One Touch Beauty Salon — Bonamoussadi, Douala

Salon Work

Hygiene, welcoming clients, and tools that are always clean

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A salon is not judged by its hairstyles alone. It is judged by the smell when you walk in, the cleanliness of the towels, the welcome at the door, and the way you are said goodbye to. Salon work — hygiene, welcome, order — is the quiet trade that brings clients back.

This book teaches that quiet trade: cleaning and disinfecting tools, keeping the station and the linen clean, welcoming and listening to the client, organising the day, working safely, and finishing every service in a way that makes her want to return.

Chapter 1 — Tool hygiene, without exception

Every tool that touches a client must be clean before it touches her. The rule is simple: wash, then disinfect. Washing removes hair and product with hot soapy water; disinfecting — a proper tool disinfectant or solution — kills the invisible germs. One without the other is not enough.

Combs, brushes, scissors, clips: after every client, remove the hair, wash, disinfect, dry, and store in a clean, closed container. Tools dropped on the floor go back to washing, without argument. Single-use items are used once, then go in the proper bin.

Cut hair and waste are swept up at once, not at the end of the day. A floor that is always clean tells every client who enters: here, we take care.

Remember:

- Wash then disinfect, after every client
- Clean tools stored in a closed container
- Single-use means once, then the bin

Chapter 2 — The station, the linen, the space

The workstation is prepared before the first client and reset between clients: surface wiped, clean tools in place, products put away, mirror clean. Two minutes between clients protect the whole day.

Linen follows a strict rule: one clean towel per client, never the same towel for two heads. Used towels go in a separate bin, are washed hot with soap, dried completely — in the sun if possible — then stored dry. A towel stored damp becomes a towel that smells and carries germs.

The whole space speaks: chairs aligned, a clean waiting corner, water and a glass for clients who wait, toilets checked and clean during the day. Visible cleanliness is the salon's first advertisement.

Remember:

- Station reset between every client
- One clean towel per client, without exception
- Linen washed hot, dried fully, stored dry

Chapter 3 — Welcoming the client

The welcome starts at the door: a smile, a greeting by name if you know her, and a seat at once. A client who waits ungreeted has already judged the salon. If the wait will be long, say so honestly and offer another time if she prefers.

Before starting, listen: what exactly does she want? Show pictures, repeat back in your own words what you understood, and agree the style and how long it will take, before touching her hair. Most disappointments are born of a misunderstanding that five minutes of listening would have prevented.

During the service, explain what you are doing at the important moments, and check her comfort: the tension, the water's heat, her position. A client at ease is a client who returns — and brings others.

Remember:

- Greet at once, by name if possible
- Listen, show, agree — before touching
- Check comfort throughout the service

Chapter 4 — Organising the salon day

A good day is prepared the evening before: appointments noted, products checked, linen ready, tools disinfected. In the morning you open a salon that is ready, not one that must be prepared in front of the clients.

Keep a simple notebook or register: the client's name, the style done, the products used, the date. The register serves everything: finding what worked, avoiding what irritated, planning the next appointment, and showing the salon's seriousness.

Between clients, tidy as you go rather than all at the end. Accumulated disorder tires you, loses tools, and always shows itself at the worst moment — when the salon is full.

Remember:

- Prepare the evening before: appointments, products, linen
- A simple register for every client
- Tidy as you go, never all at the end

Chapter 5 — Working safely

Safety protects the client and the stylist. Hands washed before every service — the most important hygiene gesture in the salon. Nails short and clean, small cuts covered, and never work on a wounded or infected scalp: advise treatment or a doctor first.

Chemical products (relaxers, colours) demand strict discipline: read the label, respect processing times, patch-test when a product is new to the client, and never mix products without knowing. A misused product burns within minutes.

Electricity and water do not meet: dryers and electrical tools away from water points, cords in good condition, sockets not overloaded. And products are stored out of children's reach, labelled, never in drink bottles.

Remember:

- Hands washed before every service
- Chemicals: label, timing, patch test
- Electricity away from water; products out of children's reach

Chapter 6 — Finishing the service, and earning the return

The end of the service matters as much as the beginning. Show the result in the mirror, front and back, and let the client look and touch. If something bothers her, fix it now, with a smile — a willing touch-up is worth a loyal client.

Give the aftercare advice as she leaves: how to sleep, how to moisturise, when to return for maintenance or take-down. Write it down if she wishes. Then thank her by name and walk her to the door if the salon allows.

Write in the register at once what was done and what was said. Her next visit will begin where this one ended, and she will feel known — the feeling that fills salons.

Remember:

- Result shown in the mirror; willing touch-ups
- Aftercare advice given as she leaves
- Register completed right after she goes

Remember — the checklist

- Tools washed and disinfected after every client
- One clean towel per client
- Immediate welcome; listening before work
- Day prepared the evening before; register kept
- Safety: hands, chemicals, electricity
- A cared-for goodbye: mirror, advice, thanks

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