STANDARD OPERATING PROCEDURE

Salon Opening and Closing SOP

Document no.	SOP-SAL-003
Revision	1.0
Owner	Salon Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure the salon opens ready for the first appointment and closes secured, cleaned and reconciled every day.

2. Scope

Applies to the daily opening and closing routine for the front desk and service stations. Deep cleaning of treatment rooms is covered by a separate SOP.

Definitions

Float	The starting cash amount placed in the register drawer at the beginning of the day.
Backbar	The professional-use products kept behind the scenes for services, as opposed to retail products sold to clients.
Reconciliation	Matching the day's register total against sales recorded in the salon booking software.

3. Responsibilities

Front Desk Coordinator	Opens and closes the register, checks the appointment book, and reconciles daily sales.
Stylist	Preps their own station each morning and cleans and restocks it before leaving.
Salon Manager	Confirms the closing checklist is complete and secures the salon overnight.

RACI matrix

Activity	Front Desk Coordinator	Stylist	Salon Manager
Unlock and disarm the salon	R/A	I	I
Prep stations for the day	I	R/A	I
Reconcile the register at close	R/A	-	C
Clean and restock stations at close	I	R/A	I
Set the alarm and lock up	C	-	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Alarm code and door keys
- Opening and closing checklist
- Register float and cash drawer
- Salon booking software for the day's appointments
- Retail and backbar inventory sheet
- Cleaning supplies and towels

5. Procedure

Step	Task	Owner	Done
5.1	**Disarm the alarm and unlock** Arrive before the first appointment, disarm the alarm and unlock the front door following the salon's security procedure.	Front Desk Coordinator	☐
5.2	**Turn on lights, music and equipment** Turn on the lights, background music, water heater and any equipment needed for the first services of the day.	Front Desk Coordinator	☐
5.3	**Review the day's appointment book** Check the salon booking software for the day's appointments, noting any new clients, chemical services needing extra time, or cancellations.	Front Desk Coordinator	☐
5.4	**Prep each station** Set up your station with clean, disinfected tools, fresh towels and stocked products for your first client of the day.	Stylist	☐
5.5	**Count and log the register float** Count the starting cash float against the amount logged the previous night and record it before the salon opens. **Checkpoint:** Register float matches the amount logged at the previous close before the salon opens to clients.	Front Desk Coordinator	☐
5.6	**Check voicemail and online booking requests** Check voicemail and any online booking requests received overnight and confirm or follow up on each one.	Front Desk Coordinator	☐
5.7	**Restock common areas** Confirm the waiting area and restroom are clean and restocked with supplies before the first client arrives.	Front Desk Coordinator	☐
5.8	**Announce last call for walk-ins** Near closing time, stop accepting new walk-ins that cannot be completed before the salon's closing time.	Front Desk Coordinator	☐
5.9	**Reconcile the register** Count the closing cash drawer, match it against the day's sales in the salon booking software, and record any discrepancy. **Checkpoint:** Register total matches recorded sales within the salon's allowed variance before the drawer is locked away.	Front Desk Coordinator	☐
5.10	**Clean and disinfect stations** Clean and disinfect your station, tools and chair at the end of your last appointment, following the tool disinfection SOP.	Stylist	☐
5.11	**Restock retail and backbar** Note any retail or backbar product running low and restock from the storeroom or add it to the next supply order.	Stylist	☐

Step	Task	Owner	Done
5.12	**Secure client data and cash** Lock the cash drawer and any file cabinets or drawers containing client records before leaving the front desk.	Front Desk Coordinator	☐
5.13	**Set the alarm and lock up** Confirm all stations and the back room are empty, set the alarm, and lock all doors before leaving the building.	Salon Manager	☐

6. Quality checks

- Register float matches the previous night's closing count every morning.
- Every station is disinfected and restocked before the salon closes.
- Closing cash reconciles with recorded sales within the allowed variance.
- Alarm and lock-up checklist is completed and signed every night.

7. Records

- Opening and closing checklist
- Daily register reconciliation
- Retail and backbar restock log
- Voicemail and online booking follow-up notes

8. KPIs

- Register discrepancy amount per day
- Percentage of closing checklists completed on time
- Number of restock requests raised per week
- Time from last client out to salon locked

9. Common mistakes

- Skipping the register float count and only checking it at close.
- Leaving a station's tools out to air dry instead of storing them in a covered container.
- Not checking voicemail or online booking requests before the first client arrives.
- Rushing the lock-up check and missing an unlocked back door or window.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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