

WELCOME STATEMENT

A letter from the Director of Diamonds Cosmetology & Barber College, Brittney Morales.

Welcome aboard!!

It is a pleasure to have you as a member of our team as you begin to embark on your journey of growth, education, and achievement with Diamonds Cosmetology & Barber College. You will be consumed with questions and concerns about your education, the school, what's expected of you, school policies, school operations, and benefits.

It is important to me that you get as many of the questions and concerns answered as quickly as possible so that you are able to settle in and focus on developing your career education with us.

The handbook was designed to answer many of the questions in a clear and concise manner. It was also created to give you a guideline of how the school operates.

The handbook is the foundation upon which this school was built. It regulates the quality in our school and insures the present and future success of our organization. The handbook is yours to keep...learn it well! It will facilitate your success in achieving quality cosmetology education.

The single most important asset at Diamonds Cosmetology & Barber College is its people. Their attitude, drive, and –most importantly- their performance determine how fast and how far the school and its employees will grow. You are now a member of our team.

I'm sure you will find this handbook helpful. If after reading it you still have unanswered questions, please ask immediately. It is important that every aspect is clear to you.

All of us at Diamonds Cosmetology & Barber College look forward to having you with us on your journey of growth, education, achievement, and success. Through our students' successes, we will measure ours. We are the trainers of winners in hair, skin and nail care. We want you to be a winner.

Sincerely,

Brittney Morales

Director

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MISSION STATEMENT

'The mission of Diamonds Cosmetology & Barber College (DCBC) is to educate individuals to develop the knowledge and skills that will enable them to achieve their professional goals, improve the productivity of their organizations, and provide leadership and services to their communities. Through this education, we will prepare each student to be employable in the job market.'

PERSONNEL POLICIES, RULES, AND REGULATIONS

NON-DISCRIMINATION

The institution and its management personnel recognize and offer equal opportunities in all activities of recruitment, employment, promotions, demotions, transfers, lay-offs, compensation, and termination. All personnel are in accordance that no person shall be discriminated against because of race, color, religion, age, sex, creed, origin, sexual orientation, disability, or marital status. Employees shall be retained and evaluated on qualifications and job performance.

SEXUAL HARASSMENT

The institution regards sexual harassment and sexual discrimination as a severe infraction of policy. Acts of sexual harassment, such as sexual flirtations, propositions, advances, or any other sexually graphic activity or language displayed at the workplace are prohibited. Such acts will result in disciplinary action or dismissal.

PERSONNEL FRATERNIZATION POLICY

Consenting "romantic" or sexual relationships between personnel or personnel and students may at some point lead to unhappy complications and significant difficulties for all concerned-the personnel, students and the institution. Therefore, the institution strongly discourages such relationships and conduct that is designed or may reasonably be expected to lead to the formation of a "romantic" or sexual relationship. If a "romantic" or sexual relationship between personnel or personnel and students should develop, it shall be the responsibility and mandatory obligation of the personnel to disclose the existence of the relationship promptly to the director. Upon being informed or learning of the existence of such a relationship, the institution may take all steps that it, in its discretion, deems appropriate including disciplinary action or dismissal of one or all parties involved. This policy shall apply without regard to gender and without regard to the sexual orientation of the participants in a relationship of the kind described.

CONFIDENTIAL INFORMATION – SCHOOL RECORDS

Part of the institution's success depends on collecting and utilizing pertinent information in the form of manuals, business records, and personnel and customer data. It is forbidden for any personnel to misuse or steal school information. Violation of policy will result in disciplinary action, dismissal, and/or legal action.

DRESS CODE AND PERSONAL IMAGE

The cosmetology & barber industry, like other fashion industries, set current trends. The institute recognizes the importance of current trends in hair, make-up, clothing, along with personal hygiene and grooming in making a professional image. The institute insists that each personnel member contributes to the total school image by adhering to the following guidelines:

1. Hair shall be clean, properly styled, and make-up shall be applied prior to their assigned reporting time.
2. Fingernails shall be kept clean and well-manicured.
3. Clothing and footwear shall be kept clean and in good repair. Appropriate clothing must be worn to maintain a professional appearance. Clothing should also be respectful and appropriate for a learning environment. Business casual dress is required. No ripped jeans, flip-flops or low-cut tops. Instructors are required to wear black slacks and a business casual shirt in colors: black, white, royal blue or gray.
4. Instructors are required to wear a black vest or smock while working on the cutting floor or classroom.

COMMUNICATIONS

Communication, as in all areas of life, is essential for growth. The responsibility for open and constructive dialogue is with the director, as well as with all other personnel.

An open door policy is acknowledged and practiced by all levels of management. However, scheduling an appointment is recommended. Personnel should feel free to meet with the director upon request of a meeting. When addressing a severe or repeated problem, present it in writing to the director.

Staff meetings will be held regularly to address various issues related to operations, training, problems, productivity, and all other pertinent information or announcements. Staff meetings are not mandatory. However, the institution encourages attendance to maintain a consistent flow of information.

The bulletin board will be used to post all work, training and meeting schedules, announcements, and all other written materials related to personnel and school activities. It is essential to read information regularly.

PERSONNEL AGREEMENT

A personnel agreement is a contract between the director and personnel member to insure ethical practices within the institute. Each personnel member is required to sign an employment agreement. The institution utilizes these agreements for protection of the time, money, and energy spent in building a solid foundation for a successful business. The institute encourages each personnel member to read the contract thoroughly.

RESIGNATION

In the instance a personnel member finds it necessary to leave the institute, we hope he/she will leave with dignity and good feelings about their employment experience. The personnel members should remember the contract they agreed to in the beginning of their employment and act accordingly. Resignation shall be submitted in writing and include the date of the last day the personnel member wishes to work with a minimum of two weeks' notice.

ABSENTEEISM AND TARDINESS

The institution's continuing success is dependent on the strength and consistency of its staff. Each staff member has an important role in the school's day-to-day operations. When one staff member is absent or tardy, most times other staff members are required to compensate with extra work assignments ensuring efficient operations. It is vital that each personnel member arrives to work promptly, and is only absent for unavoidable reasons. In the event of an absence, it is necessary to contact the director as soon as possible.

Absence Requests must be submitted in writing.

- Requests for absence for one day or less (doctor appointment etc.) other than sick or emergency, must be submitted two (2) days prior to the first day you will be absent.
- Requests for absences for more than one day, other than sick, must be submitted two weeks prior to the first day you will be absent.

Time off will be granted after a written request is approved and there are no scheduling conflicts.

WORK SCHEDULE

All personnel must report to work as scheduled at least 15 minutes before scheduled working hours.

Lunch breaks are scheduled when there is a break in the work schedule. All personnel are required to clock out for thirty minutes for lunch if on the clock for 7 hours or more. Communicate with co-workers when leaving for break to ensure student contact and help. Lunch break may not exceed one hour. Lunch breaks are defined as the time a personnel member leaves the school or eats and relaxes in the break room. Smoke breaks will be limited to lunch and 1 of 2 breaks. Again communicating with coworkers before taking break.

Personnel should not leave the school without permission and knowledge of the director. Personnel should only leave on scheduled lunch or breaks, or if released early for the day.

When not scheduled with a class, the school expects each personnel member to contribute to the school's operations in cleaning, organizing, and helping with any school duty that may be assigned by the director.

PERSONNEL RECORDS

Upon entering the institution, the director shall ensure each personnel member completes the proper paperwork. All forms and personal information shall be kept in a "personnel file", which will contain salary reviews, corrective action reports, time-off requests, progress reports in attendance and productivity, personnel agreements, and all other pertinent information. The following forms shall be completed before employment:

1. Employment Application
2. Personnel Agreement/Handbook Receipt
3. Employment Eligibility Verification (I-9)
4. Drug Free Workplace Certification

OPENING AND CLOSING

The school will be opened and closed by authorized personnel only. All personnel are required to report to work 15 minutes prior to their scheduled work time. Students are not allowed to clock in or out unless an instructor is present. Personnel are not allowed to use facilities after or before school business hours without the consent of the director.

Closing procedures are:

1. At 4pm lock front and back doors (glass doors)
2. The doors will not be blocked by any objects such as the trash can or any other object that prevents exiting, due to fire safety regulations.
3. Fifteen minutes before closing all equipment should be turned off (check upstairs and down) wax pots, towel warmers, hot tools, fans, etc.
4. All lights should be turned off, leaving only security lights
5. Check thermostats to be set at 78 degrees in the summer at end of day no less than 72 during the day and in winter set to 65 at end of day and no more than 70 during the day
6. Side door is to remain unlocked until last student clocks out and exits building
7. Make sure all exits are secured
8. Leave and set alarm

SCHOOL APPEARANCE/ATMOSPHERE/CLEANING DUTIES

School image, as well as personal image, is very important in the cultivation of clientele. The objective of the school is to operate a pleasant, clean, and efficient business. This can be insured by each personnel's participation in regular and thorough sanitation practices in all areas of the school. Personnel are responsible for daily cleaning of facility.

PERSONAL PHONE CALLS

Personal phone calls are permitted if they do not interrupt a client service, class meeting, or training class. Personal phone calls should be made during breaks and in designated areas (office or outside). Phone calls should be made on the personnel's personal phone.

INVENTORY

Inventory shall be stocked in an organized fashion either in the school dispensary, storage cabinets, or storage room. A count of school inventory will be conducted every Thursday. The misuse of products through waste or stealing will provoke disciplinary measures including termination.

TORONADO/EMERGENCY/INCLEMENT WEATHER

In case of a weather emergency or inclement weather that prohibits personnel from reporting to work, it is important to contact the director of closing or late openings. Staff members are not paid for inclement weather or other school closing days. Contact the director for directions on closing or late openings.

Weather: Follow Sherman ISD lead on school closings based on news media information; Channel 12 news KXII and local radio station 93.1 FM.

Explosion or Fire:

1. Evacuation of building
2. Evacuation routes posted
3. Fire drills conducted

SAFETY AND HEALTH

It is essential to the health of all new staff members and clients that each person abides by prescribed health and safety precautions. It is the duty of all personnel to report any accidents to the director immediately.

Safety and health rules:

Keep all equipment in safe sanitary working order; immediately report broken equipment. Keep floors clear of debris and chemicals to guard against tripping or slipping. Promptly dispose of garbage, chemicals, or damaged materials. Note the location of all fire exits in case of fire. Respect electricity; do not touch unknown breakers, outlets, or wires. Have emergency numbers posted at the reception area. Follow all OSHA and state board (TDLR) regulations and disinfection guidelines.

Plan for Emergency Care - if necessary to call EMS

- Check Personnel/Student file "In case of Emergency" form Notify family or person indicated to notify in case of emergency. Complete accident report.

PURCHASING PROCEDURES

Personnel members are to report any supply needs in writing. Director will purchase any supplies needed. In the case of an emergency purchasing need, the administrative office will keep petty cash for purchase up to \$100.

STUDENT/CLIENT EMERGENCY HANDLING

Personnel members are to first call 911 or the emergency contact of the student/client. The school will not transport any student or client to the hospital or medical facility. The student or client will be responsible for his/her own treatment. Secondly, the personnel member is to go to the OSHA manual if necessary. Thirdly, first aid procedures should be given to the student/client. The student/client's emergency contact should call their doctor. The student/client should be sent to the doctor/hospital with a MSDS sheet, if necessary. Lastly, the personnel member will complete an accident report and have it signed by the student/client. The report should then be placed in the school director's office.

ADMINISTRATIVE PROCEDURES

LEAVE OF ABSENCE

Leave of absence is defined as an extended time off without compensation. Leave of absence shall be granted for 30 days or less and must be requested in writing. If a longer duration of time is needed, the staff member must re-apply for a position.

Staff members shall be granted a leave of absence for the following reasons: Severe illness or hospitalization of personnel member or immediate family member, pregnancy, or other compelling personal reasons.

JURY DUTY

All personnel members called to jury duty are required to notify the director to plan for the absence. Personnel members are encouraged to partake in civic services, such as jury duty.

PAYROLL

Payroll is paid on the 1st and the 15th of each month. The institution understands compensation is a very important part of job satisfaction, and to insure each personnel member is paid promptly and correctly, the following procedures must be adhered to:

- All personnel must clock in and out on the SMART time clock.
- Daily hours will be pulled from the SMART time clock system two days prior to the pay periods to allow time for withholdings to be determined. Adjustments because of mistakes in calculations shall be recorded on the next pay period.
- Overtime is legally defined as all hours worked in excess of 40 hours weekly and is not measured by the day or by the employee's regular work schedule. Employees must work more than 40 total hours in a week to earn overtime compensation.

JOB DESCRIPTIONS

Financial Aid Administrator

- Talk to and tour prospective students.
- Interviewing prospective students.
- Assist prospects with FASFA
- Complete all Financial Aid paperwork and send to SAA (Student Aid Administrators)
- Verify student Financial Aid awards
- Verify SAP
- Maintain all student financial aid files in SMART system and hard copies
- Work with Business Manager in reconciling Title IV funds
- Assist instructors with entering grades and quotas.

Instructors:

- Supervise all lab floor operations, assuring that all students are receiving proper supervision as assigned.
- Assure that the dispensary is being handled as assigned.
- Customer Relations – Acting as a host/hostess to all clients and visitors and greeting clients.
- Handle complaints or problems and report to the director on a complaint form.
- Handle reporting on all student disciplinary actions/problems to the director daily.
- Media – Help maintain, organize and create content.
- Submit department's requests for media purchases to the director.
- Instruct existing programs and set up classes as decided by the director and be on file with the director.
- Record grades in grade book.
- Circulate on clinic floor often to maintain student assistance and activities.
- Students should be kept busy; not visiting with each other or instructors.
- Should be willing to perform any task as requested by the director as needed.
- Be able to perform demo during down time.
- Provide motivation to students.
- Counsel, encourage, and monitor your student group as assigned by the director.

CLIENT HANDLING PROCEDURES

Just like other retail service businesses, Diamonds Cosmetology College is committed to customer service. We consider and treat each client as the most important portion of our continued success.

A trustful and long lasting relationship must be cultivated in each encounter you have with our clients. The following guidelines, when carefully implemented, shall insure quality service and shall foster a fruitful relationship. Good communication skills, verbal (speaking), extra verbal (how we say something), and nonverbal (body language), are keys to utilizing this guide to its fullest.

CLIENT COMPLAINTS AND RE-DO PROCEDURES

- 1) Occasionally, there will be a customer complaint about service or products. It is extremely important that the following procedures are adhered to in the event of a complaint. Remember, our school goal is excellent service; a caliber of service the school is noted for.
 - a. Remain composed when working with an angry customer.
 - b. Be attentive and understanding to the customer's needs, assuring them your assistance in finding a solution.
 - c. Determine the facts and do not take a complaint personally.
 - d. If a complaint or client is beyond your control, refer them to the school director.
 - e. Open communication and prompt action is most effective when explaining and implementing re-do policies.

2) Policies:

- a. The school has established guidelines for time limits in which clients must have their services re-done:
 - Permanent Wave
2 weeks
 - Hair coloring Service 2 weeks
 - Hair design (cutting) 1 week

CHECK AND CREDIT CARD ACCEPTANCE PROCEDURES

Today, a majority of clients pay for service and products by check or debit card. It is necessary to have specific policies and procedures for the acceptance of non-cash transactions.

1) Checks:

- a. Checks under \$5.00 should not be accepted.
- b. Checks should not be accepted without proper identification. Proper identification is a picture I.D. or Driver's License and the number must be written on the check.
- c. Record correct phone number on the check.
- d. Third party checks are unacceptable.
- e. Clients may only make the check amount for the service plus a tip.
- f. Consult the director if unsure about accepting any check or credit card.
- g. Do not accept checks from a client who has previously written bad checks.
- h. There is a \$25.00 service charge for all non-sufficient funds or returned checks.

2) Debit/Credit Card Acceptance:

When accepting a debit/credit card, it is extremely important to follow the acceptance policy. If the policy is not followed, the credit company may not reimburse our school for the transaction.

- a. The person who is making the purchase must appear as the named cardholder on the card.
- b. Check the expiration date on the card.
- c. The debit/credit card company must authorize all charges.

SERVICE ON FAMILY, FRIENDS, OR OTHER STUDENTS

The goal of our school is that each staff member is productive the majority of their scheduled work time. The school acknowledges that there will be slow times in which other tasks may be performed and feels this is the time to service students or staff members. Time spent on these services must be kept to a minimum, and the director must be notified in advance when performing a non-revenue service.

Students must be on personal service list to receive personal services.

SCHOOL APPEARANCE AND ATMOSPHERE

- The school's appearance is important in the client's first impression of our team, and is important in our effectiveness in serving the client by allowing them to feel comfortable. Since our school is busy, it is fairly easy for it to become untidy.
- School music must be kept at a comfortable listening level and only music that is conducive to the atmosphere shall be played.
- All school and instructor licenses must be kept up to date and shall be posted with a current picture.

STUDENT CLEAN UP DUTIES

Refer to student job duties list, which is posted on the bulletin board next to the theory room. This list is updated monthly to include all current and new students.

HOW TO UTILIZE DOWN TIME

The school expects educators and other school personnel to use their time effectively. The school regards socializing or lounging as a waste of the institution's time. The following list should assist you in filling all your "down time".

Clean and organize school	Update client or student records
Practice technical application – yours, as well as the students	Listen to motivational tapes or read motivational books Watch educational video
Help a student	Help or perform duties as assigned by the director

The more effectively you use your down time, the more productive you will feel. Consider productivity your next step to success.

PERSONNEL BENEFITS

COMPENSATION

The institution realizes that compensation is a very important part of a career. It is the institution's decision to keep compensation a private matter between the director and the personnel member. Sharing of information between personnel regarding compensation is strongly discouraged by the institution and is grounds for disciplinary action including termination.

INSURANCE COMPENSATION

Diamonds Cosmetology & Barber College does not offer health or life insurance at this time.

HOLIDAYS

Diamonds Cosmetology & Barber College does not offer paid holidays. The school closes for the following holidays thru the year.

- New Year
- Memorial Day
- Independence Day
- Labor Day Thanksgiving 3 day break
- Christmas

Standards of Conduct

All employees are expected to work together in a cooperative spirit to serve the best interests of the school and to be courteous to students, co-workers and the public.

Employees are expected to observe the following standards of conduct:

- Recognize and respect the rights and property of students and coworkers and maintain confidentiality in all matters relating to students and coworkers.
- Express concerns, complaints, or criticisms through the appropriate channels. Keep discussions about students in an office behind a closed door between administrator or staff pertaining to the incident. Social media negativity regarding the institution, its personnel or students will be grounds for disciplinary action, including termination.
- Know and comply with school procedures and policies.
- Be courteous to one another and the public, working together in a cooperative spirit to serve the best interests of the school.
- Refrain from engaging in prohibited harassment, including sexual harassment of other employees and/or students.
- Refrain from forming romantic or other inappropriate social relationships with any student or co-worker. Employees shall not send text messages, make phone calls to students, or contact students via social media. An exception may be made if the call/message is directly related to a school-sponsored activity that the employee sponsors/supervises.
- No smoking on school premises except in designated area and limited to lunch break or 1 of 2 designated 10 minute breaks.
- Refrain from manufacturing, distributing, dispensing, possessing, using, or being under the influence of any prohibited substance during working hours while at school or at school-related activities during or outside of usual working hours. Such activity will result in disciplinary action, including termination.
- Observe all safety rules and regulations and report injuries or unsafe conditions to a supervisor immediately.
- Report to work according to the assigned work schedule and adhere to all attendance procedures.
- Notify director as early as possible (preferably in advance) in the event of being absent or late. Unauthorized absences, chronic absenteeism and tardiness may be cause for disciplinary action, including termination.
- If an employee wishes to use a social network site or similar media for personal purposes, the employee is responsible for maintaining privacy settings appropriate for the content.
- All employees are expected to perform their duties in accordance with state and federal law, School policies and procedures and ethical standards. Violation of policies, regulations, or guidelines may result in disciplinary action, including termination.

PERSONNEL DOCUMENTS

PERSONNEL AGREEMENT

This agreement is made between Diamonds Cosmetology & Barber College and _____, effective on the _____ day of _____ 20_____.

Personnel and director agree to the following terms and conditions:

1. Diamonds Cosmetology & Barber College retains personnel member and personnel member accepts employment, beginning as of the effective date of this agreement, continuing as hereinafter provided until employment has been terminated.
2. Personnel agrees to a schedule of assigned work duties and that the schedule of hours may be adjusted as the need arises.
3. Personnel agrees to a random drug test in accordance with the Drug Free Workplace policies.
4. Personnel will not disclose confidential information pertaining to the business activity of Diamonds Cosmetology & Barber College to any person, firm, association, or corporation; such information including, but not limited to, any records relating to the Diamonds Cosmetology & Barber College customers, their phone numbers, client lists, price lists, rate structures, appointment books, company manuals, personnel records, or any other information concerning the schools business.
5. Upon termination, personnel member will promptly return to the director all keys & institution property.
6. Personnel member acknowledges that he/she has read the Diamonds Cosmetology & Barber College Personnel Handbook and agrees to abide by all policies, procedures, and requirements contained in the additional terms and conditions of personnel member's employment.
7. Either party may terminate this agreement at any time within 10 days of its signing.
8. This agreement supersedes any prior agreement, written or oral, between personnel member and Diamonds Cosmetology & Barber College.

Personnel Member Signature

Date

Director Signature

Date

PERSONNEL DISCIPLINE AND CORRECTIVE ACTION

CORRECTIVE ACTION CONSEQUENCES

- 1) Verbal Warning. Verbal warnings are for first time offenders of minor infractions. Two verbal warnings warrant a written warning.

- 2) Written Warning. A corrective action form accompanies written warnings. The personnel member will be made aware of the infraction and ways to correct deficiency will be discussed and implemented.
 - a. Probation. Probation is given after the second written warning. Probation lasts for up to 30 days. In this time, the personnel member must implement corrective action; if the infraction occurs while on probation, the personnel member is put on suspension.
 - b. Suspension. This time is designated to allow enough time for the personnel member to contemplate and change recurring behavior.
 - c. Termination. Termination is the result of three warnings that have resulted in probation or suspension.

CORRECTIVE ACTION REPORT FORM

Personnel member: _____

Director: _____

Date of Session: _____

Reason for Session: (Circle One)

- Non-compliance with policy and procedure manual
- Non-compliance with standards of conduct
- Frequent absence
- Frequent tardiness
- Unsatisfactory personal appearance (violation of dress code)
- Unsatisfactory customer service evaluation or violation of customer handling system
- Frequent non-compliance of assigned cleaning
- Insubordination
- Theft
- Other: _____

Detailed description of reason for corrective action: (Describe previous violations or warnings, if any.)

Action Taken: (Circle One)

- a. Verbal Warning
- b. Written Warning
- c. Probation for _____ period of time.
- d. Suspension for _____ period of time.
- e. Expulsion

Describe plan of action to be taken in solving the problem: Include time limit and consequences of continued problem. Follow-up Date: _____

I acknowledge receiving this notice and understand that future violation can result in further disciplinary action including expulsion.

Personnel Member Signature

Date

Director's Signature

Date

PERSONNEL HANDBOOK RECEIPT

I have received a copy of Diamonds Cosmetology & Barber College Personnel Handbook, which outlines client handling procedures, personnel policies, standard of conduct, and personnel benefits. I will comply and commit myself to memorizing and implementing these guidelines in my daily activities when working at Diamonds Cosmetology & Barber College.

I realize the institution policies may change from time to time and will accept new policy as being as equally important as the initial policies of the institution.

The Personnel Handbook is an extension or addendum to the personnel contract agreement and it is under these conditions I will begin my employment at Diamonds Cosmetology & Barber College. I agree that at any time I have difficulties understanding or implementing policies, I will ask for clarification from the school director.

Personnel Member Printed Name

Date

Personnel Member Signature

Date