

mindbody

TEMPLATE

A Staffing Template for Your Spa



Introduction/Overview

The spa industry is filled with therapists and practitioners passionate about beauty and wellness. So, how can you find, recruit, and manage a team of these professionals to take your spa—and your revenue—to the next level? Learn what steps to take when you need to recruit spa staff.

Make a business case

If your spa business is growing, it might be time to expand your team. Having employees is a substantial but worthwhile expense; it ensures you have enough support to provide consistent and quality services to existing and future clients. Hiring staff also guarantees that you have enough employees to manage behind-the-scenes tasks, such as cleaning, reception, and restocking.

Consider the costs versus the benefits of hiring additional staff.

The costs:

- Wages
- State payroll taxes
- State unemployment taxes
- Worker's compensation insurance
- Employee benefits
- Insurance
- Paid time off
- Meals/equipment

The benefits:

- Increased revenue
- Higher productivity
- More expertise
- Boost in sales

Your core values

A company's core values help define and exemplify the standards that shape the business and its operations. They also influence employees' work and encourage them to maintain high standards. When creating core values for hiring staff, define what your business stands for, what is most important, and what sets it apart. Consider the qualities you value most in a team member to craft meaningful and impactful core values.

Feel free to use the examples included or add your own. Write a sentence or two describing what this value means to you and your business.

<input type="checkbox"/> Community-driven	<input type="checkbox"/> Consciously evolving
<input type="checkbox"/> Respectful	<input type="checkbox"/> Service-oriented
<input type="checkbox"/> Proactive	<input type="checkbox"/> Team-player
<input type="checkbox"/> Committed to wellness	<input type="checkbox"/> Creative
<input type="checkbox"/> Humble	<input type="checkbox"/> Innovative
<input type="checkbox"/> Helpful	<input type="checkbox"/> Fun
<input type="checkbox"/> Empathetic	<input type="checkbox"/> Energetic

Job descriptions and postings

It's important to create detailed job descriptions for open positions at your spa. Each description should outline the specific responsibilities, required skills, compensation, benefits, and details about company culture. This information will help potential applicants understand the role and decide if they're a good fit for the position. As you develop your job descriptions, remember the core values you've identified and how they can help you find the ideal candidate. The more specific you can be, the easier it will be to find the perfect match during your hiring process.

Use the template and example below to create your own job description.

Short description:	
Schedule requirements:	
Compensation:	
Detailed job expectations:	
Ideal applicant description:	
Next steps to apply:	

Example office manager description and job posting

Short description:	<p><i>We are currently looking for a part-time office manager for our spa to provide exemplary customer service and support a talented team of practitioners and front-desk staff.</i></p>
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Schedule requirements:

We are looking for someone to work 15-25 hours per week to support our front desk staff. The scheduled days are flexible.

Compensation:

\$X/hour (to start) plus discounts on all products, services, and retail.

Detailed job expectations:

The ideal candidate must be dependable, diligent, self-motivated, confident, and great with people. The key responsibilities include overseeing and training staff during daily operations, managing incoming mail and bills, retail ordering, and payroll. The job also entails using a computer, so technical proficiency is necessary.

Ideal applicant description:

The ideal applicant is a person who loves beauty and wellness—and lives it. They work well alone but are an excellent communicator. They are skilled at providing quality attention to all clients. They are able to complete projects on time and enjoy managing employees. The ideal applicant has 2+ years of management experience and aligns well with our core values: [List core values]

Next steps to apply:

If you're a great communicator, take initiative, and are genuinely interested, please contact us! To apply, please send your one-page resume and a short email describing why you think you'd be a good fit for the job to the email provided. Please note we are only accepting applicants via email.

Interview questions

Preparing a list of interview questions in advance enables a structured hiring process. It ensures that all the essential questions are asked to select the most suitable candidates. It also guarantees you gather consistent information from all candidates to compare their responses and experiences.

The following are potential questions to ask your candidates. Make them your own, depending on the role and your business.

Potential questions for all candidates:

- Tell me about yourself.
- Tell me what you know about our spa.
- Have you received any of our services? What was your experience like?
- What made you want to apply for this role?
- Tell me about your job history and experience.
- How long would you like to work here? (Ideally more than a year)
- What is your preferred schedule?
- When are you available to start?
- Should you get hired here, are you interested in evolving into other roles?

Potential questions for front desk staff:

- Give me an example of a bad customer service experience in a former job. What happened, and what you might do differently next time?
- Give me an example of your ability to multitask.
- In your opinion, why do customers come to our business?
- A customer complains that she received terrible service, what would you do?
- You are scheduled to leave at 2pm, and your replacement doesn't show up. What would you do?
- How many hours per week and which days are you available to work?

Potential questions for service providers:

- Tell me about your experience. When did you get licensed? How long have you been working as a [Insert job title]? Where did you work previously?
- What do you love most about your work?
- Give me an example of a negative client experience, what happened, and what you might do differently next time?
- Give me an example of how you interact with a new client.
- Let's pretend that I'm a client and I'm nervous about my first appointment. How would you handle this?

References

Job references can help employers gain valuable insights into a candidate's work ethic, personality, and potential performance in a specific role. References also help in verifying qualifications, experience, and ensuring the accuracy of the candidate's resume.

Use this template to request references from your candidates. Prioritize professional references to confirm their job performance, customer service skills, and overall experience.

Professional reference:

Name:

Title:

Company name:

Phone number:

Email address:

May we contact this reference?:

Offer letter

A written offer letter formally and clearly details the job responsibilities, compensation, expectations, start date, and work schedule, helping candidates understand what is expected of them if they accept the job offer.

Use the template below as a loose structure for your offer letter.

Job description:	
Job title:	
Starting date of employment:	
Pay specifics:	
Benefits information:	
Acknowledgment of terms and policies (Your employee handbook, if applicable)	
Statement of at-will employment:	
Acknowledgment of offer:	

Example offer letter: Esthetician

Congratulations! We are excited to offer you a position as an esthetician at Tea Tree Wellness.

As an esthetician, you will be responsible for setting up and breaking down your treatment room, delivering exceptional customer service, upselling, communicating clearly and effectively with the front desk and managerial staff, and processing payments quickly and accurately.

Based on our discussion, your start date is [Insert date]. You are expected to be available for appointments for at least 30 hours on Tuesdays, Wednesdays, Thursdays, and Saturdays.

Your pay rate will start at a 40% commission and will increase to 50% within a year if you meet all job requirements and exceed customer satisfaction. You will receive bi-monthly payments and have the option for direct deposit.

In addition to your commission, you will be eligible for a 30% employee discount on all treatments and products. You will also accumulate paid sick time at a rate of one hour for every thirty hours worked.

With your signature, you acknowledge our core values. You also recognize that your employment with Tea Tree Wellness is at-will. This means your employment is subject to termination by you or Tea Tree Wellness, with or without cause, with or without notice, at any time.

Documents and legal requirements

When hiring a new employee, ensure all required legal documents are signed and provided. These documents relate to compliance with legal requirements, employment terms, employee rights and responsibilities, health and safety standards, and financial and tax obligations.

After hiring employees, use this section to list everything they need to sign and/or provide.*

Important: Always seek legal counsel to confirm all necessary documentation.

Forms for all new candidates:

- Signed offer letter
- Signed contract and employee handbook/policies

If considered an employee:

- W-4
- I-9 documentation

If considered an independent contractor:

- W-9
- Copies of insurance
- Business/cosmetology license or professional certification

**Based on US Employment requirements*

Orientation and training process

Training new spa staff involves several components to ensure that they are fully prepared to deliver excellent service and maintain the spa's standards. This training may cover various areas including operational processes, software systems, and payroll procedures.

Document the steps you will take to properly onboard new members of your team. Adjust and add to this list as needed.

- Receive signed forms/legal documents
- Review job description and responsibilities
- Review and reiterate employee policies
- Understanding the spa's core values, mission, and vision
- Introduce other team-members
- Tour of the facility, including where backstock is stored
- Set up software logins
- Review clock-in and payroll procedures
- Review schedule/work hours
- Provide keys and/or keycodes/security codes (if applicable)

Operations manual

Your operations manual is a reference guide that outlines the day-to-day business processes, procedures, and policies that employees need to know. It ensures best practices for every aspect of operations and that employees consistently perform and behave, which helps maintain the quality of your spa's services.

Document your spa's processes and policies below.

- Opening and closing procedures
- Handling client interactions (e.g. complaints and issues)
- Sales processes (e.g. systems software, upselling, and cross-selling)
- Safety policies and procedures
- Hygiene and sanitation protocols
- Emergency procedures
- Spa management software

Employee policies/handbook

Your employee policies/handbook includes information related to employee hours, payroll, benefits, and more.

Document your employee-specific policies here.

- What are your hours of operation?
- When and how should employees communicate with other members of your team?
- What is your payroll schedule?
- Do you have a promotion policy? If so, what is it?
- What is your dress code?
- How will you handle breaks? What happens if employees are late? How many tardies until they are on performance review and/or terminated?
- What happens if employees are sick?
- Are practitioners responsible for managing substitutions? What is the process to find a replacement if need be?
- What kind of benefits will you provide? (Discounts, free services and products, etc.)
- What are your sales expectations? Do employees get rewarded for reaching their goals? Are there consequences if they do not?
- What are your policies regarding cell phone use?
- What are your social media expectations?

Termination checklist

When an employee submits their resignation, you should start the following tasks to facilitate a smooth turnover.

Customize this checklist to suit your specific requirements.

Document your employee-specific policies here.

- Schedule last check deposit
- Recover keys, change alarm codes
- Delete logins and software access
- Schedule and conduct an exit interview
- Post job
- Confirm training new hire, if applicable

Exit interview questions

Good exit interview questions can help you understand areas that may need improvement within your business. There are no right or wrong answers; this is an opportunity for your employee to provide honest feedback.

Feel free to customize the following to suit your specific needs.

Potential exit interview questions:

- What's the address you'd like your tax documentation to go to at the end of the year?
- Why are you leaving your job?
- What did you like best about your job?
- What did you like least about your job?
- Do you have any recommendations for us?
- Would you work for us again?
- Would you recommend us to prospective employees?

During the exit interview, you'll also want to be clear about what they can expect moving forward. For example:

- Your paycheck will be processed today and should be deposited into your account about X days after your last shift.
- Your access to Mindbody and any other files and systems will be deactivated as of your last shift.
- Your discounts will be deactivated as of your last shift.
- If you're interested in rehiring, contact the owner directly and check our website and/or newsletter for hiring announcements.



**Ready to see how Mindbody can
support your spa business?**

EXPLORE THE SOFTWARE

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