PETPOOJA

CHECKLIST

Salon & Spa Daily Operations Checklist for India

Daily routines, weekly deep-cleans, and monthly compliance tasks for salons, spas, and beauty parlours. Covers hygiene and sterilisation, client management, billing, inventory, staff scheduling, and closing security. Each task is labelled by frequency.

Updated June 2026 14 Pages FY 2025-26

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70+
Checklist Items
Opening, operations, closing

8+1
Sections + Quick Ref
Daily summary + 8 detailed sections

5%
GST on Salon Services
SAC 999721, no ITC (Sep 2025)

3
Shift Phases
Opening, during-day, closing

All
Salon Types Covered
Budget to premium, unisex to spa

01 Daily Quick Reference

Print this one page and laminate it. Tick off each task every day.

When	Task	Who
Opening	Unlock, disarm alarm, check CCTV overnight footage	Opener
Opening	Switch on lights, AC, geyser/water heater, steriliser	Opener
Opening	Clean all mirrors, stations, and reception area	Housekeeping
Opening	Check towel stock: fresh towels at every station	Housekeeping
Opening	Verify appointment book/software for the day	Receptionist
Opening	Test POS, card machine, UPI QR code	Receptionist
All day	Sterilise tools between every client (scissors, combs, clips)	Stylists
All day	Fresh cape/apron for every client	Stylists
All day	Patch test before chemical services (colour, straightening)	Stylists
All day	GST invoice for every service: SAC 999721, 5% rate (no ITC)	Receptionist
All day	Dispose of used razors/blades in sharps container	Stylists
All day	Sweep hair from floor after every haircut	Housekeeping
Per shift	Count cash, reconcile card/UPI against POS	Cashier
Midday	Restock products at stations, check towel supply	Housekeeping
Midday	Washroom deep clean, soap/tissue refill	Housekeeping
Closing	Final cash count, UPI/card reconciliation, Z-report	Cashier
Closing	Sterilise all tools, UV cabinet overnight cycle	Stylists
Closing	Turn off geysers, straighteners, dryers, steamers	Closer
Closing	Lock product cabinets, empty dustbins, mop floor	Housekeeping
Closing	CCTV check, safe deposit, arm alarm, lock up	Closer

How to Use This Checklist

This checklist covers daily, weekly, and monthly tasks for salon and spa operations. Each item is labelled by frequency. This quick reference page lists only the critical daily tasks. Detailed instructions are in Sections 01-08 that follow.

02 Salon Opening Procedures

First 30 minutes before the first client arrives

30 min	10+ AM	15
Avg Opening Time	Typical Salon Opening	Pre-Open Checks
Before first appointment	*Varies by location/city*	*Before doors open to clients*

Unlock and Safety Check

- ✓ **Open salon, disarm alarm, record opening time in register** — Daily
  The person opening must sign the register with exact time. Check overnight CCTV footage for anything unusual. Verify the alarm log for triggered alerts.
- ✓ **Walk through: check for water leaks, pest signs, electrical issues**
  Inspect the washroom, storage area, and treatment rooms. Look for rodent droppings near product shelves. Check for any water damage to walls or ceiling, especially during monsoon.
- ✓ **Switch on lights, AC/fans, music system, display signage**
  Ambiance matters in a salon. Ensure every station has proper lighting. Dim or broken lights in styling areas affect service quality and client comfort. If you play background music, you need a PPL/IPRS licence. Playing unlicensed music can attract fines.
- ✓ **Turn on geyser/water heater, steamer, and UV steriliser**
  Hot water takes 15-20 minutes to heat. Switch on the geyser first thing. UV sterilisers need 15-20 minutes to complete a cycle. Start them before the first client.
- ✓ **Verify fire extinguisher is accessible and pressure gauge is green** — Safety
  Salons use electrical heating appliances (dryers, straighteners, steamers) and flammable chemicals. A working extinguisher is not optional.
  National Building Code 2016, Part 4

Station and Equipment Setup

- ✓ **Clean every mirror, styling station, and chair** — Daily
  Wipe mirrors with glass cleaner. Dust the station counter. Ensure chairs are height-adjusted to default. No hair clippings from yesterday should be visible anywhere.
- ✓ **Place fresh towels at every station, check towel stock for the day**
  A 5-chair salon needs 40-50 towels per day (including capes and head wraps). Count your clean towel stock. If running low, start a wash cycle immediately or arrange laundry pickup.
- ✓ **Sterilise all tools: scissors, combs, clips, razors in UV cabinet or chemical solution**
  Tools from the previous day's closing sterilisation should be in the UV cabinet. Verify the cycle completed. Any tools left out overnight must go through a fresh sterilisation cycle before use.
- ✓ **Check product levels at each station: shampoo, conditioner, serum, styling products**
  Nothing slows down a service like a stylist walking to the backroom mid-haircut. Refill dispensers at every station before opening.
- ✓ **Test POS/billing terminal, card machine, and UPI QR code** — Daily
  Run a test receipt. Confirm the card machine has network. Verify UPI QR links to the correct bank account. Clients who can't pay digitally after a service is a bad experience.

Reception and Scheduling

- ✓ **Review today's appointments: client names, services booked, stylist assigned**
  Print or display the day's schedule. Note any new clients (need consultation time). Flag VIP or regular clients for personalised attention.

- [ ] **Confirm appointments via WhatsApp or call for the first half of the day**
  A quick 'See you at 11 AM for your haircut' message reduces no-shows. Send confirmations the evening before or morning of.

- [ ] **Check walk-in availability and estimate wait times**
  Know which time slots have gaps. If you're fully booked, prepare a polite message for walk-ins with an estimated wait or the next available slot.

- [ ] **Sweep and mop the reception area, entrance, and waiting zone** Daily
  The entrance is the first impression. Magazines should be current. Water dispenser refilled. AC at a comfortable temperature. No hair on the floor. Ever.

- [ ] **Display the day's offers or promotional signage**
  If running any weekly specials (e.g., Monday ladies' discount, Wednesday beard trim offer), put up the signage. Remove expired promotions.

03 Hygiene and Sterilisation

The non-negotiable foundation of every salon

Every	UV	Sharps
Client = Fresh Tools	Steriliser Cycle: 20 min	Used Razors in Puncture-Proof Box
Sterilise between each client	*Industry standard for salon tools*	*Biomedical Waste Rules 2016*

Tool Sterilisation (Between Every Client)

✓ **Sterilise scissors, combs, clips, and brushes after every client** — Every client

Minimum: wash with soap and water, then disinfect in Barbicide or equivalent solution for 10 minutes. Better: UV steriliser for 15-20 minutes. Best: autoclave for metal tools.

✓ **Use a fresh razor blade for every shaving/threading client** — Every client

Reusing razors or blades is a serious health risk (Hepatitis B, HIV transmission). Use disposable blades and dispose in a puncture-proof sharps container. Never recap or break blades.

Biomedical Waste Management Rules 2016

✓ **Fresh cape, apron, or towel wrap for every client**

Capes and aprons collect hair, product residue, and sweat. Using the same one for two clients is unhygienic. Stock enough capes for a full day of appointments plus walk-ins.

✓ **Wipe styling chair, headrest, and armrest between clients**

Use a disinfectant spray and cloth. Hair fragments on the chair are the first thing the next client notices. Quick wipe takes 30 seconds and makes a big difference.

Salon-Wide Hygiene

✓ **Sweep hair from the floor after every haircut** — After each cut

Don't wait for the end of the day. Hair on the floor looks unprofessional and is a slip hazard when mixed with water. Sweep immediately after each cut.

✓ **Mop the salon floor with disinfectant at least twice daily**

Once at opening, once midday, and once at closing. Use a floor disinfectant, not just water. Pay extra attention to the shampoo wash area where water pools.

✓ **Washroom cleaned and stocked every 2-3 hours** — Every 3 hrs

Soap, hand sanitiser, tissues, dustbin liner. Put a cleaning log on the washroom door. A dirty washroom will cost you clients faster than a bad haircut.

✓ **Dispose of used cotton, wax strips, and single-use items in covered bins**

Wax strips, cotton pads, gloves, and disposable sheets go into covered waste bins. Separate dry waste (packaging, paper) from wet waste (used cotton, wax strips). Empty bins before they overflow.

✓ **Chemical products stored safely: locked cabinet, away from heat, labels visible**

Hair colours, bleach, perming solutions, and straightening chemicals are flammable and corrosive. Store in a cool, ventilated area. Never near a heat source. Keep away from children and untrained staff.

Patch Test Protocol (Mandatory Before Chemical Services)

Before any hair colour, straightening, or chemical treatment, conduct a skin patch test 24-48 hours in advance. Apply a small amount of the product behind the ear or on the inner elbow. Document the test date, product used, and result in the client record. If a client insists on skipping the patch test, get their written consent. Allergic reactions from hair dye (PPD) can cause severe swelling, blistering, and even hospitalisation.

04 Client Service and Experience

From greeting to checkout, every touchpoint matters

< 2 min	30 sec	24 hrs
Greeting Wait Target	Consultation Before Service	Complaint Response
Acknowledge within 2 min of entry	*Ask what the client wants*	*Target for service complaints*

- ✓ **Greet every client within 2 minutes of entering, offer water or tea** — Every client
  A warm greeting sets the tone. 'Welcome, please have a seat, can I get you water or chai?' goes a long way. Ignoring a walk-in for even 3 minutes feels like forever to the client.
- ✓ **Consultation before starting: ask what the client wants, confirm the service**
  Never assume. 'Just a trim' means different things to different people. For colour services, show shade cards. For facials, ask about skin type and allergies. 30 seconds of consultation prevents 30 minutes of complaints.
- ✓ **Check client history: allergies, previous services, preferences**
  Maintain a simple client register or use salon software. Note: product allergies, colour preferences, styling preferences, and any past complaints. Repeat clients expect you to remember.
- ✓ **Patch test offered and documented before any chemical service** — Chemical services
  Hair colour, keratin, chemical straightening, and perming all require a patch test 24-48 hours before. Record the product name, batch number, test date, and result. If the client declines, get written consent.
- ✓ **Service pricing communicated before starting, no surprises at billing**
  Discuss the cost before the service begins. If additional services are suggested during the appointment ('your hair needs a deep conditioning treatment'), quote the price and get a yes before proceeding. Surprise bills destroy trust.
- ✓ **Client feedback collected: verbal check during service, written/digital at checkout**
  Mid-service: 'Is the water temperature okay?' 'Is the pressure comfortable?' At checkout: a quick Google review request or a feedback form. Negative feedback captured privately is better than a public complaint.
- ✓ **Complaints logged with resolution timeline, manager informed same day**
  If a client is unhappy (bad colour, too short, skin reaction), log it immediately: date, client name, stylist, service, complaint, and resolution offered. The owner/manager must be informed the same day.
- ✓ **After-care advice given: product recommendations, next appointment suggestion**
  For colour: 'Avoid washing for 48 hours.' For keratin: 'No clips or ties for 3 days.' For facials: 'Skip makeup for 24 hours.' This shows expertise and builds trust. Also suggest the next appointment timing.

05 Billing and GST Compliance

GST on salon services, invoicing, and payment reconciliation

5%	18%	Rs 2L
GST on Beauty Services	GST on Product Sales	Cash Payment Cap
SAC 999721, Notification 15/2025 (Sep 2025)	*Retail product sales remain at 18%*	*Section 269ST, IT Act*

Invoicing Standards

✓ **Every service generates a GST-compliant invoice with SAC code 999721** — Every client

Since Sep 22, 2025, beauty and salon services are taxed at 5% GST without input tax credit (Notification 15/2025). The old 18% with ITC option is no longer available. SAC 999721 for hairdressing, 999722 for manicure/pedicure, 999729 for other beauty treatments. Product retail sales remain at 18%.

CGST Notification 15/2025-Central Tax (Rate)

✓ **Invoice includes: salon GSTIN, service description, rate, GST breakup**

For B2C invoices under Rs 200, a simplified bill is acceptable. Above Rs 200: GSTIN, address, sequential invoice number, SAC code, and tax breakup are mandatory.

CGST Rule 46

✓ **Bill serial numbers are sequential with no gaps**

Missing bill numbers are a red flag during GST audit. If a bill is cancelled, keep the cancelled entry in the system with a note. Never delete invoices.

✓ **MRP displayed for retail products sold (not services)**

If your salon sells shampoo, serum, hair oil, or skincare products, MRP must be displayed. Selling above MRP attracts a fine of Rs 2,000 per instance.

Legal Metrology (Packaged Commodities) Rules 2011

Payment and Reconciliation

✓ **Cash, card, and UPI payments reconciled against POS at every shift change** — Per shift

Match total cash in the drawer with POS cash total. Match UPI collections from the bank app with POS UPI total. Match card swipe totals from EDC settlement with POS. Investigate any mismatch immediately.

✓ **No cash payment accepted above Rs 2,00,000 per person per day**

Section 269ST of the Income Tax Act. Penalty is 100% of the amount received. For large packages (bridal, annual memberships), direct the client to bank transfer or cheque.

Section 269ST, IT Act 1961

✓ **Tips and gratuity handled separately from service billing**

If your salon collects tips via POS, keep a separate log. Tips distributed to staff must be tracked. Some salons pool tips and split weekly. Document the policy.

✓ **End-of-day Z-report printed, signed, and filed**

The Z-report is the final summary of all transactions. Print it, sign it, file it chronologically. This is your daily financial record.

06 Inventory and Product Management

Track consumables, prevent pilferage, manage expiry

Daily	Weekly	< 5%
High-Use Product Check	Full Inventory Count	Shrinkage Target
Colour, shampoo, disposables	*Compare physical vs system*	*Above 5% warrants investigation*

- ✓ **Check stock levels of top consumables: colour tubes, shampoo, developer, disposables** — Daily
  Running out of a popular hair colour shade mid-appointment is embarrassing and costs you revenue. Keep a minimum stock of 3 days for fast-moving items. Track daily usage.
- ✓ **Verify product expiry dates, especially on colour tubes and chemical treatments**
  Hair colour past its expiry can cause allergic reactions and unpredictable results. Check expiry monthly. Pull anything within 30 days of expiry for immediate use or disposal.
- ✓ **Log products used per service for tracking consumption**
  One hair colour service uses X ml of colour, Y ml of developer. Tracking usage per service helps you spot wastage, pilferage, and order accurately. Even a simple register works.
- ✓ **Retail product display clean, priced, and stocked**
  If you sell products (shampoo, serum, tools), keep the display dust-free with visible pricing. Products near the billing counter sell better. Restock sold items same day.
- ✓ **Locked storage for high-value products: professional-grade colour, keratin, equipment** — Daily
  Professional hair colour, keratin treatments, and expensive tools should be in a locked cabinet. Only senior stylists or the manager should have access. Track every tube opened.
- ✓ **Towel and linen count: clean stock, laundry schedule on track**
  A 5-chair salon needs 40-50 towels per day. If laundry is done in-house, check the wash/dry cycle. If outsourced, confirm the pickup/delivery schedule matches your needs.
- ✓ **Weekly full inventory count: compare physical stock with system/register** — Weekly
  Count everything: colour tubes, shampoo bottles, disposables, retail products, towels. Compare with what the system says. Shrinkage above 5% needs investigation for wastage or pilferage.

07 Staff Management and Scheduling

Attendance, commissions, rosters, and compliance

48 hrs	1 day	20+
Weekly Work Limit	Weekly Off Mandatory	PF Threshold (ESI: 10+)
Shops & Establishments Act	*S&E Act requirement*	*EPF Act: 20+, ESI Act: 10+*

- ✓ **Staff attendance marked at shift start (biometric, app, or register)** — Daily
  Late arrivals logged. Salon shifts often start before opening (for setup). Track actual arrival, not just the salon opening time. Biometric prevents buddy punching.

- ✓ **Daily briefing: appointments for the day, new offers, targets, and focus areas**
  Keep it under 10 minutes. Cover: today's bookings, which stylist handles which client, any VIP appointments, current promotions, and yesterday's revenue vs target.

- ✓ **Stylist-to-appointment matching done for the day**
  Assign stylists to appointments based on skill level and client preference. Senior stylists for complex colour work, juniors for basic cuts. Don't overload one stylist while another sits idle.

- ✓ **Working hours comply with state Shops and Establishments Act** — Compliance
  Most states cap working hours at 9 hours/day and 48 hours/week. Overtime must be paid at 2x the hourly rate. Many salons have split shifts (10 AM-2 PM, 4 PM-9 PM). Ensure both halves are logged.
  State Shops & Establishments Act

- ✓ **Weekly off roster displayed, no employee works 7 consecutive days**
  The S&E Act mandates one weekly off. In salons, stagger offs across the week so you're never fully unstaffed. Sundays are peak days for most salons, so rotating offs work better than fixed Sunday offs.

- ✓ **Commission tracking: services performed, products sold, targets met**
  Most Indian salons pay a fixed salary plus commission (10-30% on services, 5-15% on product sales). Track each stylist's daily services and sales. Transparent tracking prevents disputes.

- ✓ **PF compliance if 20+ employees, ESI if 10+ employees** — Compliance
  PF registration is mandatory once your salon has 20 or more employees (Section 1(3), EPF Act). ESI applies at 10+ employees if individual salary is under Rs 21,000/month. Smaller salons can voluntarily register for PF. Contribution deadlines: PF and ESI both by the 15th of each month.
  EPF & MP Act 1952, ESI Act 1948

- ✓ **POSH policy displayed if 10+ employees** — Compliance
  The Prevention of Sexual Harassment Act applies to workplaces with 10+ employees. Salons with a largely female workforce must have a written POSH policy, an Internal Complaints Committee, and awareness training for all staff.
  POSH Act 2013

08 Salon Maintenance and Safety

Electrical safety, pest control, waste disposal, and deep cleaning

Monthly	Weekly	Quarterly
Pest Control	Deep Clean Schedule	Electrical Safety Audit
Recommended for salon environments	*Rotating section-by-section*	*High appliance usage in salons*

Weekly and Monthly Maintenance

- ✓ **Deep clean one zone each week: stations, wash area, treatment rooms, storage** — Weekly
  Week 1: styling stations and mirrors. Week 2: shampoo/wash area. Week 3: treatment/facial rooms. Week 4: storage, staff area, reception. Clean behind furniture, under stations, and inside cabinets.
- ✓ **AC filters cleaned, temperature comfortable for clients in capes**
  Clients sitting in capes under a blowing AC get cold quickly. Dirty filters reduce cooling and increase electricity bills by 15-20%. Clean filters fortnightly. Professional AC service every quarter.
- ✓ **Pest control treatment for the salon** — Monthly
  Hair waste attracts pests. Monthly pest control recommended for salons. Maintain a register with dates, areas treated, chemicals used, and vendor licence number.
- ✓ **All electrical appliances inspected: dryers, straighteners, steamers, geysers** — Monthly
  Salons have a higher electrical load than most retail businesses. Frayed cords, overheating dryers, and faulty steamers are fire hazards. Check every appliance monthly. Replace damaged cords immediately. Never use appliances near water.

Waste Disposal

- ✓ **Hair waste collected and disposed separately (not mixed with general waste)**
  Hair is non-biodegradable in landfills and clogs drains. Collect hair waste in separate bags. Some organisations collect hair for oil spill cleanup or composting. At minimum, bag it separately from wet and dry waste.
- ✓ **Used razors and blades disposed in a puncture-proof sharps container** — Daily
  Used blades are biomedical waste. Dispose in a clearly labelled, puncture-proof container. When full, hand over to an authorised biomedical waste collector. Never throw loose blades in regular dustbins.
  Biomedical Waste Management Rules 2016
- ✓ **Chemical waste (colour, bleach, developer) disposed per local municipality rules**
  Don't pour leftover hair colour or bleach down the drain. Chemical waste contaminates water. Collect in a separate container and dispose per your municipality's hazardous waste guidelines. Check with your local municipal corporation for salon-specific rules.
- ✓ **General waste segregated: wet, dry, sanitary, special care (4 streams)**
  Solid Waste Management Rules 2026 require four-stream segregation at source. Wet waste (food, organic), dry waste (packaging, plastic), sanitary waste, and special care waste (chemicals, bulbs).
  Solid Waste Management Rules 2026

09 Salon Closing and Security

End-of-day procedures, equipment shutdown, and overnight safety

30 min	24/7	Daily
Avg Closing Time	CCTV Recording	Closing Checklist Signed
After last client leaves	*Minimum 30-day footage retention*	*Manager/closer accountability*

End-of-Day Operations

- ✓ **Last client served, no new walk-ins accepted after closing time** — Daily
  Announce closing 15-20 minutes before. Don't turn away a client mid-service, but don't accept new bookings. State Shops and Establishments Acts may specify maximum closing hours for your area.
- ✓ **All billing settled: cash counted, card/UPI reconciled, Z-report printed**
  Cash, card, and UPI totals must match the POS report. Investigate any discrepancy the same night. Don't carry discrepancies to the next day.
- ✓ **Day's revenue recorded: total services, product sales, average ticket size**
  Track daily revenue vs target. Note: how many clients (walk-in vs appointment), average spend per client, and top-selling services. This data helps you plan staffing and promotions.
- ✓ **All tools cleaned, sterilised, and placed in UV cabinet for overnight cycle**
  Every scissor, comb, brush, and clip must be washed, disinfected, and placed in the UV steriliser. Run the overnight UV cycle. Tools should be sterile and ready to use at opening.

Equipment Shutdown and Security

- ✓ **All heating appliances switched off: dryers, straighteners, curling irons, steamers, geysers** — Critical
  Walk through every station and treatment room. Unplug or switch off at the socket. A straightener left on overnight is a fire waiting to happen. This is the single most important closing check in a salon.
- ✓ **Product cabinets locked, cash deposited in safe**
  Lock the professional product cabinet and retail display. Deposit the day's cash in the safe. Only the owner/manager should have safe access. Record the deposit amount.
- ✓ **CCTV system verified: all cameras recording, storage not full**
  Check the DVR/NVR is recording. Verify no camera angle has shifted. Retail salons should retain footage for at least 30 days. If storage is filling up, arrange for backup or replacement.
- ✓ **Dustbins emptied, floor swept and mopped, washroom final clean**
  The salon must be clean for the next morning's opening crew. Empty all bins, bag the waste (segregated), mop with disinfectant. Washroom gets a final wipe-down.
- ✓ **All doors, windows locked, alarm armed, shutter secured** — Daily
  Check the back door, staff entrance, and any windows. The last person out arms the alarm, pulls the shutter, and locks it. Verify alarm status on the panel or app.
- ✓ **Closing checklist signed by the duty manager with date and time**
  The closer signs off that every task is done. This creates accountability. If a straightener is left on and there's an incident, the signed checklist shows who was responsible.

Electrical Safety in Salons

Salons use more electrical appliances per square foot than most businesses: dryers, straighteners, curling irons, steamers, UV sterilisers, geysers, and washing machines. Never overload sockets. Use MCB/RCCB protection on every circuit. Get a professional electrical audit every quarter. Replace any frayed cord immediately. Keep all appliances away from water. A single electrical fire can shut down your business permanently.

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