



Wednesday 19th August

### **It's time to book.....**

Hello

It's good to be in touch, I trust you have kept safe & well during the last few months and are getting used to the new normal that we are all experiencing when we leave the safety of home.

Keith Graham Hairdressing has been reopened for 6 weeks and we have seen over 600 of you in this time, the team are getting used to the new ways of working, with many additional changes following guidelines set out by the government to keep the team, visitors and guests safe in the salon. From the 8th August it became mandatory for you to wear a face covering when attending your appointment, (there are some exceptions such as children under 11, if you rely on lip reading, have a physical or mental illness) for more information please go to <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#when-you-do-not-need-to-wear-a-face-covering>. It is mandatory for the team to be wearing a face mask & a visor whilst carrying out close contact services such as hairdressing & beauty treatments.

**Appointments** - The initial rush for appointments has now calmed and it is easier to get a booking if you have not already done so. I would like to thank all of the guests that have already supported us in the last few weeks and hope you liked our new ways of working and how you were looked after, any feedback that would help us to improve your visit to the salon are always welcome. The online booking system is now available for you to use, this will require a minimum 50% deposit with the option to pay in full if you wish to do so. All future visits to the salon will continue to be by appointment only.

**Track & Trace** - we always keep a record of guests and visitors to the salon as we work by appointment, the guidance from government is that we keep a record of all contacts for 21 days for track & trace system in case there is a contact with covid-19.

**Health Check Questionnaire** - once an appointment has been made for you, prior to your visit you will receive an email to confirm that you have no Symptoms of Covid -19 Or should be in self isolation. This is so that we can protect our team and guests whilst coronavirus is still ongoing. If you answer Yes to any of the questions you will need to contact us so that you can reschedule your appointment. You will also receive a consultation form for a Cut & Style and Colour services, which may be useful to improve our service to you and helpful prior to your visit. Thank you if you have been returning the forms.

**Changes to Opening Hours** - We are changing our opening hours from Friday 28th August these are as follows Monday & Wednesday 9.00am - 5.30pm, Tuesday & Thursday 9.00am - 7.00pm, Friday 9.00am -6.00pm and Saturday 9.00am -5.00pm.

To accommodate our guests each designer will continue to work at a designated work station and only work on one guest at a time. All guests will be seated at every other station to help maintain social distance between each other allowing upto a maximum of 5 guests in at any one time. We have installed protective screens at reception and inbetween the wash house so that all the basins can be utilised.

**Safety** - The safety of all of us is important and we will continue to follow current guidance and maintain our current cleaning regime at each styling station prior to you

sitting it, all the equipment your designer will be using during your service will be sanitised and fresh clean gown & towels will be specially prepared for you in a protective bag.

Hand sanitiser and hand washing facilities will be available for you to use and you will be encouraged to use hand sanitiser upon arrival.

Please arrive on time for your appointment and wait to be let in by one of the team, we want to ensure we are ready before you come in. Please attend your appointment alone where possible.

**What to Bring with you** - we would like you to bring as little as possible to your appointment, a small bag with your phone, keys, payment method and something to read. Magazines are not be available at the moment, Digi-mags will be available from next week for you to read straight from you mobile device.

**Refreshments** We are only allowed to offer water in a disposable cup or bottle, you will be unable to consume hot drinks or food whilst in the salon.

**Skin Test** - If you are requiring a colour service it will be necessary to skin test you 48 hours prior to your appointment, this is following manufacture instructions, complies with our insurance and Health & Safety. You will need to book a time slot for the skin test.

**Payments** - We would prefer you to pay by debit / credit card, we will of course still accept cash payment. If you would like to leave an optional gratuity for your designer please use cash in an envelope to give to them.

**The Team** - my team have been fantastic adapting to all the changes due to Covid-19 and accommodating new hours and ways of working, here's a reminder of who they are and how long they have worked at Keith Graham.

**Lisa** - front of house always ready with a welcome - almost 19 years,

**Sarah** - Creative Director and salon manager, fabulous at hair up and all hairdressing services - 17 years,

**Stephanie**- Salon Director, works part time good at all hairdressing including male guests - 12 years.

**Callum** - Salon Director, likes natural balayage, hair extensions and has excellent barbering skills - 7 years.

**Ocean** - Salon Director, excellent colour skills and knowledge, great at styling with GHD styling tools and leads N.V.Q training in salon and soon to be qualified assessor - 7 years

**Georgia** - Senior Designer, great with children and the older generation, doesn't mind a perm! - 4 years.

**Danielle** - Senior Designer - loves creative colouring if you want something bright & bold then she's the one - 2 years.

**Alesha** - Future Professional, capable in the following services styling, colour services and short graduation cuts, all theory complete and due to take final N.V.Q level 2 assesment in October - 2 years.

**Harvie** - Future Professional, steaming through N.V.Q enjoys colouring and capable of styling and some colour application - 1 year.

**Lastly myself Karen** - Salon Owner for 20 years in a few days time... I still enjoy all hairdressing and being in the salon as creative director working with guests, as business owner I have many hats and a varied job role away from the salon working on maintaining a profitable business to ensure the future of Keith Graham Hairdressing and developing the team that works within it.

Continue scrolling to see some of our work.....

**Thank you** for taking the time to read this information, the team & I are looking forward to seeing you all again soon and welcoming back to Keith Graham Hairdressing, take care.

**Kind Regards**

**Karen Harvey & the Team at Keith Graham Hairdressing**



