



Cincy
Clips

Zenzap Onboarding Plan for Cincy Clips



Phase 1 CRAWL : Foundation

Goal:

Create the structure + workflow with the people who manage the business daily, before touching all employees.

A) Workspace setup (Zenzap admin configuration)

Admin + permission plan (recommended)

- **Admins:** Steve + Barb + Kristen (and optionally Dir of Field Ops)
- **Managers (role):** Ohio Field Ops Mgrs + KY GM + Salon Managers
- **Restrict new group/topic creation:** Admins only (keeps it controlled and clean)
- **Phone numbers hidden** for non-admin users (fits the privacy need)

B) Creating groups

- Owners + Executive (Steve/Barb/Kristen + 3 Directors)
- Ohio: 6 Field Op Mgrs
- KY: KY GM
- 4–6 salon managers (Your choice)

Phase 1 CRAWL : Foundation

C) Core channels for the account (simple + high value)

Onboarding & Resources folder

- Cincy Clips – Start Here (Announcement)
“How we use Zenzap (business only), expectations, who to ask for help”
- Important Documents (Announcement)
Handbook, emergency procedures, policies, HR reminders, etc.
- Zenzap Support – Cincy Clips  Zenzap (normal chat)

Ops channels

- Ohio Field Ops (chat)
- KY Leadership (chat)
- Executive Updates (Announcement) (optional)

Checklist for phase 1

- Account is active and the relevant people have been added
- “Start Here” + “Important Docs” are populated
- Admin controls Configured

Phase 2 - WALK : Managers rollout (all managers + ops)

Goal

Get all managers and ops fully migrated before introducing stylists.

A) Manager rollout group

- 33–35 salon managers
- 6 Ohio Field Ops Mgrs
- KY GM
- Executive team

B) Standard structure for salons

Create group chats per salon:

- **Salon ## – Announcements (Announcement)**
manager → stylists only, no chatter
- **Salon ## – Coverage / Shift Help (chat)**
day-to-day operational messages
- **Salon ## – Ops / Issues (chat)**
escalations, supplies, maintenance, etc.

Floating stylists

- Add them to both salons they work at (or one “home salon” + add temporarily when covering)

Phase 2 - WALK : Managers rollout (all managers + ops)

C) Manager training (30 minutes, recorded + Live)

- What belongs in Zenzap (work-only)
- Where to post what (Announcements vs Coverage vs Ops)
- Roles for managers defined - Adding/removing staff

Success check (end of phase 2)

- 100% of managers active
- Coverage + announcements happening in Zenzap
- Less texting between managers and teams

Phase 3 - RUN : Stylists rollout + new-hire machine

Goal

Bring in the bulk population with minimal friction and create repeatable onboarding for every new hire.

A) Stylists rollout strategy

Roll out **regionally**:

1. Ohio (24 salons) in waves of 6–8 salons/week
2. KY (9 salons) as one wave with KY GM

B) “New Hire” flow (ties into Paychex + orientation)

Paychex handles paperwork → **Zenzap handles day-one “what to know”**

- Create New Hire – Welcome (Announcement) (per salon or company-wide)
- Add new hires to:
 - “Start Here”
 - Their salon channels
 - “Important Documents”
- After 2 weeks: remove them from “New Hire” but keep them in salon channels + docs

Action Items (in order)

✔ Phase 1 - CRAWL (Week 1): Foundation

- Confirm and add **1st group** (Owners + Exec + Ohio Field Ops + KY GM + 4–6 salon managers)
- Confirm **role assignments**:
 - Admins (Steve, Barb, Kristen + optional Dir Field Ops)
 - Managers (6 Field Ops, KY GM, salon managers)
- Decide invite method for pilot:
 - Phone-based invites (preferred) / Email where needed
- Build workspace folder structure (Owners/Exec, Ohio Ops, KY Ops, All Salons, Onboarding & Resources)
- Lock key **permissions**:
 - Group/topic creation → Admins only
 - Phone numbers hidden for non-admins
- Create hub channels:
 - Cincy Clips – Start Here** (Announcement)
 - Important Documents** (Announcement)
 - How-To: Coverage & Scheduling** (Announcement)
 - Zenzap Support – Cincy Clips ↔ Zenzap** (chat)
- Upload first “Important Documents” set (initial 5 docs)

Action Items (in order)

Phase 2 - WALK (Weeks 2–3): Managers Rollout

- Roll out to **all managers + ops** (all salon managers + Field Ops + KY GM + Exec)
- Create standard **salon templates** for each salon (Optional) :
 - Salon ## – Announcements** (Announcement)
 - Salon ## – Coverage / Shift Help** (chat)
 - Salon ## – Ops / Issues** (chat)
- Define handling for **floating stylists** (two-salon membership or “home salon + temporary add”)
- Schedule & run **Manager Training with Zenzap** (30 min, recorded + live)

Action Items (in order)

Phase 3 - RUN (Weeks 4–6): Stylists + New-Hire Workflow

- Choose rollout wave plan:
 - Ohio salons in waves (6–8 salons/week)
 - KY as one wave under KY GM
- Decide **full rollout invite method** (CSV bulk vs manager-led)
- Build new-hire flow aligned to Paychex + orientation:
 - New Hire – Welcome** (Announcement)
 - Add new hires to: Start Here + Important Documents + Salon channels
 - Remove from New Hire after ~2 weeks (keep salon + docs)