

As soon as you know that you are in disaster mode

1. Connect with fellow soul sisters and tap into their wisdom.
2. Limit news to two times a day
3. Create a flexible plan and write it down in a journal. At least get it out of your head.
4. Create a promise to practice self-care and write down what that looks like to you.
5. Staff communications are important and there is a heightened sense of clarity that is needed when it is not business as usual. Follow these helpful steps to keep communication flowing:
 - a. Implement a morning huddle so that you can share information.
 - b. Make sure you have two forms of communication with each team member. Ask which is their preferred way of communicating.
 - c. Remember each team member is like a plant and they have different needs. Being very aware of their body language and checking in with them is imperative to keep them out of stress mode.
 - d. Review with your team how operations will change as you are making the decision to close. Remember in the case of COVID-19 it has to be a fluid conversation.
 - e. Once a team plan is co-created, document it in word and document changes to systems.
6. Write scripts for the front line workers and consider the following:
 - a. Changes to hours or other operational changes
 - b. Changes to policies that affect customers like cancelation policy or now show policies
 - c. Changes to sanitation protocols and service delivery options
 - d. Changes to payment methods
 - e. Which modes of communication and what order. We picked -e-mail, text, phone, social media to communicate changes
 - f. Service disruption scripts for all of the above
 - g. What you are doing to keep your team and clients safe
7. Update communication channels with disruption information. Remember to update them if things change
 - a. Website add a pop box with info
 - b. Social media channels
 - c. Voice mail
 - d. auto response emails with updated hours and updated information
 - e. Your google page
 - f. Sign on your front door
8. Proactively reach out to your clients that need to be rescheduled.. They will really love you for it and it is a great way to show them you care about them.

9. Do not move appointments in your appointment book. Once you get back you can reschedule each client giving priority to the ones that were scheduled on the day you closed. You will also need this data as it shows your insurance company and the SBA how much potential money you had in reservations or a drop in productivity.

10. Create a Kaizen whiteboard. We borrowed this from the Toyota quality control philosophy of continuous improvement of working practices, personal efficiency, etc.
 - a. This whiteboard has three columns so the team can write what challenges they are facing as they face them.
 - b. A leader will organize the team to take on tasks to resolve problems. We ask each team member to take on a task they are inspired to take on.
 - c. The board is broken down into three sections:
 - i. A problem-who will be responsible
 - ii. Items needed-who will purchase
 - iii. Items resolved-check in during the morning huddle
 - d. The Kaizen white board is reviewed daily with the team to provide absolute clarity and pivot where needed.
 - e. Once a team member is assigned a task they are responsible for moving the their task to the resolved section and updating the team during our morning meeting

11. Preparing to close the storefront
 - a. Unplug all electronics
 - b. Empty fridge and cabinets for perishable items.
 - c. Turn off A/C
 - d. Finish Laundry.
 - e. Empty water from any fountains
 - f. Check all hot cabbies candles, and wax pots
 - g. Turn off any Wash all dishes
 - h. Wipe down all cabinets fronts, counter tops and door handles
 - i. Sweep and mop
 - j. Final check of all rooms
 - k. Turn off lights and set alarm
 - l. Notify your landlord and neighbors that you have closed the store.