

# The Hair Design Salon With A Plus...



by Sophie Rocco

"What," I asked, "does the word 'Plus' mean in your Salon's name Hair Design Plus?" MaryBeth, the efficient and pretty looking receptionist was not slow in responding. "It means everything. Full service, but mostly total customer satisfaction." She added, "More often than not, today, when you buy goods, services, satisfaction of a customer is not of prime importance." She continued, "To us it certainly is the most important part of our operation. We want our customers to feel at ease in spotlessly clean surroundings that may not feature the glitter of some establishments," she smiled, "but certainly the glamor of the professional treatment once we are done with you."

Debra, the dark haired young looking owner of the salon, joined us. "We are different. And it is really not too difficult to figure out why," she said. "We are a team, some of us have worked together for many years. The combined working experi-

ence of all operators reaches into several decades," she laughed, "but don't ask us individually how many years we have behind us. That may give our age away." She continued, "If you want to be good, you have to love your work. And we all love it. We consider ourselves to be first class in what we do. We don't even mind giving each other a compliment on a particularly good job - or to assist one another when necessary. That is teamwork." She added, "The compliments mostly, however, come from very satisfied customers. And we stand behind our work."

Debra introduced me to the rest of the crew, as she called them. "Carlos, this handsome young man, is a genius when it comes to hair, the transformation of it into a beautiful style. But then," she kept on talking, "this is what I could say about everyone here. Trish and Gloria, my former partners helped me tremendously in establishing this salon. Trish now has two beautiful babies but finds

time to take care of her established customers." She pointed to two very attractive young ladies: "Marie and Kristi, so different, one quiet, the other vivacious, but both extremely competent in creating hairstyles for both men or women. And here is Karin, our manicurist, who rejoined us after some years. She is magic for your fingers, from a simple manicure to acrylics." She continued, "Paula, our facialist, will give you the facial treatment you always wanted. You should try it once." I instinctively reached for my face to feel for the latest wrinkle. Alas, Maybe I will.

too good for our customers. From Nexus to Redken, Sebastian, Paul Mitchell and Pauli of Vienna. Naturally, we also sell the same shampoos, conditioners and everything else retail so

East side of Federal way in Lighthouse Po. Did I not need a haircut? I felt like staying at Hair Design Plus to sample its pluses. "You'll have to see MaryBeth if she can fit you in." Debra said. "It is



Debra finished her introductions. "Last but not least, our two shampoo assistants. They will give you that clean feeling so you really don't wish to leave their chairs. By the way, and very important to us, we only use the best products on the market. Really, nothing is

our customers can continue the professional hair treatment at home until it's time to see us again."

I looked out of the window into the sunlit parking lot of the attractive 3110 Plaza, this shopping center not too far south of Sample Road on the

best to call for an appointment at 785-9964. We are open Tuesday 9 to 5, Wednesday through Friday 9 to 7, and Saturday again from 9 to 5."

Well, MaryBeth fit me in. And I enjoyed it.

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