THE LASER Beautique®

MODULE 6

The TLB Standard

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6.1 PROFESSIONALISM

Professional Appearance

All employees are expected to maintain a neat and professional appearance whilte representing TLB. See below our TLB Guidelines

HAIR

Hair must be clean, neatly tied back, and kept out of the face.

FACE

Makeup is compulsory with a minimum of two light makeup elements required (e.g. mascara and lipstick). Facial piercings are not permitted, and only one earring per ear is allowed.



CLOTHING

The TLB uniform must be worn at all times. Only black jackets are permitted, coloured jackets are not allowed. No jewellery may be worn except for earrings and a wedding ring. Black shoes are compulsory.

NAILS

Nails must be short, neat, and painted in neutral or pastel shades only, no neon colours permitted. Nail art and glitter are not allowed. Toenails must be painted if wearing open-toe shoes.

SHOES

Closed black shoes must be worn. If open-toe shoes are worn, toenails must be neatly painted.

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Punctuality and Attendance

Punctuality: Arrive 15 minutes before your scheduled shift so you can clock in, prepare your room and review the day's plan before work begins. Consistent lateness can affect the team and client service.
You are required to work until your shift ends regardless of appointments

Absenteeism: Notify the manager at least 24 hours in advance if you need to be absent, except in emergencies. You need to report to your manager before 6h30am that you will not be in for the day. Once your manager has been notified you will need to load your sick leave on the payroll platform

Language and Demeanor

At TLB, English is the official language and should be spoken in the clinic, including among team members, so communication remains clear and inclusive.

The exception is when a client speaks to you in another language that you can speak, allowing you to assist them in their preferred language.

We represent the TLB spirit by staying **positive, polite and friendly**, showing respect and trust towards one another, and taking pride in the TLB team and its brands. When a client arrives, pause private conversations and give them your attention.

Treat every client as a valued guest, focus on their needs, and aim to make them feel welcome, cared for and confident. Avoid gossip, negative comments about colleagues or management, and conversations about personal problems, politics, religion or other sensitive matters.