

AVERAGE LEVEL OF CUSTOMER INTERACTION



Very minimal customer interaction.

EMPLOYEE + CUSTOMER PROTECTION



- Avoid using other employees' phones, desks, keyboards, etc. and disinfect them before and after use.
- All employees should wear facemaks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees who display symptoms of COVID-19 should be sent home.



- Services should be provided by appointment only no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.
- Leave at least 15 minutes between clients for sanitation and disinfection protocols.



- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.
- No employees with COVID-19 symptoms should provide services to clients.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines should be provided to customers.
- Sanitize all tanning equipment and client contact surfaces with EPA-hospital-grade disinfectant.
- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.



- Limit the number of people in the building (only those receiving service and service providers allowed
 in the building).
- Clearly mark six (6) feet distances in lines at cash registers and high-traffic areas.



- · Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.