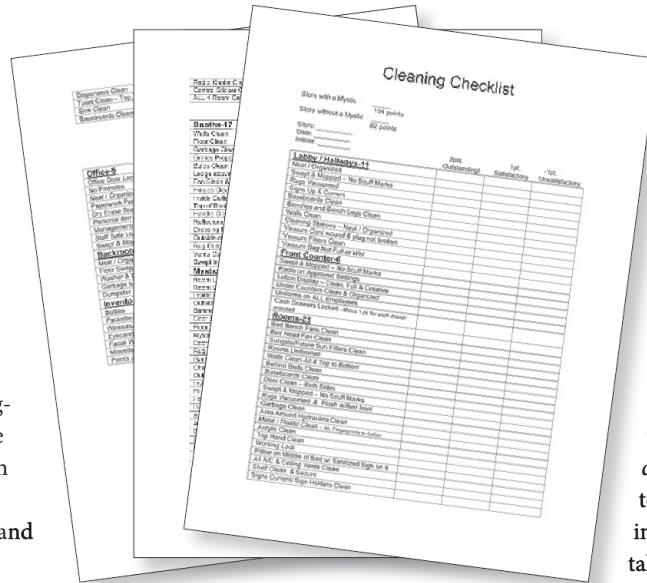


Does your cleaning routine include a spreadsheet? Total Tan's DOES!

BY Brenda Fishbaugh



It's a New Year and time for a new resolution: to run a totally clean salon!

New York State/Pennsylvania salon chain, Total Tan, uses a spreadsheet to track cleaning procedures. They calculate managers' bonuses on how well they fare on dozens of items that grade each salon area: tanning rooms, stand-ups, offices, restrooms, the lobby and the Mystic spray-tan rooms.

Now, I am a "clean freak," but Total Tan takes it to a whole new level. And, I've not heard of another salon that has created a spreadsheet to track their staff's cleaning skills! I've written about Total Tan's 104-point cleaning checklist before, and shared Total Tan's comprehensive list with hundreds of salons over the years. So, how clean is *clean*?

Total Tan has created a concrete list to determine if each of their 29 salons is truly

many points are missed, the Final Results will calculate the percentage they earn. A passing score is 95% or higher!

So, what's on the Total Tan Cleaning Checklist?

"One of my biggest pet peeves when reviewing a salon's checklist is when I look at the previous month's checklist and see that the projects I listed in the

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a clean facility. The upper management team has created a cleaning checklist, and each salon employee is responsible to ensure all checked areas are always in top form. The salons can get a total of 27 points deducted for each room and 18 points deducted for each booth. When the totals are entered in the "Missed" column for each item, it deducts the points that are tallied on the bottom of each section, and summarized. Depending on how

'Area of Improvement' box were not completed," shares Total Tan District Manager, Veronica Waring. "I shouldn't have to take off points for the same cleaning tasks that were missed in the month prior! Another thing that gets me is when I start a checklist and see the salon employee run around to all the rooms I haven't been in yet to double-check them. It's nice to see them sweat a little because it shows me they care, but I usually ask,

"Why did you wait until now to double-check the rooms and booths? Shouldn't you have done that right after cleaning them?"

Shannon Fundis, another district manager for Total Tan, shares her biggest pet peeve: seeing a checklist item that was missed, but is apparent to the naked eye. "I think to myself, *If I can see it, why can't THEY see it?* I always take time to go over this with my staff, stressing the importance of slowing down, taking the time necessary to clean a room or unit, and being observant. I can't speak for every tanner, but I know

I would certainly wait 15 more seconds for a tanning room to be thoroughly cleaned before I go into it. That's all it would take each time to catch the little things that are sometimes overlooked."

Are you curious whether your salon would meet Total Tan's tough salon cleanliness standards? Email Brenda@WinkEase.com and I'll share Total Tan's cleaning spreadsheet with you. Is an Excel spreadsheet way too technical for you? I'll send you their 104-point checklist, as well, and you can choose which format is best for your salon. Either way ... you, too, can have an outrageously clean salon! ■



About the Author:

Tanning industry veteran Brenda Fishbaugh is president of Eye Pro, Inc., makers of disposable eyewear. She travels extensively

training salons on the effects of UV light on vision.

