



FRONT DESK

Handbook

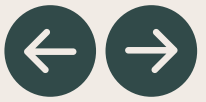
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Table of Contents

Chapter 1	-----	Page 1
INTRODUCTION	-----	Page 2
• Welcome Message	-----	Page 2
• About Heather Harris	-----	Page 3
• Mission Statement	-----	Page 4
• Vision Statement	-----	Page 5
• Company Values	-----	Page 6
Chapter 2	-----	Page 7
JOB SUMMARY	-----	Page 8
• Front desk Job Description and Responsibilities	-----	Page 9
Chapter 3	-----	Page 11
EMPLOYEE CONDUCT	-----	Page 12
• Code of Conduct	-----	Page 12
• Dress Code	-----	Page 12
• Attendance and Punctuality	-----	Page 12
• Social Media / Content	-----	Page 13
• Confidentiality Agreement	-----	Page 14
Chapter 4	-----	Page 15
THE OPERATIONS GUIDE	-----	Page 16
• Communication Channels	-----	Page 17
• Rewards Program we offer	-----	Page 18
• Basic Phone Greeting	-----	Page 19
• The Phone Rings And You Are Busy	-----	Page 19
• Greetings	-----	Page 20
• Helpful and Positive Interaction	-----	Page 20
• Walk In Greeting	-----	Page 20
• Basic Client Walk In Procedures	-----	Page 21
• Spiel after checking in	-----	Page 21
• Client Walks In And You Are On The Phone	-----	Page 22
• Client Walks In And You Are Checking In Another Client	-----	Page 22
• Client Walks In And The Phone Rings	-----	Page 22
• New Client Calling In for an Appointment	-----	Page 23
• Introduction to Aesthetic Record	-----	Page 24





- What Do Colors and Symbols Mean on the Aesthetic Record? ----- [Page 26](#)
- Steps in Handling Clients using Aesthetic Record ----- [Page 27](#)
 - Checking In a Client ----- [Page 27](#)
 - Booking an Appointment ----- [Page 27](#)
 - Canceling an Appointment ----- [Page 27](#)
 - Rescheduling an Appointment ----- [Page 27](#)
 - Checking Out a Client ----- [Page 27](#)
 - Adding in a Membership ----- [Page 27](#)
- Introduction to Hive ----- [Page 28](#)
- Hive Overview ----- [Page 29](#)

- Chapter 5 ----- [Page 30](#)**

- COMPENSATION AND BENEFITS OVERVIEW ----- [Page 31](#)**
 - Things to Remember ----- [Page 32](#)
 - Paid Time Off ----- [Page 33](#)
 - Tenure Additional PTO ----- [Page 33](#)
 - How to earn PTO ----- [Page 34](#)
 - Unused PTO Payout ----- [Page 35](#)
 - Unpaid Time Off ----- [Page 35](#)
 - Close of Business and Paid Holidays ----- [Page 36](#)

- Chapter 6 ----- [Page 37](#)**

- HEALTH AND SAFETY ----- [Page 38](#)**
 - Workplace Safety ----- [Page 38](#)
 - Emergency Procedures ----- [Page 38](#)
 - Reporting Injuries ----- [Page 38](#)

- Performance Expectation ----- [Page 39](#)**

- Employee Relations ----- [Page 39](#)**
 - Open Door Policy ----- [Page 39](#)
 - Conflict Resolution ----- [Page 39](#)
 - Employee Recognition Program ----- [Page 39](#)

- Separation from Employment ----- [Page 40](#)**
 - Resignation Procedures ----- [Page 40](#)
 - Termination Policy ----- [Page 40](#)
 - Exit Interviews ----- [Page 40](#)

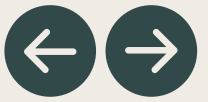
- Acknowledgment and Agreement ----- [Page 41](#)**





Chapter 1





Welcome to Spark MedSpa!

Welcome to Spark MedSpa! We are excited to have you as part of our team. This handbook is designed to provide you with important information about our policies, procedures, and expectations. We look forward to a successful collaboration.



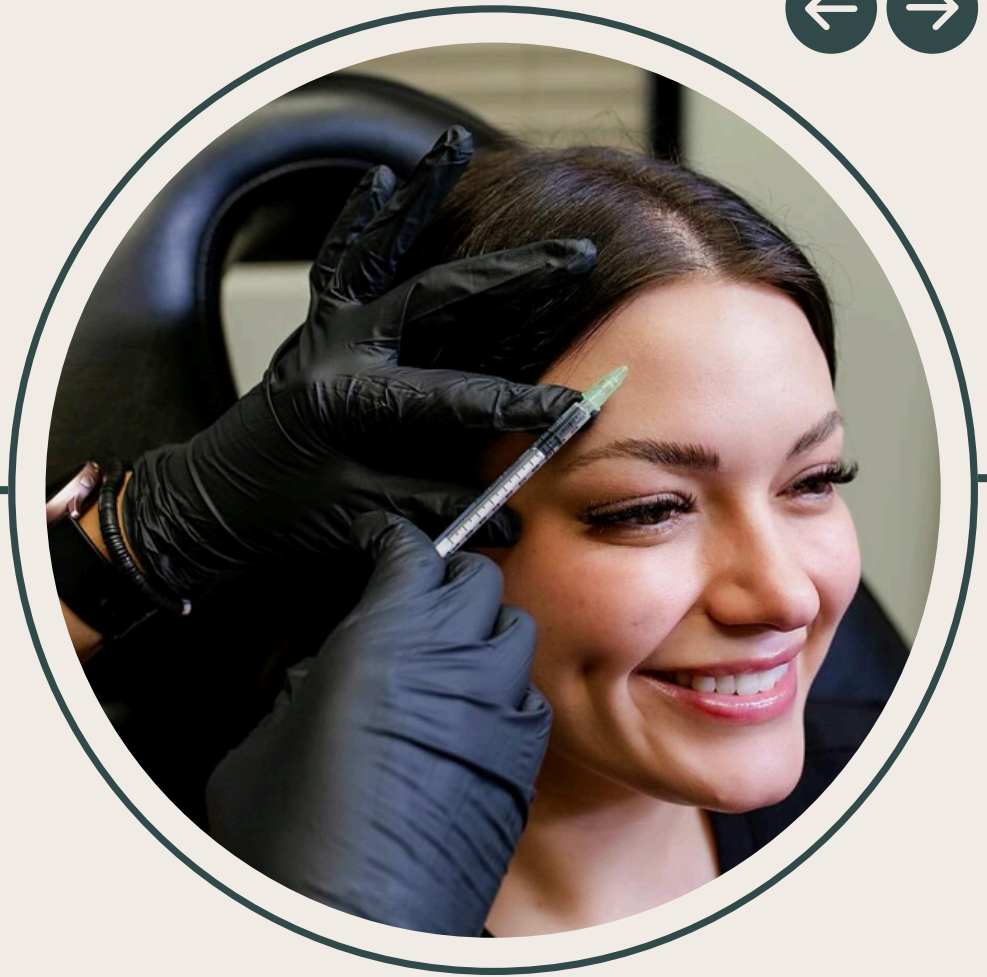
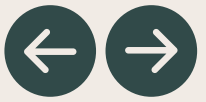


Heather Harris

Chief Executive Officer

Heather Harris, MSN-FNPc, is the owner and founder of Spark MedSpa in Mesa, Arizona. With a Master of Science in Nursing and certification as a Family Nurse Practitioner, Heather combines her extensive clinical expertise with a passion for aesthetics. Her vision for Spark MedSpa is to provide innovative and personalized aesthetic treatments that enhance natural beauty. Under her leadership, Spark MedSpa has become renowned for its commitment to excellence, client satisfaction, and cutting-edge aesthetic solutions.





Our Mission

Our mission is to provide quality, effective treatments at an affordable price while making Spark MedSpa a desirable destination for both guests and team members.

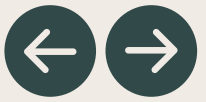




Our Vision

Our vision is to be a leader in the aesthetic industry, known for our commitment to excellence, innovation, and client satisfaction.





Company Values

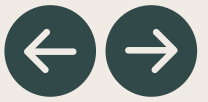
- Integrity
- Excellence
- Innovation
- Compassion
- Teamwork





Chapter 2





JOB SUMMARY

As a Member of the **Front Desk Team**, you are the most indispensable employee to upgrade the profession by creating a friendly atmosphere for the clients, so they will return to the Salon regularly. You are the first person our clients will speak with either by telephone or in person upon entering the MedSpa and the last person to say goodbye.





Front Desk Job Descriptions & Responsibilities

- Greet clients by name upon arrival and give water. Memorize the scheduled clients for the day in AR in half-hour increments so you don't have to look.
- Check in clients as they arrive
- Check out clients, ensure we are charging them correctly for any services, add ons, retail, etc.
- Check email throughout the day
- Answer all phone calls politely and professionally. Return any missed calls. Respond to messages through AR, Ring central, Instagram, etc.
- Make required phone calls as assigned. Example: membership churn calls, Alle calls, etc
- Ensure the lobby is clean, while we do have a cleaning service, they will not deep clean anything
- Please do not wait for the cleaning service to take trash out. If it is more than half full, please remove it. This will help to reduce odors and bugs
- Always ensure that the lobby is stocked with retail items and water
- Make sure lobby TV is showing appropriate content for the day
- Ensure Aroma 360 is working and full
- You will have your own cubby. Please make sure that your belongings stay in this area.
- The break room should be free of clutter and trash. Any supplies need to be placed in the cabinets, not on top or on the floor. Please make sure any empty boxes are removed from both break rooms and Heather's office.





- Ensure the bathroom is tidy. It is the duty of the front desk to ensure the bathrooms stay stocked and ready for client use. This includes refilling TP, cleaning mirror and sink if needed, removing any trash if it is more than half full, etc.
- Assist providers with laundry and keep it running
- Help with inventory management as needed
- Make satisfaction calls, particularly for clients who received fillers
- Maintain change in the cash drawer. Any large bills will get locked in the lock box.
- Conduct a cash count in the morning and at night
- Complete the cash log (spreadsheet).
- Maintain adequate change in the cash drawer. (= \$300); place any excess in an envelope and secure it in the deposit locking case.
- Create rack cards each day
- Restock retail and brochures
- Restock Kleenex in tissue boxes
- Maintain knowledge of all services offered
- Use Hive to manage daily automated tasks
- Sign clients up for membership programs when appropriate
- Handles the Rewards programs
- Once a month, you will receive a Hive notification to complete a Google form. Please ensure it is submitted by the due date
- Attend monthly meetings for ongoing skin care education and development
- Keep your desk, waiting area and retail area clean and orderly.
- **REBOOK!** Schedule client's next appointment.
- **LEARN PRODUCT KNOWLEDGE.** Be sure that you know about each individual product sold by Spark MedSpa. Ask the client if the provider recommends or if they need any product.





Chapter 3





Employee Conduct

Code of Conduct

Our code of conduct ensures a respectful, safe, and professional environment for all employees and clients.

Dress Code

Employees are expected to maintain a neat appearance with neatly capped hair, appropriate makeup, and a uniform consisting of black attire and closed shoes, adhering to a business casual dress code.

Attendance and Punctuality

Regular attendance and punctuality are crucial to the smooth operation of our business. Employees are expected to report to work on time and notify Heather in case of absences.

ADP: Employees must clock in using ADP. You must be **ON SITE** to clock in and out. Any time stamps that fall out of location will not be counted toward your paycheck because you are not at work.



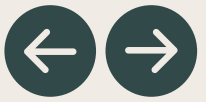
Social Media / Content

Employees are encouraged to use social media responsibly and in a manner that does not negatively impact Spark MedSpa's reputation. Personal social media accounts should not be used to share confidential information about the company or its clients.

Social Media contribution is a requirement for all positions. Each team member is required to post on our stories at least once daily. If a service provider is fully booked for the day, they are able to skip that day.

All content will remain the intellectual property of Spark MedSpa. This means that any photos/videos/recordings or any other forms of media created during your employment will be the property of Spark MedSpa and may be used in the future without restriction. This content is not available for distribution which means that you may not use it on your personal pages upon leaving your position at Spark. Any content that was previously posted will need to be removed from your personal pages upon leaving your position.





Confidentiality Agreement

Employees are required to maintain the confidentiality of all proprietary and personal information regarding our clients and business operations.

Health Insurance Portability and Accountability Act or HIPAA: Each employee is bound by HIPAA. This means that you are required to keep all of our patient information private. You will complete a training module regarding HIPAA.

Reps Any contact with Reps will need to be communicated to Heather preferably beforehand. The reps should not be making deals, bringing products, making operating decisions, or conducting any other business without approval. This creates chaos and misunderstandings within our team. This violates Spark operating procedures and that rep will be replaced.

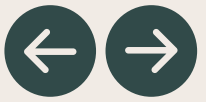
Standard Operating Procedures: There are standard operating procedures in place for each treatment and for each position. **Adherence to these procedure protocols is required.**





Chapter 4





THE OPERATIONS GUIDE

The goal of this Chapter will be to familiarize you with your duties as a member of the Front Desk team.





Communication Channels

Internal Communication

The receptionist should use **Hive** for communication with management and other staff.

External Communication

The frontdesk should use **Aesthetic Record** or **phone calls** to communicate with clients.





Rewards Program we offer:

Alle (Allergan program)



Aspire (Galderma program)



Evolus (Evolus program)





Basic Phone Greeting

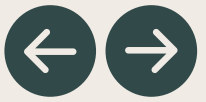
The phone should never ring more than **3 RINGS**. Also, no matter what or who is on the phone you should always have **a smile on your face** because it will come through on the phone. If at all possible, never let the answering machine get it.

The Phone Rings And You Are Busy

You: Thank You for calling Spark MedSpa, this is ***(provide your name)***. Could you please hold? ***(Wait for response, then put client on hold. When you are finished helping the other client come back to the holding client and continue.)***

You: Thank you for patiently waiting, this is ***(provide your name)***. How may I help you?





GREETINGS

Phone:

"Thank you for calling Spark MedSpa. How can I help you?"

In Person:

"Hi! Welcome in. How can I help you?"

HELPFUL AND POSITIVE INTERACTION

- Always strive to be helpful.
- Aim to say "YES" whenever possible.
- When Busy:
 - "Hi! I'll be right with you."
 - "I'm happy to help you with that."

Walk In Greeting

Remember that the greeting should happen within the first sixty (60) seconds, and it accounts for up to 80% of the overall service. Our goal is greeting the client with a pleasant and enjoyable atmosphere every time they step in that door or call on the phone. Let's look at the walk-in client first.





Basic Client Walk In Procedures

- Walk towards the client and introduce yourself
- Check the client in on the computer
- Gesture for them to sit down and provide water
- Inform provider that client has arrived. (If the client is early, let the provider know personally or if you are aware of the provider running behind inform them of their next client quietly)
- Inform the client that the provider will be with them.

Spiel after checking in: "I've got you all checked in, and your provider will be with you shortly."





Client Walks In And You Are On The Phone

- Continue with conversation on the phone. Motion with a comforting wave and a smile ensures the client you will be with them.
- Find a place in the conversation to ask the client to hold and greet the client.
- Continue with the phone client then proceed to Line 1 of the greeting procedure.

Client Walks In And You Are Checking In Another Client

- Finish greeting the first client then address the second client just as the first and proceed through Basic Client Walk In Greeting Script.
- Continue with conversation. Motion with a comforting wave and a smile ensures the client that you will be with them.
- Find a place in the conversation to pause and greet the client.
- Continue with checking out the client then proceed to Line 1 of the Basic Client Walk In Scripts.

Client Walks In And The Phone Rings

- Greet client as in Basic Client Walk In Procedures Lines 1 through 5 but find a place to pause before the phone rings thrice (3) and answer the phone. (See ANSWERING THE PHONE WHEN YOU ARE BUSY, bottom of part 1.)





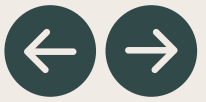
New Client Calling In for an Appointment

You: “I would be happy to make an appointment for you. First let me get your name in the computer, starting with your last name, first name and your best contact number. Now when you come in, we’ll complete the rest of your information.”

Ask if the client if there is a specific provider request. If none, assign one then say,

“I have you down with **(Provider Name)** for a service on **(date and day at time of day)**. Should you need to cancel, we will appreciate if you contact us 24 hours prior. Thank you for calling Spark MedSpa and please check out our website www.sparkmedspa.com for more information on our medspa.”





Introduction to Aesthetic Record

Aesthetic Record is an all-in-one electronic medical records (EMR) and practice management software specifically designed for the aesthetics industry. It helps medspa practices like Spark MedSpa streamline operations, manage patient records, and enhance the overall patient experience.

Here are some key features of Aesthetic Record:

1. **Patient Management:** Keep detailed patient records, including medical history, treatment plans, and progress photos. Easily track patient interactions and preferences.
2. **Scheduling and Appointments:** Manage appointment bookings, cancellations, and rescheduling. Integrate with online booking systems to allow patients to book appointments directly.
3. **Charting and Documentation:** Use customizable charting templates to document treatments and procedures accurately. Include before-and-after photos and consent forms within patient records.
4. **Billing and Invoicing:** Handle billing, invoicing, and payments efficiently. Integrate with payment processing systems to streamline financial transactions.
5. **Inventory Management:** Track and manage inventory levels of products and supplies. Receive alerts when stock is low and generate purchase orders as needed.





6. **Telehealth:** Offer virtual consultations and follow-ups with secure telehealth features. Enhance patient accessibility and convenience.

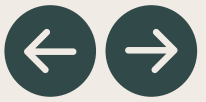
7. **Marketing and Communication:** Use built-in marketing tools to communicate with patients through email and SMS. Promote special offers, send appointment reminders, and follow up on treatments.

8. **Analytics and Reporting:** Generate detailed reports on various aspects of the practice, such as patient demographics, revenue, and treatment outcomes. Use these insights to make data-driven decisions.

9. **Compliance and Security:** Ensure compliance with industry standards and regulations, including HIPAA, to protect patient information and maintain data security.

Using Aesthetic Record can help Spark MedSpa improve efficiency, enhance patient care, and grow the business by leveraging comprehensive practice management tools.





What Do Colors and Symbols Mean on the Aesthetic Record?

Not Yet Arrived — ● (Blue)

Checked In — ● (Green)

In Process — ● (Red)

Checked Out / Completed — ● (Green)

Spark VIP Membership — ★ (Yellow)

Tox Club Membership — ★ (Pink)





Steps in Handling Clients using Aesthetic Record

Checking in a Client

Booking an Appointment

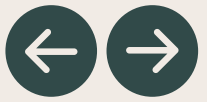
Canceling an Appointment

Rescheduling an Appointment

Checking Out a Client

Adding in a Membership





Introduction to HIVE

In the context of a Medspa like Spark MedSpa, "Hive" typically refers to Hive Software, a project management and collaboration tool. Hive Software helps teams plan, track, and execute projects effectively.

Here are some key features of Hive:

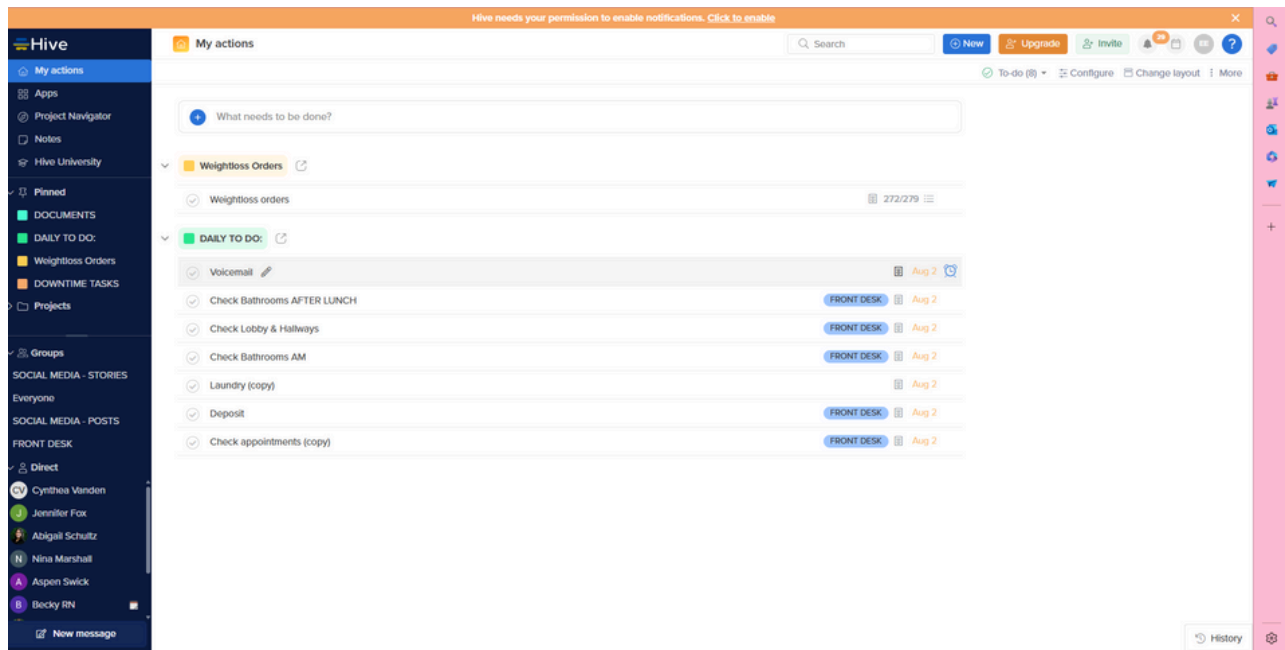
- 1. Task Management:** Create, assign, and track tasks and subtasks. You can set deadlines, priorities, and dependencies to ensure projects stay on track.
- 2. Project Templates:** Use pre-built templates for common project types to save time and ensure consistency.
- 3. Time Tracking:** Monitor the time spent on tasks and projects to improve productivity and accountability.
- 4. Collaboration:** Communicate with team members through chat, comments, and file sharing. Integrate with other tools like email and Slack for seamless communication.
- 5. Reporting and Analytics:** Generate reports on project progress, team performance, and other metrics to make informed decisions.
- 6. Integration:** Connect Hive with other tools and platforms such as Google Drive, Dropbox, Salesforce, and more to streamline workflows.

Using Hive can help Spark MedSpa manage various aspects of the business, from scheduling appointments and treatments to coordinating marketing campaigns and managing staff responsibilities.



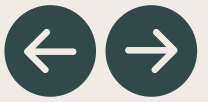


HIVE Overview



[Video tutorial](#)





Chapter 5

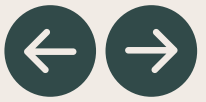




Compensation & Benefits Overview

- Immediate family members of employees receive Member Pricing
- Discounted employee pricing - see attached menu
- Pricing at cost on Retail Products
- 1 hour lunch break
- Paid time off - based on tenure
- Sick time
- Non-paid time off
- Samples and promotional products
- Some paid holidays





Things to Remember

Appointments may be booked anytime.

You will need to clock out since you will be receiving treatments. (If this is for training purposes, you will still be paid for your time so do not clock out.)

PLEASE BE SURE TO PAY FOR ANY TREATMENTS YOU RECEIVE UNLESS OTHERWISE TOLD BY HEATHER UTILIZING SERVICES WITHOUT PAYING WILL BE CONSIDERED STEALING.





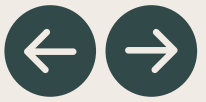
Paid Time Off

The MedSpa will be closed for one week during Christmas. This is a paid week. You'll receive pay for the average number of hours per week that you work on a regular basis

Tenure Additional PTO

You will receive an additional 40 hours of paid time off upon approval after a 90 day probationary period. PTO requests need to be approved by an owner before use of PTO. This will be prorated during your first year.





You will be awarded Tenure PTO based on the number of years with the company

This is reflected in January of each fiscal year based on how many full years you have completed at that time.

NUMBER OF YEARS COMPLETED	TOTAL PTO HOURS (IN ADDITION TO CHRISTMAS WEEK OF UP TO 40 HOURS)
0	40 hours after the first 90 days
1	56 hours
2	72 hours
3	88 hours
4	104 hours
5+	120 hours





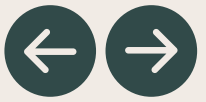
Unused PTO Payout

Any unused PTO will be paid out at the end of the year. This means if you don't use your vacation, you will receive a larger check at the end of the year to compensate you.

Unpaid Time Off

Time off is very important for work/life balance. Your time is very important and we want you to be able to take the time off that you want while still maintaining a quality experience for our clients. **WE DO OFFER UNLIMITED UNPAID TIME OFF** upon approval. Any time off requests that are submitted require that there are no appointments already booked during that time period. So long as you don't have any appointments booked (for providers) and there is coverage (only one person off per service line, front desk has coverage) your time off should be approved. The best way to achieve this is to plan ahead.





Close of Business and Paid Holidays

You may use PTO for any unpaid services:

Dec 24 - Jan 1 - PAID UP TO 40 HOURS - CLOSED

4th of July - UNPAID - EARLY OUT 5PM IF APPLICABLE

Halloween - UNPAID - EARLY OUT 5PM IF APPLICABLE

Thanksgiving - PAID - CLOSED

Black Friday - UNPAID - CLOSED

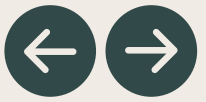
Saturday Thanksgiving - UNPAID - CLOSED





Chapter 6





HEALTH & SAFETY

Workplace Safety

The safety of our employees and clients is a top priority. Employees are expected to follow all safety protocols and report any hazards or incidents immediately.

Emergency Procedures

In case of an emergency, employees should follow the designated evacuation plan and report to the assembly area. Emergency contact numbers are posted throughout the facility.

- Notify the front desk immediately.
- The front desk will contact 911.
- If available, other staff members should assist by bringing ice packs, juice, or addressing any immediate needs related to syncope.

Reporting Injuries

All workplace injuries must be reported to Heather immediately, regardless of severity. Proper documentation and follow-up care will be provided.





Performance Expectations

A 90-day probationary period will be in place to evaluate initial performance and determine fit within the team.

Employee Relations

Open Door Policy

Spark MedSpa maintains an open door policy to encourage open communication between employees and management. Employees are welcome to discuss any concerns or suggestions.

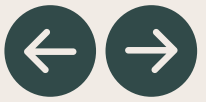
Conflict Resolution

Conflicts should be addressed promptly and professionally. Employees are encouraged to resolve issues amicably and seek assistance from a supervisor if necessary.

Employee Recognition Program

We value the hard work and dedication of our employees. Outstanding performance and contributions are recognized through our employee recognition program.





Separation from Employment

Resignation Procedures

Employees who wish to resign are asked to provide a written notice at least two weeks in advance. This allows for a smooth transition and proper handover of responsibilities.

Termination Policy

Termination of employment may occur due to performance issues, misconduct, or business needs. Termination procedures will be conducted in accordance with company policy and applicable laws.

Exit Interviews

Departing employees will be asked to participate in an exit interview to provide feedback on their experience at Spark MedSpa. This information helps us improve our workplace and practices.



Acknowledgment & Agreement

I acknowledge that I have received and read the Spark MedSpa Employee Handbook. I understand the policies and procedures outlined in this handbook and agree to comply with them.

Employee Name: _____

Employee Signature: _____

Date: _____

