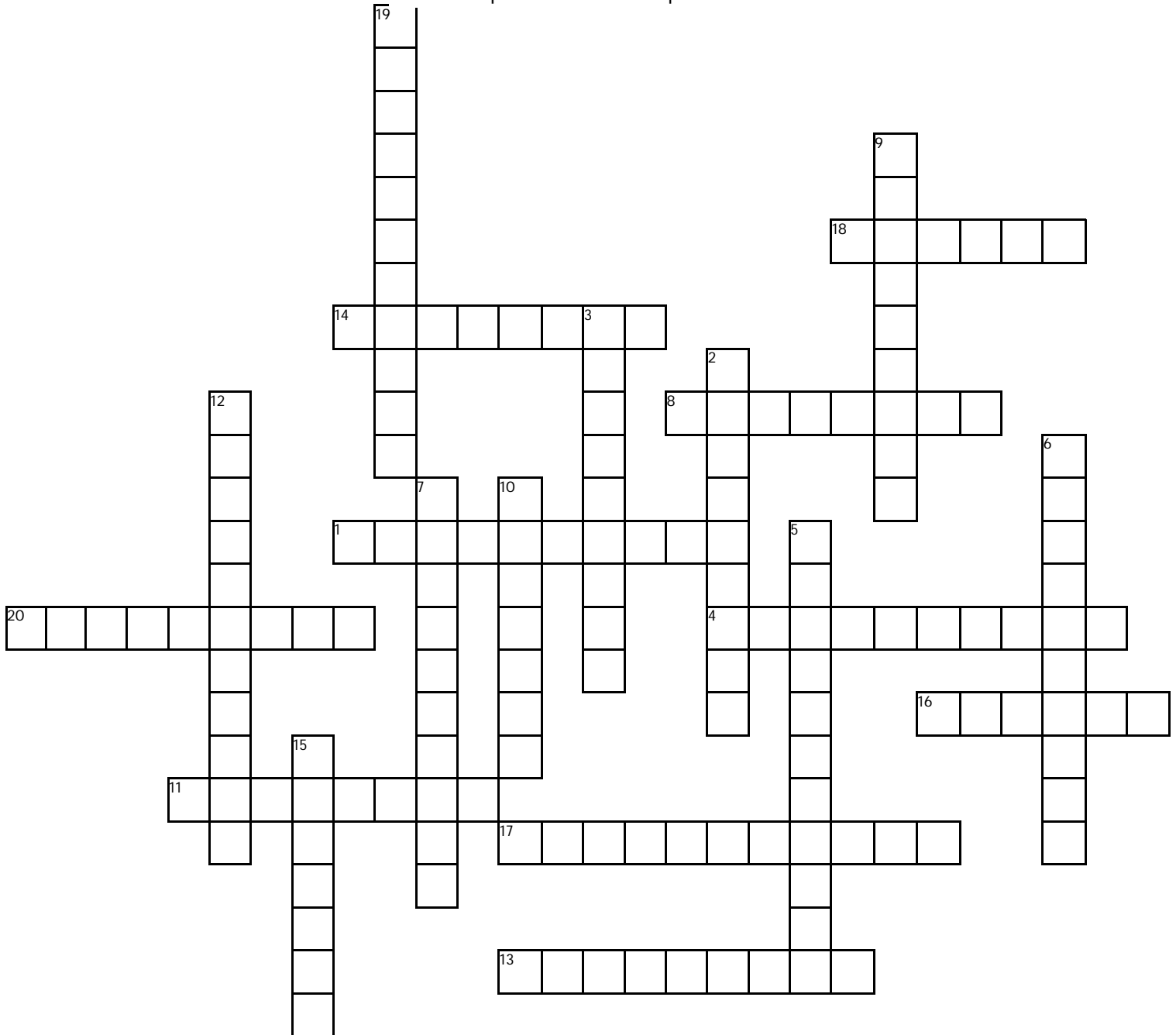


Name: _____

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Salon Operations Manual 101

Please complete the crossword puzzle below



Across:

- 1. The formal review of an employees performance.
- 4. Things designed to increase an employee performance.
- 8. A united effort in a work environment among staff to accomplish goals.

Down:

- 2. The process of retaining employees.
- 3. Knowledge acquired by learning and instruction.
- 5. The act of acknowledging an employees contributions to an organization.

11. A set of guidelines used to ensure a harmonious workplace.
13. Utilization of print, Internet, radio and creative strategies to increase sales.
14. An individual who works for a company in an official capacity.
16. An organized document or set of standard operating procedures in a workplace.
17. An organized introduction to a company for newly hired staff.
18. Development from a lower or simpler to a higher or more complex form.
20. The verification of an applicants credentials prior to hiring.
6. A collection of policies and guidelines that outline workplace operations.
7. The person or persons who control or direct a business or enterprise.
9. Seminars designed to provide continuing education and professional growth.
10. To give encouragement, confidence, help or comfort.
12. The formal act of ending an employment relationship.
15. The overall goal, values and ideals of an organization.
19. The process of identifying qualified personnel for the workplace.

Name: _____

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Salon Operations Manual 101 KEY

Please complete the crossword puzzle below

Across:

- 1. The formal review of an employees performance. (EVALUATION)
- 4. Things designed to increase an employee performance. (INCENTIVES)

Down:

- 2. The process of retaining employees. (RETENTION)
- 3. Knowledge acquired by learning and instruction. (EDUCATION)
- 5. The act of acknowledging an employees contributions to an

8. A united effort in a work environment among staff to accomplish goals. (TEAMWORK)
11. A set of guidelines used to ensure a harmonious workplace. (POLICIES)
13. Utilization of print, Internet, radio and creative strategies to increase sales. (MARKETING)
14. An individual who works for a company in an official capacity. (EMPLOYEE)
16. An organized document or set of standard operating procedures in a workplace. (MANUAL)
17. An organized introduction to a company for newly hired staff. (ORIENTATION)
18. Development from a lower or simpler to a higher or more complex form. (GROWTH)
20. The verification of an applicants credentials prior to hiring. (SCREENING)
- organization. (RECOGNITION)
6. A collection of policies and guidelines that outline workplace operations. (PROCEDURES)
7. The person or persons who control or direct a business or enterprise. (MANAGEMENT)
9. Seminars designed to provide continuing education and professional growth. (WORKSHOPS)
10. To give encouragement, confidence, help or comfort. (SUPPORT)
12. The formal act of ending an employment relationship. (TERMINATION)
15. The overall goal, values and ideals of an organization. (MISSION)
19. The process of identifying qualified personnel for the workplace. (RECRUITMENT)