

Day 3

YOUR PERSONAL SALON BUSINESS PLAN FOR THE BEST YEAR EVER 2020

PREPARED BY

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Welcome to Part 2 of Your Personal Salon Business Plan For The Best Year Ever 2020.

This section is exactly as it says on the tin. We are looking at what is working for you and your business and what isn't. We need to review what went well in 2019 so we can maximise it in order to create the best 2020

We also need to look at what didn't go well, so that we can either eliminate it or have a very strong plan B in place so that you aren't recreating the same action or situation again in 2020...and that's all you need to do for today.

So let's get the negatives out of the way First. We are going to look at your Top 10 of what's NOT working.

These can be personal or business. Most likely will be a mix of both. These are going to be things that during 2019 either made you sad or drained your resources of either time, money or both.

Example No 1

2019 Issue

I lost a great therapist to another salon as well as 50% of the clients she worked on. I didn't see it coming. I just presumed she was happy. I took it personally and still don't know why she left.

Lesson Learnt

I need to have a better overview of what is happening on a day to day basis, and to make more effort to speak to and interact with clients so that they feel part of the salon and not feeling like they belonging to the therapist.

2020 Plan B

To book regular 1-2-1 sessions and get 'Personal Training and Development' files in place.

To have an exit meeting format as part of our systems and processes so I can establish the reasons when someone leaves and improve for the future.

To not let 1 person dominate key clients.

Action Date

All to be in place by Feb 14th

No.1

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.3

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.2

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.4

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.5

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.7

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.6

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.8

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.9

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

No.10

2019 Issue:

Lesson Learnt:

2020 Plan B:

Action date: _____

Example No 1

Working well

Made my final car payment in October 2019 so now I am £300 a month better off.

PLAN AAA

Put a plan in place so that I transfer the money into a saving account and think what I want to do with the extra cash.

Action needed

Open a savings account and set up a direct debit.

Action Date

By end of January 2020

No.1

Working Well:

Plan AAA:

Action Needed:

Action date: _____

No.3

Working Well:

Plan AAA:

Action Needed:

Action date: _____

No.2

Working Well:

Plan AAA:

Action Needed:

Action date: _____

No.4

Working Well:

Plan AAA:

Action Needed:

Action date: _____

No.5

Working Well:

Plan AAA:

Action Needed:

Action date: _____

No.7

Working Well:

Plan AAA:

Action Needed:

Action date: _____

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Working Well:

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Action date: _____

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Working Well:

Plan AAA:

Action Needed:

Action date: _____

No.9

Working Well:

Plan AAA:

Action Needed:

Action date:

No.10

Working Well:

Plan AAA:

Action Needed:

Action date:

Notes

You may want to use this space just to reflect on your key findings to pull into your business plan over the next 3 modules.

Congratulations on completing section 2... One step closer to your best personal and business plan for 2020