interview like a pro! Have a clear system for interviewing.
- Train your team on the interviewing process so they can help with the hiring decisions.
- Reference check your hot leads.
- Don't forget ABR – Always Be Recruiting!

Again, these are all areas where our [Success Kit for Industry](#) can help. We have templates to help with all areas of recruitment, from interview questions to onboarding practices and employee handbook.

NEXT STEPS

Take Some Time And Work On The Following:

1. Reference the things you want to delegate to other people, and make a firm decision on what you will delegate and who you will delegate that task to.

2. Reflect on what makes you a great employer. Are there areas where you need to improve? If so, make a plan for change.

3. What positions are you needing to hire and what are the skills and attributes you want potential candidates to have?

4. How can you tighten up your interviewing process and your hiring onboarding?
Do you have consistent questions to ask and a training process for new employees?



WHAT HAVE YOU LEARNED FROM THIS VIDEO SERIES?

Let's Look Back At The Video Series As A Whole.

- **Video One** was all about creating the business plan of your dreams and sharing it with your team.
- **Video Two** was tracking your finances in personal and business and to coach your team to be accountable for their numbers.
- **Video Three** is all about delegating and hiring the ideal tribe for your business.

All of these areas are a huge part of your business that most salon and spa owners overlook. Far too often, we're too focused on the technical side of beauty and we completely miss the boat on the business side. If you apply what you learn, I promise you will start to see a light at the end of the tunnel.

TAKE ACTION NOW!

The [Success Kit for Industry](#) is the perfect next step to take if you want efficient systems in your business. It's filled with proven money-making templates that can turn your business around in 90 days if you do the work and actually implement the tools in your business.

[CLICK HERE TO LEARN MORE ABOUT THE SUCCESS KIT](#)

Make sure to share this series with any friends or colleagues who you know could really use it right now.

Let us know what results you have produced because of this video series!
Join our Empowering You Facebook community.

[JOIN NOW](#)

Can't wait to see you there!

~Amy



RECRUITING THE RIGHT TEAM

Hire RIGHT, Now: Interview Essentials - The Interviewing Process

Review Applications

Look for professionalism in the way it's composed.

Phone Interview

Listen to how they answer their phone and communicate.

Interview Questions

Cut questions up, put into a box.

First Interview

Have two or three team members meet with the applicant. Have the applicant pull and answer four to five questions. If a group interview, have each applicant answer a question and pass the box to the next applicant, each of them answer four to five questions.

Second Interview

Have applicants return wearing your dress code; ask them to research your business and come prepared with questions.

Third Interview

Have applicants come with a model to perform a service.

Accepting Or Declining An Applicant

If you feel that the applicant will be a good fit have them return, present your compensation package and review your onboarding process. If declining an applicant, follow up with a letter or a phone call saying that though they did not get the position at this time you will be keeping their information on file for a future opportunity.

Once the applicant is hired, follow through with the onboarding process, reviewing the handbook, policies and procedures, training schedule and setting up 30-, 60-, and 90-day reviews.

INTERVIEW QUESTIONS

1. Tell me about yourself.
2. Why did you leave your last job?
3. What experience do you have in this field?
4. What made the best boss you ever had a good boss?
5. What made the worst boss you ever had a bad boss?
6. Do you consider yourself successful? Explain.
7. What do your co-workers say about you?
8. What do you know about this organization?
9. How have you improved your skills in the past year?
10. Are you applying at other salons or spas?
11. Why do you want to work for this company?
12. Do you know anyone who works for us?
13. How long would you expect to work for us if hired?
14. What kind of salary do you need?
15. What is your philosophy toward work?
16. Give an example of a time you were a team member.
17. If you had enough money to retire now, would you?
18. Have you ever been asked to leave a position?
19. How would you be an asset to this organization?
20. Why should we hire you?
21. What suggestions have you made to help an employer?
22. What irritates you in a co-worker?
23. What is your greatest strength?
24. What do you see as your weakness?
25. What is the best way to coach you?
26. Tell me about your dream job.
27. Why do you think you would do well at this job?
28. What are you looking for in a job?
29. What kind of person do you refuse to work with?
30. What would your prior supervisor say your strengths are?
31. Tell me about a problem you've had with a supervisor.
32. What has disappointed you about a job?
33. Give an example of a time you worked under pressure.
34. Do your skills match this job or another more closely?
35. What motivates you to do your best on the job?
36. How would you know you were successful in this job?
37. How would you put the company's interests ahead of yours?
38. Describe your management style.
39. What have you learned from mistakes on the job?
40. What, if any, blind spots do you have?
41. If you were me, what would you look for in an applicant?
42. How would you compensate for a lack of experience?
43. What qualities do you look for in a boss?
44. How have you resolved a dispute between others?
45. When working in a group do you lead or follow?
46. Define "work ethic." What is your work ethic?
47. What is your biggest professional disappointment?
48. Tell me about the most fun you've had on the job.
49. Do you have any questions for me?
50. What do you want to be known for?
51. Describe your ideal client.
52. What is your current average weekly sales?
53. When being pushed to reach a goal, I:
54. When it comes to retailing, I:



55. I am excited to learn more about:
56. Five years from now I want to be:
57. When it comes to being late, I am:
58. What were your expectations for your last job?
59. Were those expectations met?
60. What were your starting and final salaries?
61. What were your responsibilities of your last job?
62. What major challenges or problems did you face?
63. How did you handle those challenges?
64. What did you like or dislike about your last job?
65. What were your biggest accomplishments and failures?
66. What was it like working for your last boss?
67. What did you expect from your last boss?
68. Did your last boss meet your expectations?
69. What have you been doing since your last job?
70. If you lost your last job, why were you fired?
71. Describe a typical work week for you.
72. Do you generally take work home with you?
73. How many hours do you normally work?
74. How would you describe the pace at which you work?
75. How do you handle stress and pressure?
76. What motivates you in your daily life?
77. What are your expectations for your salary here?
78. What are the most difficult decisions for you to make?
79. What is your decision making process?
80. What has been your greatest personal disappointment?
81. What are you passionate about?
82. What are your pet peeves?
83. What are you criticized for most often?
84. When was the last time you were angry?
What made you angry? How did you resolve it?
85. Would you change anything you did in the last 10 years?
86. Why would your friends recommend you for this job?
87. Do you prefer to work independently or on a team?
88. How do you think an ideal team functions?
89. What type of work environment do you prefer?
90. How do you evaluate your success?
91. If you knew your boss was wrong, what would you do?
92. Describe how you overcame a difficult project at work.
93. Describe how you overcame a heavy workload.
94. What is your favorite ability of yours?
95. What makes you stand out from others?
96. What interests you most about this job?
97. What applicable attributes/experience do you have?
98. What is your proudest accomplishment?
99. In what ways are you an innovative thinker?
100. What skills can you improve upon?

Are you ready to hire RIGHT every time?

Get the [Success Kit for Industry](#)

to access done-for-you
templates and make hiring

*(or anything else you need
in your salon/spa)*

Easy!

