

General Quality Control Checklist

Food and beverage

HAIR-AMBIANCE

Colour Bar area clean and properly arranged

Yes

No

Shampoo station - products properly arranged

Yes

No

HAIR-DISCIPLINE

Staff are not using & wearing airpod/headphone/key while doing service

Yes

No

Services are updated in tribe on real time basis

Yes

No

Consultation formed filled on real time bases as per sop.

Yes

No

HAIR-GROOMING

Technician's are groomed as per company SOP

Yes

No

Technician's were wearing their name badges

Yes

No

HAIR-HYGEINE

Trolley and drawers clean

Yes

No

Sanitizer bottle ; Tissuse box or roll is placed at each service station?

Yes

No

Electronic equipment are clean & working condition

Yes

No

Service equipment (i.e.trimmer, brushes, bowls, etc.) clean and properly organised

Yes

No

Shampoo station - floor, drainer and rack clean

Yes

No

Were all technicians wearing face mask, disposable apron & Hand gloves for specific services ?

Yes

No

HAIR-PRODUCT DISPLAY

Display and products clean

Yes

No

Products displayed neatly, as per definite categories and brands

Yes

No

HOUSE KEEPING-GROOMING

House keeping staff are groomed as per company SOP

Yes

No

Were all the staff wearing name tags

Yes

No

HOUSE KEEPING-HYGEINE

Area outside the salon clean

Yes

No

Facade glass clean

Yes

No

Reception / Front Desk and waiting area clean and uncluttered

Yes

No

Were the mirrors clean

Yes

No

Floor and chairs clean

Yes

No

Sink and shelves/cupboards clean

Yes

No

Floor and countertop clean

Yes

No

No personal clothes hanging in the pantry

Yes

No

All utensils (spoon, mugs, plates, bowls etc) are clean and properly arranged

Yes

No

Deep clean and disinfecting pantry Equipment are kept properly

Yes

No

Customers were served tea/coffee in disposable glasses only?

Yes

No

The dustbins are not filled beyond their capacity (restroom, and in all the sections)

Yes

No

HOUSE KEEPING-RESTROOM

Cleaning Equipment not visible

Yes

No

Please select the items available in the restroom

Yes

No

Restroom is regularly clean and maintained for the next person to use

Yes

No

MANAGER-AMBIANCE

Exterior signage was clean and well maintained

Yes

No

Chairs outside the salon (if present) neatly arranged

Yes

No

No stock cartons are kept near cosmetic retail section and front desk

Yes

No

Front Desk area clean and clutter free

Yes

No

All the cupboard/drawer in front desk are clean and properly arranged

Yes

No

TV display was functional

Yes

No

Stock cupboards clean, with products well organised

Yes

No

No tea, coffee, eatables kept on the desk

Yes

No

All required Licence are available with validation Date.

Yes

No

BMT are not using headphone/airpod on floor.

Yes

No

MANAGER-CASH AUDIT

Previous day cash was tally and sealed in envelope.

Yes

No

Business & petty cash is tally with the system collection

Yes

No

Intermediate audit done in enserve, cash register is maintained on timely basis with all the expenses and tips if any?

Yes

No

All documentation entries are uploaded in the system on real time basis.
(Petty/Bank deposit slip)

Yes

No

MANAGER-GROOMING

Please select the grooming standards followed by the BMT 1

Yes

No

Please select the grooming standards followed by the BMT 2

Yes

No

Please select the grooming standards followed by the BMT 3

Yes

No

BMT's were wearing their name badges

Yes

No

Valet parking guy groomed as per the grooming standards

Yes

No

MANAGER-VENTORY

No expired products found on retail shelf.

Yes

No

Retail product are matching with system as per store quantity

Yes

No

Consumption product are matching with system as per store quantity

Yes

No

All BOM entries are cleared till yesterday

Compliant

Partially Compliant

MANAGER-RETAIL

Price tag removed from all the tester products

Yes

No

Black tester strip placed with white font uniformly on make-up and fragrances tester's

Yes

No

White tester strip placed with black font uniformly on skin and hair tester's

Yes

No

All tester's are sanitized and used for demo

Yes

No

Sensor available & placement done uniformly.

Yes

No

All gondolas, wallbay, end caps are well stocked as per planogram as well as printout available in drawer

Yes

No

MANAGER-SYSTEM

Vodafone page was logged in

Yes

No

All missed call are Initiated. (Within 30min of timeframe)

Yes

No

PEDICURE-DISCIPLINE

Staff are not using & wearing earpod/headphone/key while doing service

Yes

No

Services are updated in tribe on real time basis

Yes

No

PEDICURE-EQUIPMENT

Trolley and drawers clean

Yes

No

Manicure bowl clean and in a good condition

Yes

No

Pedicure basin clean

Yes

No

Nail polish rack & tray organised and clean

Yes

No

Service equipments are thoroughly sanitized, cleaned, and appropriately arranged after every client (i.e. filers, cutters, scrapers, etc.)

Yes

No

Sterilizer clean and working

Yes

No

Is pedicurist using disposal towels during services

Yes

No

Has sanitizer bottle ; Tissuse box or roll is placed at pedicure station?

Yes

No

Is nail bar table and below area well maintained & clean.

Yes

No

PEDICURE-GROOMING

Pedicurist are groomed as per company SOP

Yes

No

Pedicurist were wearing their name badges

Yes

No

RETAIL-AMBIENCE

The price tag removed from the tester's

Yes

No

Black tester strips with white font with front facing - Make up / Fragrance Tester

Yes

No

RETAIL-DISCIPLINE

BA's are not on mobile/conversing amongst themselves in front of clients

Yes

No

BA's respective section is clean (Shelf/Drawer,mirror etc.)

Yes

No

RETAIL-GROOMING

BA's are groomed as per company SOP

Yes

No

BA's are wearing their name badges.

Yes

No

RETAIL-PRODUCT DISPLAY

White Strips with Black font with front facing – Skin and Hair Tester

Yes

No

Are the testers sanitized before and after demo/makeover on floor & beauty bar

Yes

No

All gondolas, wallbay, end caps are well stocked as per planogram as well as printout available in drawer.

Yes

No

Fragrance try & Make up tray are kept as per planogram(Santizer, Alcohol Spray, cotton,etc..)

Yes

No

Sensor available & placement done as per SOP (Random 5 product each
Walbay/Gandola/End cap)

Yes

No

Shelfes and drawers follow as FIFO (First in First out)

Yes

No

Brush belts are available and in good condition with 9 brushes and spoolie

Yes

No

SKIN-DISCIPLINE

Staff are not using & wearing earpod/headphone while doing service

Yes

No

Services are updated in tribe on real time basis

Yes

No

DND sign displayed outside cabins, if services are going on.

Yes

No

Consultation formed filled on real time bases as per sop.

Yes

No

SKIN-GROOMING

Therapist are groomed as per company SOP

Yes

No

Therapist were wearing their name badges

Yes

No

SKIN-HYGEINE

Bed is ready for another client as per Sensoral jounary

Yes

No

Trolley/drawers/shelves/bag are clean and clutter free

Yes

No

Sanitizer bottle ; Tissuse box or roll, soap dispenser is placed in every cabin?

Yes

No

Service equipments are thoroughly sanitized, cleaned, and appropriately arranged after every client (i.e. wax knife, thread, bowls, etc.)

Yes

No

Regular wax heater clean and covered with foil, also bead wax heater clean & maintain.

Yes

No

Were all therapist wearing face mask, apron & hand gloves on specific services?

Yes

No

SKIN-PRODUCT DISPLAY

Display and products clean

Yes

No

Products displayed neatly, as per definite categories and brands

Yes

No