FREQUENTLY ASKED QUESTIONS

Do my guests need to sign a waiver prior to receiving services?
We have been instructed that the best advice is to have each salon company contact their liability insurance provider and attorney regarding a waiver. There are many different opinions, but the best opinion is from the entity that serves the salon company.

Do we charge extra for PPE (personal protective equipment)?
At SSBC, we do not recommend a charge for PPE. The recommendation is to think long-term, not short-term. Step 1 is to CHARGE PROPERLY for all services (extra color, length, etc.) upon return. Step 2, after 8-12 weeks, please evaluate cost/margin and you may need to do an increase on all services due to inflation. Timing is everything.

How do I reopen if my state/province mandates to reduce the number of people I can have in the salon company?
Please review our schedule sample 5-step guide for helpful tips on how to accommodate your team. CLICK HERE TO VIEW
If you want to conduct a customized schedule simulator session with a Summit coach, please email coaches@summitsalon.com for info.

How do I schedule my guests if I am only allowed to have one guest in the salon company (at a time)?
Use our virtual consultation process to secure 2 future reservations and a retail offering. Consider alternative processing areas outside of your salon space to allow for optimal scheduling. CLICK HERE FOR MORE INFORMATION

Do I eliminate blow dry services?
Each service provider should determine finishes based on the demand of their time. It’s not a “one size fits all statement.” We do suggest being prepared with quick finish looks, as it’s plausible that most providers will need to unitize these services. CLICK HERE FOR SUGGESTIONS

Does blow drying spread the virus?
The CDC has not confirmed that blow drying spreads the virus. Please call (US) the CDC direct to inquire. 800-CDC-INFO (800-232-4636)

What do I do with my PPP money?
CLICK HERE FOR INFORMATION REGARDING THE PPP LOAN

Do I need to rehire my staff prior to reopening?
Yes. Each state/province has specific recommendations for rehiring your staff. Please consult an employment attorney for accurate information. CLICK HERE FOR ITEMS TO CONSIDER

Do I adjust the goals per level once we return to work?
No! The virtual consultations provide an incredible opportunity to “plan for profit” on each shift. If you’re a Summit Salon, each of your service providers know their daily indicators. Be mindful of coaching your team to remain steadfast in their ability to authentically provide exceptional service while planning and tracking each day. It’s not the time to get “so busy being busy” that we undo all of the good habits. Remember, it’s not a pass or a fail, it’s all about incremental growth.

How do I get information that is customized for my salon company?
For customized resources on the following topics, CLICK HERE or contact coaches@summitsalon.com Cost per hour range is 13,340–20,010 Level Loyalty points (points vary by coach). Canadian salon companies email coaches@summitsalon.com for pricing.