

THE LE PETIT METHOD™

Sample Template Library

A preview of the SOPs, pricing frameworks, and client experience tools included with the founding launch on July 1, 2026.

■	Template	Pillar
01	Service Pricing Calculator	<i>Margins</i>
02	Daily Opening & Closing SOP	<i>Structure</i>
03	Luxury Client Journey Map	<i>Client Experience</i>
04	Team Communication Charter	<i>Alignment</i>

Prepared exclusively for waitlist members.

TEMPLATE 01 · MARGINS PILLAR

Service Pricing Calculator

Set prices that sustain talent, not deplete it.

Purpose

Most salon menus are built backward, copied from competitors and discounted to feel approachable. This worksheet rebuilds every service from its true cost: time, product, overhead, and the compensation a craftsman deserves. The output is a defensible price you can hold without apology.

Inputs

Variable	Symbol	Example
Service duration (minutes)	T	90
Product cost per service (\$)	P	8.50
Hourly overhead allocation (\$)	O	22.00
Technician hourly target (\$)	W	55.00
Target profit margin (%)	M	30%

Formula

$$\text{Price} = ((T \div 60) \times (W + O) + P) \div (1 - M)$$

Worked example: $((90 \div 60) \times (55 + 22) + 8.50) \div (1 - 0.30) = \mathbf{\$177.86}$ → round to \$180.

Decision rules

- Never price below the calculator output. Discount through experience, never through margin.
- Re-run quarterly. Product, rent, and wages drift; your menu must drift with them.
- If a service cannot clear the margin floor, retire it or redesign it as a premium tier.

TEMPLATE 02 · STRUCTURE PILLAR

Daily Opening & Closing SOP

How your salon runs, open to close.

Why this exists

The first hour of the day sets the standard for the next ten. The last hour decides whether tomorrow opens with calm or chaos. This SOP removes guesswork from both.

Opening — 45 minutes before first client

#	Action	Owner	Time
1	Unlock, lights, music, diffuser on	Opener	T-45
2	Sanitise stations, restock implements	Opener	T-40
3	Review day sheet: clients, notes, allergies	Lead tech	T-25
4	Brew espresso, prep water carafes	Opener	T-15
5	Team huddle: tone, focus, one intention	Owner / Lead	T-10
6	Greet first client by name at the door	Front of house	T-0

Closing — 30 minutes after last client

#	Action	Owner	Time
1	Reset stations, laundry to wash	Closer	+0
2	Sterilise tools, log batch	Lead tech	+10
3	Reconcile till, tips distribution	Owner / Manager	+15
4	Confirm tomorrow's bookings + notes	Front of house	+20
5	Final walk-through, lights, lock	Closer	+30

Standard:

If a step is skipped, it is logged. The SOP is not negotiable, but it is editable. Propose changes in the weekly team review, not on the floor.

TEMPLATE 03 · CLIENT EXPERIENCE PILLAR

Luxury Client Journey Map

Six moments that turn a service into a ritual.

01 · The Invitation	Confirmation message sent 48 hours prior. Warm, specific, by name. Includes parking, what to wear, how to arrive.	<i>Felt: anticipated.</i>
02 · The Threshold	Greeted within 10 seconds of entry. Coat taken. Beverage offered before any paperwork. No transactional language.	<i>Felt: received.</i>
03 · The Consultation	Seated at the technician's chair, not a desk. Three questions: how do your hands feel today, what would you change, what would you keep.	<i>Felt: heard.</i>
04 · The Service	No phone calls taken in the room. Pace matched to the client, not the schedule. Silence is allowed and protected.	<i>Felt: held.</i>
05 · The Reveal	Mirror presented with both hands. Aftercare explained in under 60 seconds. Rebooking offered before payment, never after.	<i>Felt: proud.</i>
06 · The Echo	Personal thank-you within 24 hours, signed. Care reminder at day 7. Re-invitation at day 21.	<i>Felt: remembered.</i>

Implementation note

Print this map and place it in the back-of-house. Score each moment weekly. A salon's reputation lives or dies on the moments most owners consider too small to measure.

TEMPLATE 04 · ALIGNMENT PILLAR

Team Communication Charter

Clear, supportive structure across language, background, and experience.

Five agreements

01. We speak to each other the way we speak to our best client.

Tone is part of the uniform. It is not optional and it is not personal.

02. We assume good intent, then ask.

If something lands wrong, we ask one clarifying question before reacting.

03. We use the simplest language available.

English is not everyone's first language. Clarity is a kindness, not a compromise.

04. We close loops, we do not leave them open.

Every request gets a response within the same shift, even if the response is 'not yet.'

05. We disagree in private, we align in public.

Concerns are raised to the lead, not in front of clients or other technicians.

Weekly ritual

Tuesday, 15 minutes, before doors.

One win from last week. One friction this week. One ask of leadership.

No phones. No agenda padding. No exceptions.

End of preview

The full library includes 40+ templates across all four pillars: pricing models, service menus, hiring scripts, onboarding checklists, retention sequences, client recovery scripts, financial dashboards, and more. Every template is included with the founding launch.