

Redefined Hope Salon



Overview & Expectations

Welcome to Redefined Hope! Our business was created as a giving engine to support Hope Center Indy. With over 30 ministries and programs impacting our communities in a great way, our mission is to impart hope and healing to every heart.

Over the last several years, we have raised and given over \$150,000 back to the Hope Center through the purchases and donations from our faithful supporters.



As we continue to dream about the growth and sustainability of our ministry, we are excited to add a beauty salon to the Redefined Hope Boutique & Coffee Shop as Hope Center Indy's newest giving engine.

The Redefined Hope Salon will be a full service salon that will specialize in hair and nail care. We, Rachel Kleine & Sarah Blair, Directors of Redefined Hope, wish to welcome highly trained, skilled, and dedicated professionals to our team.

At Redefined Hope, we treasure unity, commitment and care for our clients and each other, and excellence in all that we do. Operating under Christ-centered values, we believe in the power of prayer and the healing and transformation that Jesus Christ gives every one of us. Therefore, our ideal candidates must exemplify Hope Center Indy's core values when representing our business inside and beyond our doors.



If interested, please continue reading for more information. Finally, if you believe you would make a great addition to our team, we would love to talk with you! Please email redefinedhope@hopecenterindy.org to connect with us. Thank you!

Rachel Kleine and Sarah Blair

Redefined Hope Directors

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Salon Hours:

Monday	9-6
Tuesday	9-6
Wednesday	9-6
Thursday	9-6
Friday	9-6
Saturday	9-6

Professionals will be considered as follows:

1. Resume review by Redefined Hope directors
2. Initial interview with Redefined Hope directors
3. Campus tour and secondary interview with Hope Center Indy director
4. Completed Hope Center Indy application and background Check
5. Final agreement

All salon professionals must exemplify the core values of Hope Center Indy:

Relentless Commitment

- To Christ
- To the world around us
- To personal growth

Kingdom Minded

- Intentional unity
- Integrating our community

Faith Builders

- Prayer
- Healing and transformation
- Power of testimony

Joyful Servants

- Selfless
- Kind and considerate

Quality that Inspires Hope

- Excellence in all that we do
- Good stewards of time, talents, and treasures

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All salon professionals are expected to follow simple guidelines of professionalism:

Excellent Service: Service your clients to the best of your ability at all times. Please plan your agenda accordingly to give your client the proper amount of service time.

Teamwork: Cooperation and teamwork with the other salon professionals is imperative to our success. Be kind and considerate when using shared spaces and respectful of each other's personal working space, supplies, and equipment.

Salon Environment: Gossip between clients, staff, residents, and/or other professionals is negative and detracts from the loving environment we strive to maintain.

Language: Speak in a way that honors God and others. Be courteous and respectful to all.

Dress Code: Salon professionals' clothing, hairstyle, skin, make-up, and nails should reflect an image which is neat, clean, fashionable, and current in appearance. We ask that you maintain your decorum and attire in good taste.

Tips: Tips are accepted but never expected in our salon.

Communication: It is our wish that you find Redefined Hope at Hope Center Indy a place to call home to do what you love. Therefore, please do not hesitate to speak to our directors for a personal or private discussion about any aspect of your work in our salon.

Your Own Ideas: We welcome all suggestions made in a professional and friendly manner. Please write down your suggestions and relay them to our directors for consideration. We ask that you do not implement changes outside of your personal business/client matters without consulting a Redefined Hope director.

Meetings / Prayer Meetings: We expect all professionals to attend any salon-related meetings as needed or requested. Prayer meetings on Tuesdays at 10AM and Wednesdays at 7PM are encouraged but not required.

Problem Clients: When dealing with a problem client, it is important to remember that one dissatisfied client can easily damage our business' image. Please make every attempt to correct any problem before the client leaves the salon.

Pricing: Each professional will carry their own individual pricing. Therefore, please maintain discretion when quoting services out loud or near another professional's clients.

Training: Each professional is responsible for furthering their own education in the field.

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Smoking: Hope Center Indy is a tobacco-free facility. Smoking is not permitted for professionals, staff, or clients.

Eating: Please refrain from eating in the salon area. You are welcome to use the coffee shop for snack and lunch breaks.

Advertising: Redefined Hope and Hope Center Indy will advertise the salon services online through social media platforms and websites. However, each professional is responsible for their individual marketing, as well as acquiring and retaining their clientele.

Loss Prevention: Loss prevention is the responsibility of every professional. Attentiveness in your work and personal belongings is a key factor in preventing situations which may result in lost items or potential injuries to others or our salon.

A professional may be dismissed from the salon for any of the following reasons:

1. Unprofessional working manner
2. Poor quality of work
3. Incompatibility with Hope Center core values
4. Consistent tardiness or inconsistency of work
5. Theft of any kind
6. Use of alcohol or drugs on the job
7. Inappropriate or obscene language
8. Actions outside of the salon that may harm the image of Redefined Hope or Hope Center Indy.

All professionals are subject to a ninety (90) day probation period. After the 90-day probationary period, the Redefined Hope Directors will conduct a meeting to determine future status with our business and Hope Center Indy.