

Salon Hiring Toolkit

JD Template · Interview Questions · Trial Brief · modernsalonowner.com

Role: [Level] Stylist at [Salon Name]

About us:

[2–3 sentences about your salon. Include: your style/specialty, your team culture, why someone would want to work there. Write it like a human, not a corporate HR page.]

What you'll actually do:

- See [X] clients per day across [service types]
- Maintain your own client book with support from our front desk
- Participate in fortnightly team training
- Contribute to the salon's retail targets — we'll train you on our system

Who we're looking for:

- [Level] stylist with [X+] years of experience in [specialties]
- Someone who reads the room — you know when a client wants to chat and when they want quiet
- Reliable. We run a tight schedule. If you're 10 minutes late, 5 clients feel it.
- A team player — we operate as a salon, not a collection of individual businesses

What we offer:

- Tiered commission: [X]–[X]% based on performance (full structure shared at interview)
- Retail commission: [X]% — we run a genuine retail system
- 2 training days per year — we cover travel and your day rate
- [Any other specific benefits]

To apply:

Send us your portfolio (3–5 photos, before/after preferred) and a 3–4 sentence note about why you're looking to move. We read everything. We reply to everyone.

Q1 — RELIABILITY

"Tell me about a time you made a mistake with a client — what happened, and what did you do?"

What to listen for: Looking for: ownership of the mistake, specific action taken, what changed afterwards. Red flag: blame on the client, vague answer, no mistake admitted.

Q2 — CLIENT MANAGEMENT

"Describe your most difficult client. How do you handle them?"

What to listen for: Looking for: emotional intelligence, specific strategy, outcome. Red flag: no difficult clients, or answer is entirely complaint about the client.

Q3 — TEAM FIT

"What's the most important thing a team can do to make your work easier?"

What to listen for: Looking for: reciprocal thinking (not just 'what team can do for me'). Red flag: list of demands with no contribution.

Q4 — MOTIVATION

"What would make this job the best you've had in 5 years? And what would make it the worst?"

What to listen for: Looking for: clear self-awareness. The 'worst' answer is often more revealing. Red flag: 'no worst case' or entirely money-driven answer.

Q5 — GROWTH

"What technique or service are you working on improving right now?"

What to listen for: Looking for: genuine curiosity, continuous learning. Red flag: nothing — or an answer that sounds made up.

Duration:

4–5 hours, morning session preferred

Pay:

Standard hourly rate for the level — always pay for the trial day

What you're assessing:

1. Technical skill — watch 2–3 services, not one. Look for consistency. 2. Client communication — do they build rapport naturally or just work in silence? 3. Chair management — do they stay on time? How do they handle a service running over? 4. Team integration — do they help others between clients or disappear to their phone? 5. Closing behaviour — do they naturally mention rebooking? How do they say goodbye?

Scoring:

Score each dimension 1–4 using the Hiring Scorecard (available in the Downloads section). Hire threshold: total 16+/20. Below 14: no offer.

The reference check:

Call — don't email. Ask: 'On a scale of 1–10, how reliably would [Name] show up?' Any score under 8 is a red flag. A pause before answering is a red flag.