

12 Month mentor program

Price: \$79 per month inc gst & postage

Each month Total Salon Solutions will post you a new training DVD covering the topics as outlined below, designed to mentor, empower and transform your salon staff and management.

6 sessions for salon staff & owners

1. *No more excuses – sell retail like a superstar*
2. *Unravelling personality types at work*
3. *Upselling and rebooking like a legend*
4. *Watch out for dream takers*
5. *I want a pay rise please boss*
6. *You choose your attitude when you wake up*

No more excuses – sell retail like a superstar

A brilliant step-by-step selling bootcamp! Generally staff don't sell retail because they don't know how – no more excuses after this session. This session trains staff to understand that selling is their job. Your team will be empowered with brand new skills to confidently sell retail to every client.

Unravelling personality types at work

There are four types of personalities in the workplace – what's your type? Ever wondered what makes people moody in the workplace? Why is it that some team members want to achieve and others don't? Is it the way that we were raised? Is it our personality or our personal choices? Understand what makes all four personalities tick and how to best approach your work life to achieve success with all types.

Upselling and rebooking like a legend

Basic fact: upselling will increase sales and not upselling will decrease sales. Successful upselling and rebooking requires skill and talent. This session is all about understanding how upselling and rebooking affects the salon's bottom line and ultimately how that affects you.

Watch out for dream takers

Warning: watch out for the work place vampires that like to see others fail! This training will teach you how to achieve in a sometimes negative world. You will be retrained to believe that you can achieve anything you set your mind to! Look out world – nothing and nobody will get in your way now!

I want a pay rise please boss

Everybody deserves a pay rise but at what point should this happen so everyone's happy? How much money should a stylist or therapist be taking per hour? This session will enlighten staff to discover for themselves if they warrant a pay rise. Having a job is a privilege, but keeping it is up to you!

You choose your attitude when you wake up

Attitude in the workplace = giving 100%. How are clients affected by your bad attitude? What are staff's attitudes towards the salon owners? Attitude is not a trained skill but rather a choice! Everybody wants to hang out with winners! However misery loves company and one rotten egg will spoil the whole carton! Learn how to be a winner 100% of the time.

6 sessions for salon owners:

1. *What about me?*
 2. *A salon with consequences*
 3. *Leading your team to win*
 4. *Staff incentives revealed*
 5. *Don't you dare touch my profit*
 6. *Dealing with difficult people*
-

What about me?

Sick and tired of making everyone else happy? Struggling with the whole balancing act? Paying yourself last? This fun and to-the-point session will show you just how easy it is to put yourself first and still create a dynamic and happy team of staff.

A salon with consequences

Frustrated with staff not doing what you want them to do? Fed up with accepting poor performing staff? It's time to stop complaining about what you allow yourself to tolerate! Time to take action and set some consequences that will help build a salon environment based on respect, appreciation and dedication.

Leading your team to win

How do you show up as a leader? Are your leadership skills the same as they were when you started your business? It's time to step up your management skills and become a leader who inspires and empowers! It is your job to lead your team to win and that means educating them on making money.

Staff incentives revealed

Discover winning staff incentives! Listen to amazing insights on how to motivate your staff to achieve and be rewarded. Daily, monthly and yearly incentives, all revealed in this session.

Don't you dare touch my profit

When it comes to overheads there are some things you can't control but it is important to understand the things you can control. Net profit is vital! Who and what are affecting your profit? Learn how to take control and keep a tight leash on your profit starting today!

Dealing with difficult people

Smile. Breathe. Smile. Breathe some more! Enough said! Learn the basic skills and techniques you can adopt straight away to deal with difficult people and walk away feeling empowered, positive and professional.

Order your 12 month mentor program below.

NAME: _____ **DATE:** _____

BUSINESS NAME: _____

DELIVERY ADDRESS: _____

CITY: _____ **STATE:** _____ **POSTCODE:** _____

PHONE: _____ **EMAIL:** _____

PLEASE CIRCLE: VISA MASTERCARD AMEX **EXPIRY DATE:** _____

CREDIT CARD NUMBER: _____ **CSV NUMBER:** _____

SIGNATURE: _____

**TOTAL: \$79 DEBIT PER MONTH
INC GST & POSTAGE**