

# **Apgujeong Hair Studio Salon Manager Meeting Memo**

**From: HQ**

**To: All APJ Salon Managers**

**Date: 6 Dec 2017**

## **1. Miscellaneous**

- a. We welcome Yen to the team, she will be assisting Alicia for operations.

## **2. Operations:**

- a. Stock Order:
  - i. Please order more stock from L'Oreal this month (about 4-5k per salon), to stock up for the busy period, and also so that as a group, we will be able to hit L'Oreal's target and enjoy the rebates.
- b. DnD:
  - i. As usual, all salons will need to perform, 2 salons will combine to put up 1 item:
    - 1. TB and GWC
    - 2. Bishan and Vivo
    - 3. Punggol and Tampines
    - 4. JEM and Jurong Point
    - 5. Hougang and Lot One
    - 6. Clementi and Aoyama
- c. Chinese New Year
  - i. All forms of discount will stop from 15 Jan until after CNY
- d. Change of meeting format
  - i. From 2018, management meetings will alternate between combined meetings (all salons) and smaller meetings (5-6 salons), please check messages carefully to note down meeting dates.
- e. Updated bank charges:
  - i. Amex preferred (lowest bank charges)
  - ii. Followed by Maybank or CIMB (depending on salon)
  - iii. Last choice is Standard chartered bank for non-installment transactions
- f. Package Insurance:
  - i. Hair salons are not required by law to purchase package insurance for customers.
  - ii. Only spa/ beauty salons offering massage services and hire non-Singaporean/PR/Malaysian (like Yakson), are required to have package insurance for customers.
- g. 7 days service guarantee
  - i. Please remind all stylists to let customers know about our 7 days guarantee.