

## Operations Manager

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Company: Ascend HR

Location: Lahore

Category: other-general

We are looking for a reliable and efficient Floor manager/operations manager who can undertake administrative tasks, ensuring that the rest of the staff has adequate support to work efficiently. Beauty Salon experience highl desired.Job SpecificationRequirementsTo conceive, develop and to implement an operating plan to run smooth, seamless and well coordinated operations of Salon in a cost-effective manner.To ensure the saloon, spa, restaurant, cigar lounge and all operational areas are always ready, neat, tidy, well prepared, and always equipped for top quality customer experience. All appropriate staff must be available with consumable products, equipment, and tools in proper working order at all times of operation.To ensure the highest standard of the hygiene, décor, ambience, sound, smell and feel of the outlet is always prevalent in the outlet as defined by the company and its directors from time to time.To manage all HR issues of the operating staff to ensure the industry best customer experience is provided by Salon to its guests. To keep all staff motivated and disciplined to adhere to the best customer experience standards at cost effective salary.To carry out staff evaluation on a quarterly basis, document it and determine staff training needs. Each staff member will have a different training need. Individual training needs will be documented and implemented.To ensure the preventive maintenance scheduling of all plant, equipment and tools and assets is proactively managed to remain in optimal operating condition.Skills & ExperienceBeauty Salon experience highly desiredTo ensure adequate levels of inventory of all consumables and saleable products always, to order the inventory from vendors through the purchasing department and according to company SOP's within the defined inventory and purchasing policy of the company.To manage the staff roaster, to

cope up with the pre-booked as well as all walk-in customers to ensure the highest standards of the service, including the extra ordinary periods of festivals and seasonal rush periods. To ensure immaculate and class act merchandising in the outlet and to ensure in-store marketing and promotions are timely planned and implemented. To document and provide feedback of customers and staff in an actionable manner to the management and directors with recommendations to improve the business. To be the lead salesperson of the company to generate sales leads, follow them up and convert leads to loyal customers. To visit corporate clients and organizations to generate footfall for NGents. To analyse customer and stylist data for increased cross sell of products and services to existing clients to maximize sales potential of each client. To lead the entire staff by exemplary leadership. To be the brand ambassador and create loyal following of the brand and repeat visits of clients. Any other duties that the company may assign from time to time. Staffing and Recruiting - Lahore, Pakistan About Us Ascend HR is a recruitment and human resource consultancy company where we match-make ambitious brands and companies with the best talent. We source and hand-pick talent, saving you time, resource and energy to hire your next talent

#J-18808-Ljbffr

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