

## WHO WE ARE?

MODS is a beauty Salon that prides itself in delivering exceptional and professional hair and nail services that leave a lasting impression. With a team of skilled professionals and a strong commitment to customer satisfaction, we strive to provide a personalized and unforgettable experience for each and every client.

The salon was established in the year 2013 and since then we have grown to service our customers in various locations. Our business approach is very customer- centered and we have a strict policy that mandates our staff to put customer satisfaction first before anything else.

This is because, we have come to understand that our customers are a walking billboard of our salon and their referrals is one of the ways we have been able to grow and scale up our business.

## MISSION

We are a beauty salon that service mainly single ladies, mothers and daughters as the name implies. We aim to please and satisfy our customers in the best way possible. We want to have a salon that:

- Not noisy. We want our space quiet at all times.
- Ensures the customers don't feel stressed
- Is relaxing. Customers come in and feel very relaxed while making their hair.
- Is very busy. We don't want a scanty or empty salon but a salon where customers are trooping in to get their hair and nails done.
- Has pleasant staff and deliver exceptional services which makes customers love coming back
- Is trendy and is updated on all the beauty trends all over the world.
- Is very hygienic and takes extra care in ensuring all work tools are properly cleaned and the salon environment is always neat.
- Has a huge online Presence and is aware that a bad review can drive customers so we aim to please.

## CUSTOMER FUFILLMENT

MODS Salon is committed to finding new clients and are uncompromising in providing the best service possible to existing clients.

By serving our customers properly we maintain and grow our client base thus ensuring we continue and have a business where you can enjoy longevity in your employment. MODS salon will not tolerate shoddy customer service and expects every employee to do exemplary work with each client.

It is also important to note that clients come to us for their benefit not ours. MODS salon can only be successful if client needs are met and they leave looking their best and really feel good about the experience they have just had with our salon.

Here at Mods Salon customer service means two things to us.

1. The way we handle each client whilst in our care at the salon
2. The professional advice we provide.

Therefore, our customer fulfilment strategy includes:

- All clients must be treated in a pleasant, courteous and professional way.
- We must deliver the same or a better level of service each time a client visit.
- We must make the client feel relaxed and comfortable.
- We must make the client feel confident about the treatment he/she is about to receive.
- If a client talks about her problems, you must empathize and keep all information confidential.
- Help customers who are aged or have difficulty with mobility.
- Provide drinks or water during scheduled visits.
- Provide books or magazines if practical.
- Ensure that all the clients need for comfort and relaxation are met every time.

## SALON OPERATING TIMES

The hours of operation of the salon are:

Monday: 9am-6pm

Tuesday: 9am-6pm

Wednesday: 9am-6pm

Thursday: 9am-6pm

Friday: 9am-6pm

Saturday: 8am- 6pm

Sunday: 10am- 5pm