
OLIVER JELFS

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Professional summary

Committed salon manager using exceptional leadership, organisational and communication skills to manage high-performing cross-functional teams. Well-versed in product delivery to effectively lead projects, company operations and business growth. Motivated salon manager with 24 years of progressive experience in the hairdressing industry. Offering expertise in cutting, colouring and styling, with aptitude in leadership. Energetic self-starter and team builder able to navigate high-stress situations and achieve goals on time and under budget.

Work history

Hair Salon Manager, 01/2003 – 07/2010

Retro – Birmingham, West Midlands

Motivated staff to provide outstanding customer experiences, increasing positive salon reviews

Used impeccable organisation and team management skills to deliver to busy treatment schedules.

Recruited and trained high-performing, personable staff to meet first-class client care goals.

Maintained excellent working knowledge of industry trends and offer impeccable support to end-users.

Improved team efficiency by training and mentoring individuals through diligent team meetings and setting goals.

Handled the day-to-day running of , ensuring high levels of productivity and progression.

Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

Inspired and motivated up to 6 salon staff to exceed our business goals through promotions

Senior Hairstylist, 01/1999 – 06/2002

rococo – Birmingham, West midlands

Supported reception efficiency by taking phone calls, inputting appointments and collecting payments.

Maintained regular client list of up to repeat customers while handling walk-in clients daily.

Recorded notes for future reference, including customer preferences and services delivered.

Assessed customer hair texture, treatment history and desired outcome to identify appropriate services.

Politely answered phone and scheduled appointments for clients.

Selected hair colours based on customer preference.

Suggested treatments and styles to suit customer appearance and desired look.

Kept work areas, tools and equipment clean and properly sanitised to minimise risk and cross-contamination.

Trimmed and styled hair for weddings and special occasions.

Used scissors, trimmers, clippers, razors and brushes on over customers with customer satisfaction rate.

Employed a variety of hair style techniques, including curling and straightening.

Built strong and lasting rapport with clients through consistent delivery of requested services and exceptional results.

Junior Hair Stylist, 02/1996 – 08/1997

Koshi hair and beauty – Birmingham, West Midlands

Politely answered phone and scheduled appointments for clients.

Examined hair texture and condition to determine appropriate treatment.

Set up workstation and treatment room with necessary products, equipment and supplies.

Promoted and sold salon services and products.

Kept work area in clean and neat fashion to stay productive.

Sanitised workstations and salon equipment for safety purposes.

Answered phone calls daily to assess customer needs, schedule appointments and give advice on hairstyle and colour options.

Recorded notes for future reference, including customer preferences and services delivered.

Trimmed, cut and shaped hair and hairpieces based on customer preference for daily customers.

Staff training
Leadership
Social media marketing
Employee development

Skills

Active listening
Accurate money handling
Treatment scheduling

Education

Higher National Diploma : Personal Training , 04/2018
Sports Wise - Birmingham
NVQ Level 2 : Hairdressing , 02/1998
Heart of England Training - Birmingham
GCSE : 02/1996
Dame Elizabeth Cadbury School - Birmingham

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16 February 2021

Top cut salon

RE: Enthusiastic and Hardworking Salon manager

Dear Sir or Madam,

Please accept this letter as an expression of my interest in the Hair Salon Manager position. I am a highly motivated and results-focused salon manager with an established background in the hairdressing industry. I would relish the opportunity to devise and plan strategic initiatives which I believe will prove valuable to Top cut salon.

Throughout my career, I have perfected my skills and technical abilities. I am a capable and consistent problem-solver skilled at prioritising and managing projects leading to success . I have a record of accomplishment of initiative and dependability running projects such as promotion and hiring of staff

In my previous role, I contributed customer service, management, and steered toward team efforts and business improvements. I am forward-thinking and coordinated with new developments in the hairdressing field. I have proven to be effective and collaborative with strong motivation talents. I am in my element managing projects where I can coordinate activities and achieve a positive result.

I have been out of the field for a while because of unexpected medical problems. Everything has been taken care of and I am ready to go back into the workforce. I would be happy to give you more information if you have any further questions.

Please take a moment to review my CV which outlines my suitability for the salon manager role . I would appreciate the opportunity to speak with you regarding my application.

Thank you for your consideration.

Sincerely,

oliver Jelfs

Job description

Top cut hairdressing **Salon Manager**

Derby, England
£20K - £21K

An exciting opportunity for a dynamic individual to join our DERBY salon

- *Are you passionate about the hairdressing industry?
- *Are you wanting to take the next step up to management?
- *Are you ready to build your skills in the trade?
- *Are you up for the challenge to continue to build business?

Said yes to at least 1, this could be for you !!

- Who are we looking for?

You will need to have a good rapport with staff and clients and be able to effectively communicate on all levels. A Passion for the hairdressing industry is a must and experience in this industry is essential. You will need to offer warm hospitality to all clients, whilst ensuring all aspects of the salon runs smoothly. You should have high standards and thrive in a customer led environment. If you are a strong leader who enjoys going the extra mile and have excellent interpersonal skills this could be the management role for you.

What the job will entail?

Management

- Ensure that company standards are being conducted throughout the salon
- Lead and motivate staff to ensure the best service levels are provided
- Take responsibility and ownership of the business performance
- Implement sales results and targets, KPI's, cleanliness, atmosphere and decoration of the salon
- Maintain treatment quality control records
- Accurately monitor salon stock levels
- Conduct appraisals and reviews 3 monthly with team - identify training and developmental needs

What you will bring?

- Level 2 & 3 NVQ hairdressing or equivalent
- Schwarzkopf trained preferred but not necessary as training can be given

What you'll get:

- Competitive salary
- Commission scheme
- Bonus Scheme
- Company pension + holiday as standard
- Extensive training in Schwarzkopf
- Friend and family Discounts
- Retail discount
- Annual company awards
- Company events
- Company incentives eg holidays abroad

Job Types: Full-time, Contract, Permanent

Salary: £18,500.00-£19,500.00 per year

Additional pay:

- Commission pay
- Performance bonus
- Tips

Benefits:

- Company events
- Company pension
- Employee discount

Schedule:

- 8 hour shift
- Weekends

COVID-19 considerations:

All PPE is provided and in place to protect our staff and clients

Experience:

- Fully qualified on salon floor: 3 years (Required)

