How to reopen your Salon or Spa after Covid-19

Prepping to re-open your salon or spa?



Step One: Order Supplies

- [ ] Disposable masks for customers
- [ ] Nitrile gloves in multiple sizes for customers
- [ ] Disinfecting wipes
- [ ] Hibiclens for handwashing
- [ ] Hand sanitizer in a touchless dispenser
- [ ] Disposable cups for beverages
- [ ] Backbar, dispensary and retail items

Step Two: Reschedule appointments

Make the process of cancelling and rescheduling appointments easier by staying organized with a master rescheduling list.

- [ ] Start a spreadsheet

  Use a spreadsheet to keep track of appointments that need to be rescheduled. Create columns for the client's name, contact information, and appointment type.

- [ ] Reschedule appointments

  Contact the clients on your reschedule list and give them priority booking for the initital time fram after reopening.

- [ ] Repeat the process (if necessary)
- [ ] Set up online booking

Use https://www.mangomint.com online booking platform to automatically cancel appointments as opening dates change and allow clients to rebook themselves.

Step Three: Check for updates

Don't completely bury your head in the sand. Make sure you stay aware of any important updates and guidelines coming from state of local officials.

- [ ] Subscripe to your state and local news releases

  Make sure to follow the news and get regular updates on any official order and guidelines.

- [ ] Join online trade specific and business specific groups

  Get in touch with other in the industry by joining groups on social media, follow the online forums for advice and community.

- [ ] Bookmark official city & state goverment websites

  Bookmark important websites so you can check them easily.

- [ ] Get in touch with the city or local government if necessary

  There is a lot of conflicting information out there, contact loval government offices to clear up any uncertainties.

Step Four: Focus on education

Stay motivated. Encourage your staff to use this time to learn new skills, perfect existing ones, and engage in online courses.

- [ ] Get Barbicide Certified

  Refresh your staffs knowledge on how to properly disinfect.

- [ ] Subscribe to online courses

  Take advantage of the multitude of free courses available online or sign up for an education platform to learn new skills

- [ ] Start an education forum for staff

  If you have a team, set up a weekly Zoom meeting for staff to share knowledge and discuss any learnings.

- [ ] Provide virtual consultations

  Offer virtual consultations for clients in order to make hair plans prior to their next appointment.

Step Five: Create Distance

Make your customers feel comfortable at your business by designing a new layout with more physical distance between chairs or stations.

- [ ] Create a schematic of your space to plan for social distancing

  See what you're working with in your space and note the current distance between each chair or station

- [ ] Plan a new layout

  Work with the schematic to determine how to change your layout to provide a minimum of six feet of space between each station.

- [ ] Schedule a time to implement the changes

  Set a time to go to the business and try out the new schematic. Take the time to prepare the new setup and visualize how it will work with staff members and clients.

Step Six: Rethink schedules

Reworking your business hours may be the only way you're able to create enough distance between clients and limit the number of people present at once.

- [ ] Consider a split shift
- [ ] Start a conversations with booth renters to coordinate schedules
- [ ] Expand your business hours
- [ ] Adjust online booking to match new hours and shifts

Step Seven: Set up new protocols

- [ ] Create handwashing protocols

  Outline expected handwashing protocols for staff and clients, make sue everyone knows whatis expected.

- [ ] Set up a contactless retail system and checkout process

  Make adjustments to your retail product display and system to limitthe amount of people that need to touch items. Set up touchless checkout if possible. Learn how to set it up on a Poynt device for Mangomint users.

- [ ] Schedule a deep clean
- [ ] Set up automatic waivers

Reopening the Business

Step Eight: Talk to clients

Get the word out to your clients about your reopening and let them know about your new protocols, they'll appreciate knowing what to expect.

- [ ] Send a mass email or text

  Eliminate confusion while informing clients what to do at their next visit. Ease any anxiety by explaining your safety plans and protocols.

- [ ] Ask for feedback

  Ask your clients for suggestions and feedback about how you can make them feel more comfortable and accomodate any specific needs.

- [ ] Put up signage

  If necessary, put up signage around your business that explain protocols. Use signs to remind staff and clients hot to follow safety guidelines.

- [ ] Ask for clients to come alone

  Consider asking your clients to come to their appointments alone. There's no need to have extra people in the space.

Step Nine: Finishing touches

Allocate time prior to the reopening of your business to create new protocols that support the safety and health of your staff and clientele.

- [ ] Remove magazines and multi-use materials from waiting areas.

  Eliminate any unnecessary materials that could become infected. Reduce opportunities for the virus to spread on physical objects.

- [ ] Practice your new processes - from client arrival to checkout

  Make it an easy transition. Clients will feel at ease by seeing your confidence and strict adherence to safety measure. Iron out any rough spots and train staff by running practive rounds from start to finish.

- [ ] Implement a daily meeting

  Add a daily meeting to the start of each shift. Use it as a forum for discussion and to remind staff about plans and protocols.

- [ ] Reopen your business

  Take a deep breath and open for business. Stay healthy and put safety first.

Additional Resources

- [ ] Qualified Salons recieve masks free https://www.mangomint.com/l/reopening-guide/

  Click here for your free masks

- [ ] Have questions about online booking or how to create a contactless retail and checkout system? Join the Mangomint basics webinar https://app.livestorm.co/mangomint/mangomint-basics

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