



Salon Culture

At Lash Method, our primary priority is ensuring our clients have a wonderful experience. We want all clients to leave their appointments feeling beautiful, confident, and ready to take on the world. We care about their needs and believe in giving them a reason to keep choosing Lash Method for their beauty services.

We also care about you! We're committed to creating a professional work environment where you can come to work and express your artistry in a safe setting where growth is celebrated.

This document outlines the importance of keeping our brand's purpose alive by maintaining our salon's culture.

Our Purpose

We want every client to leave their appointments feeling confident and beautiful! We satisfy our client's needs by providing top-notch beauty services through skilled artistry and our salon culture.

We also pride ourselves on developing top-tier talent and facilitating an environment conducive to growth so all our artists feel supported throughout their journey with Lash Method.

Salon Culture

At Lash Method, we pride ourselves on providing pleasant, memorable services for every client that walks through our doors. The client experience starts with you, and we want to give you the resources you need to succeed!

We realize that the power of our brand starts with our strong Salon Culture and how it drives each customer's experience. This culture has been established to create alignment around expectations and consistency amongst the team.

Professionalism

We pride ourselves on our reputation as one of Salt Lake City's best eyelash extension studios. We achieved this merit through providing consistent and stellar services to our clientele and having a high-caliber team with immense talent and professionalism.

We take professionalism in the workplace very seriously, and we believe it is a direct reflection of our salon and its culture.

Professionalism is categorized by a high level of work ethic, honesty, communication, behavior, and attitude. It also extends to work attendance, dress code, and following proper service procedures.

When we provide consistency amongst all services and artists, we safeguard our reputation and meet the high expectations of our clientele.

Refer to the Lash Method Employee Handbook for additional information or policies surrounding any of these topics.

Follow Salon Protocols

Adhering to salon protocols is non-negotiable for all Lash Method employees. These protocols exist to minimize variability and ensure that every client has a good experience and that all provided services are of top-notch quality. It also protects the health and safety of all clients and employees.

These salon protocols encompass customer service, appointment booking, cleaning, and service protocols. For more in-depth details on each topic, refer to the Lash Method Training Manual.

Open Communication

As stated in the Employee Handbook, we derive success by working together as a team. Our success as a business can only be assured when we thrive as individuals and work together as a team.

As such, we encourage open communication lines between management and staff.

We expect you to talk openly with us about work-related issues, questions, challenges, and concerns so they can be resolved. Please reach out to the salon's owner or manager so we can work together.

Management's commitment to the staff is to foster a safe environment where artists can learn and hone their skills. We strive to stimulate the growth of all employees through honest and open feedback, coaching, and one-to-one performance reviews.