

# Shilpa & Mussirah - shopfloor induction

Tuesday 16th April

- ☐ PM - checklist opening and closing procedures
- ☐ PM - give Shilpa a key
- ☐ AM - phorest - rescheduling clients, taking deposits, processing gift cards
- ☐ PM - confirmation calls, whats app/text/email if no answer
- ☐ AM - taking payments
- ☐ PM - replying to WhatsApp and emails - showing the templates
- ☐ AM- finding stock to sell
- ☐ PM - logging patch tests
- ☐ PM - clients profiles - where notes should go, checking previous product/service history
- ☐ PM - logins for laptop
- ☐ PM - how to use sonos
- ☐ PM - what to do when the wifi is down
- ☐ AM - where are the retail bags, after care kits
- ☐ AM - complete phorest go academy 30-60mins