Salon Replay + SOP Builder

Start with one thing that came back to you this week.
Pick one repeated question, client concern, delay, or situation where you had to step in and take over.

1. What became mine?

What happened that required you to step in?

2. Replay the moment.

Before it became a problem, what was the first sign that something was changing?

Maybe the dog arrived matted. Maybe the client made a comment at drop-off. Maybe the groomer noticed the dog getting uncomfortable. Maybe someone could see the schedule was starting to slide.

3. Where did the work stop progressing to "done"?

What did the team member do next?

What did they not know how to do?

4. What should have happened at that point?

Keep this practical. What was the next move the salon needed?

The Business Edge of the Shear
Created by Dara Forleo
Founder, Whole Pet Grooming Academy (WPGA)
Groomer's Boardroom • Experience the Standard • Modern Grooming Professional

5. Turn it into one salon standard.

Finish this sentence:

When _____,
we _____,
before _____.

Simple Example:

> When a dog arrives with matting that may change the appointment, we discuss the condition, service options, and price with the client before the dog goes to the back.

6. How will the team show it happened?

What is the proof of follow-through?

A note in the client file
A photo
A text or call log
A schedule update
A signed approval
A front-desk note
Other: _____

7. Who needs to practice this first?

_____

8. The next time this happens, what should feel different?

_____

_____

_____

Your team may know how to greet the client, confirm the service, collect the dog, and get started. But the pet may not be the same as last time. The client may be asking for the same haircut, but the dog may not be able to have the same appointment.

That is where a salon needs more than a basic check-in process. Your team needs to know how *you* look at the appointment. What questions do we ask? What do we notice before the dog goes to the back? What needs a photo, a note, a conversation, or a decision before grooming begins? When do we stop and bring someone else into the discussion?

Every groomer comes from a different background. They have had different training, different past jobs, different mentors, and different ideas of what is “good enough.” This means they may not automatically see the same things you see and you need to be able to help them “see” your way.

A one-page SOP gives your team a shared way to look at the appointment before it becomes a problem. It helps turn “this is how I would handle it” into “this is how we handle it here.”