



STAFF CODE OF CONDUCT

2024-2025

At HAHA College, we are committed to providing a professional and positive environment for both our clients and our team members. Our staff code of conduct outlines the expectations and standards we uphold to ensure a harmonious and successful working environment in our training salon. By adhering to these guidelines, we collectively contribute to the reputation and success of our salon.

1. Professionalism:

Treat clients, colleagues, and trainers with respect, courtesy, and kindness at all times.

Maintain a neat and professional appearance, adhering to the salon's dress code.

2. Punctuality:

Arrive on time for scheduled shifts and appointments.

Inform the appropriate person if you're unable to attend work due to unforeseen circumstances.

3. Client Service:

Provide excellent customer service by actively listening to clients' needs and delivering high-quality services.

Address clients' concerns or feedback with a positive and solution-oriented approach.

4. Confidentiality:

Respect the privacy and confidentiality of clients, not discussing personal or sensitive information outside of work.

5. Hygiene and Safety:

Adhere to strict hygiene standards and follow salon protocols for maintaining a clean and safe working environment.

Follow all health and safety guidelines, including proper handling and disposal of tools and products.

6. Continuous Learning:

Actively participate in training sessions and seek opportunities to enhance your skills and knowledge.

Display a willingness to learn and adapt to new techniques and trends.

7. Teamwork:

Collaborate with colleagues and trainers, assisting when needed and promoting a positive team spirit.

Communicate openly and respectfully with colleagues, addressing conflicts professionally.

8. Integrity:

Be honest and transparent in all your interactions, avoiding any form of deception or dishonesty.

Avoid engaging in any behavior that could harm the reputation of the salon or fellow team members.

9. Social Media and Communication:

Maintain professionalism on social media platforms, refraining from posting content that could negatively impact the salon's image.

Respect company policies regarding communication with clients and colleagues through digital channels.

10. Compliance with Policies: - Familiarize yourself with and adhere to all company policies, including those related to attendance, breaks, and conduct. - Report any violations of policies or concerns to the appropriate supervisor.

Failure to adhere to this code of conduct may result in disciplinary actions, up to and including termination of employment. We appreciate your dedication to upholding these standards, which contribute to the success of our salon and the satisfaction of our clients.

By signing below, you acknowledge that you have read, understood, and agree to abide by the Haha Staff Code of Conduct.

Name:	Steve Churcher
Signature:	
Date:	1st September 2024

Haha Management reserves the right to update or modify this code of conduct as needed.