

SALON PHONE POLICY

Salon Land Line

The salons land lines can only be used for:

- Receiving calls from work related personal/businesses i.e. clients, sales representatives etc.
- Contacting work related personal/business i.e. clients, sales representatives etc.
- Receiving emergency calls from family, NOT personal calls
- Contacting emergency personal i.e. Owner/Management and Emergency Services

When using the Salon Land Line:

- Be courteous always.
- Keep a smile on your face, as this conveyed in your tone of voice.
- Keep phone calls times to a minimum, well still providing a rewarding service to the client. Remember we need people to be able to contact us to book appointments.
- Watch your volume and tone.
- If needing to talk to someone else about the phone call, place the caller on hold.
- Always be confident, clear and precise with all your communication over the phone.

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Personal Mobile Phones

An Employee's Personal Mobile Phones must:

- Be put on Silent or Turned Off during work ours
- Be keep in your locker/bag etc and must NOT be kept on your person.
- Never be used during work hours only during your breaks.

If you are found using phone during works ours, without permission, you will be required to have your phone off during work hours.

Personal Mobile Phones & Social Networks

An employee shall not, either during the term of employment or after its termination use their personal mobile phone to:

- disclose or allow to be disclosed, any confidential, discriminatory or slanderous information involving your place of employment, to any social network; or
- use any confidential, discriminatory or slanderous information, whether such use is for the benefit of that employee or otherwise; or
- tag, #hash tag or name the business in any social networks without permission of the manager or owner or the business.
- use any imagery taken within the place of business, that can be associated directly with the place of business, without permission of the manager or owner of the business.

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