

SOP Template: Service Delivery Steps for Hair, Skincare, and Spa Treatments

This SOP details the **service delivery steps for hair, skincare, and spa treatments**, covering client consultation and assessment, preparation and sanitation protocols, application of treatments tailored to individual needs, adherence to hygiene and safety standards, monitoring client comfort and response, effective time management for service efficiency, and post-treatment care recommendations. The aim is to ensure consistent, high-quality service that enhances client satisfaction and promotes wellness and relaxation.

Standard Operating Procedure (SOP) Steps

1. Client Consultation & Assessment

- Greet the client promptly and courteously.
- Review client's service history and complete an updated consultation form.
- Discuss needs, expectations, allergies, medical history, and preferences.
- Assess hair/skin condition and recommend suitable treatments.

2. Preparation & Sanitation

- Wash and sanitize hands thoroughly.
- Disinfect workstation and all necessary tools.
- Prepare fresh linens, towels, and relevant equipment.
- Ensure use of disposable items where applicable.

3. Customized Treatment Application

- Explain the treatment process to the client.
- Select and prepare products tailored to client's needs.
- Efficiently perform the agreed-upon service following industry standards.
- Maintain open communication and check on client comfort regularly.

4. Hygiene & Safety Protocols

- Wear personal protective equipment (PPE) as required.
- Maintain a clean and organized environment at all times.
- Properly dispose of single-use items after each client.
- Address and report any incidents or adverse reactions immediately.

5. Monitoring & Client Comfort

- Check in with the client during the service regarding comfort, temperature, and pain sensitivity.
- Offer water or light refreshments as appropriate.
- Adjust equipment, techniques, or products as necessary based on client feedback.

6. Time Management

- Follow the scheduled timeline for each step of the service.
- Notify the client of estimated service duration and any delays.
- Ensure seamless transitions between treatment phases.

7. Post-Treatment Care & Recommendations

- Gently conclude the session and provide aftercare instructions.
- Recommend take-home products and schedule follow-up appointments.
- Thank the client and escort them to the reception.
- Sanitize the workspace and reset for the next client.

Documentation & Record Keeping

- Complete all client notes and update records immediately post-service.
- Log any incidents, product reactions, or recommendations provided.

Review & Continuous Improvement

- Regularly review SOP for updates in best practices and compliance with local regulations.
- Attend ongoing training for new products, services, and safety protocols.