Team Management Cheatsheet

Scheduling, pay and keeping good people, on one page.

Scheduling

- Publish the schedule at least a week ahead, two if you can. People plan their lives around it.
- Collect availability in writing and ask for updates every month.
- Rotate weekends and unpopular shifts, and keep a record so it stays fair.
- Plan travel time between jobs, and check how local law treats it for pay.
- Leave a buffer between jobs. Jobs run long.
- One person owns the schedule. Swaps go through them, in writing.
- Match people to jobs by skill and by client. Regular clients like seeing the same face.
- Keep a short list of people who can cover at short notice.

Pay

Model	Good for	Watch out for
Hourly	Varied work	Slower work earns more per job
Per job	Rewarding efficiency	Quality can slip; hourly earnings must stay above the legal minimum
Commission	Beauty, wellness, sales	Income swings with bookings
Base + bonus	Stability with an incentive	Bonus rules must be clear and measurable

- Pay on the same day every time.
- Give a written breakdown: hours or jobs, rate, bonuses, tips, deductions.
- Decide how tips are shared, put it in writing and stick to it.
- Review pay once a year, and say in advance when that happens.
- Check with an accountant or the labour office: minimum wage, overtime, holiday pay, contracts, and whether someone is an employee or a contractor.

Keeping good people

- In the first week, pair a new hire with someone experienced, give them the job checklists, and check in after day one and after week one.
- Keep a written checklist for every service: fewer mistakes, faster training, less depending on you.
- Hold a short one-to-one every month: what is going well, what gets in the way, what they want to learn.
- Say thank you specifically: name the job and what was good about it.
- Pass on praise from clients the same day.
- Show a path forward (senior, team lead, trainer) and what each step pays.
- Fix broken equipment and missing supplies quickly. They cost you people, not only time.
- When someone leaves, ask why and write it down.

Owner’s weekly routine

- [ ] Publish next week’s schedule.
- [ ] Approve hours, swaps and time off.
- [ ] Check one job per person against the checklist.
- [ ] Share one piece of client feedback with the team.
- [ ] Note one thing to fix in how the team works.

General information, not legal advice. Employment rules differ by country.