

# PERFORMANCE COACHING



Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Goals To Achieve:

1. Live as a Surface Day Maker, Master "The Five Steps to Financial Success:" 1. Greeting 2. Consultation 3. Work; (Relaxing Shampoo, Technical Service & Styling) 4. Review & Confirm 5. Pre-Booking & Follow Up.
2. Written plan to build your guest book; complete with actions and time frame.
3. Increase retail sales. Enjoy the interactive recommendation selling process.
4. Set Goals in all performance areas.
5. Master The Surface Cutting System

### SURFACE DAY MAKER GUIDE:

#### Performance Levels:

Beginning	1.25 Service / G	.5 Retail / G
Core	1.5 Service / G	1 Retail / G
Culture	2 Service / G	1.5 Retail / G

#### Guest Book:

Beginning	1 NRG/Day	50% Rebooked	50% Productive
Core	1 NRG / 10RG	60% Rebooked	75% Productive
Culture	1 NRG / 15RG	70% Rebooked	80% Productive

A. My Life Goal: \_\_\_\_\_

What is needed: \_\_\_\_\_

My current 3 month service average: \_\_\_\_\_

Next 3 month goal: \_\_\_\_\_

When I achieve this goal I will reward myself with: \_\_\_\_\_

### B. I Will Improve My:

1. Rebooking % from \_\_\_\_\_ to \_\_\_\_\_ By: \_\_\_\_\_

2. Retail units per guest from \_\_\_\_\_ to \_\_\_\_\_ By date: \_\_\_\_\_

By: \_\_\_\_\_

3. Service units per guest from \_\_\_\_\_ to \_\_\_\_\_. By date: \_\_\_\_\_

By: \_\_\_\_\_

4. New Request Guest in the next month \_\_\_\_\_. Guest Book building proactively.

By: \_\_\_\_\_

5. Hours of Productivity % from \_\_\_\_ to \_\_\_\_ By date: \_\_\_\_ Customer Service. WOW factor. Communication. Filling Guest Needs

By: \_\_\_\_\_

# Personal Finance Planning

Find out what you need, what you have and what you want.



## Awareness & Responsibility of Finance and Your Process of Spending.

### Monthly Income: What I have.

Wage \_\_\_\_\_ (Service Dollars \_\_\_\_\_ Plus Retail Dollars \_\_\_\_\_)  
Tips \_\_\_\_\_  
Total \_\_\_\_\_

### Monthly Expenses: Let's understand as closely as we can, 'What do I need?'

Rent / Mortgage \_\_\_\_\_  
Insurance (home) \_\_\_\_\_  
Utilities \_\_\_\_\_  
Food \_\_\_\_\_  
Clothing \_\_\_\_\_  
Telephone \_\_\_\_\_  
Child Care \_\_\_\_\_  
Car (payments) \_\_\_\_\_  
Car (plates & insur.) \_\_\_\_\_  
Car (maintenance) \_\_\_\_\_  
Gas \_\_\_\_\_  
Entertainment \_\_\_\_\_  
Other: \_\_\_\_\_  
Other: \_\_\_\_\_  
Other: \_\_\_\_\_  
Other: \_\_\_\_\_  
Other: \_\_\_\_\_  
Total \_\_\_\_\_

Income – Expense = \_\_\_\_\_ What I have left!

What I want. List what you want to save, purchase or experience in the following years:

#### One Year:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### What will it cost?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### What is my plan?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Three Years:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### What will it cost?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### What is my plan?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_