

SURVIVAL SKILLS in the Workplace

HAIRDRESSING



Everyday tasks in hairdressing

- Answering the telephone
- Making appointments
- Carrying out consultations with clients and giving advice on hair treatments
- Measuring and mixing solutions for perms and hair colouring
- Cutting, washing, styling and colouring hair
- Selling hair care products

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- Calculating bills and writing out receipts
 - Handling cash, cheques and credit/debit cards
 - Keeping client treatment records up-to-date
 - Making sure equipment and premises are clean and tidy
 - Updating knowledge on products and fashions through trade magazines, product representatives or supplier demonstrations

WHAT SKILLS?

Speaking and Listening

- Listen carefully to detail, e.g. clients' ideas for their hair, problems with hair care, telephone booking of appointments, new product demonstrations
 - Ask sensible questions to find information, e.g. on client preferences and requirements, on details of new products from representatives
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- Explain information clearly and accurately face-to-face and on the telephone, e.g. on prices, available appointments, location of salon, follow-up hair care
 - Offer advice and suggestions sensitively, e.g. on suitable styles, changing hair colour, use of hair care products
 - Use pleasant and positive tone of voice and body language to provide a high level of customer care, e.g. welcoming and polite greeting, showing interest in clients opinions and feelings

Reading

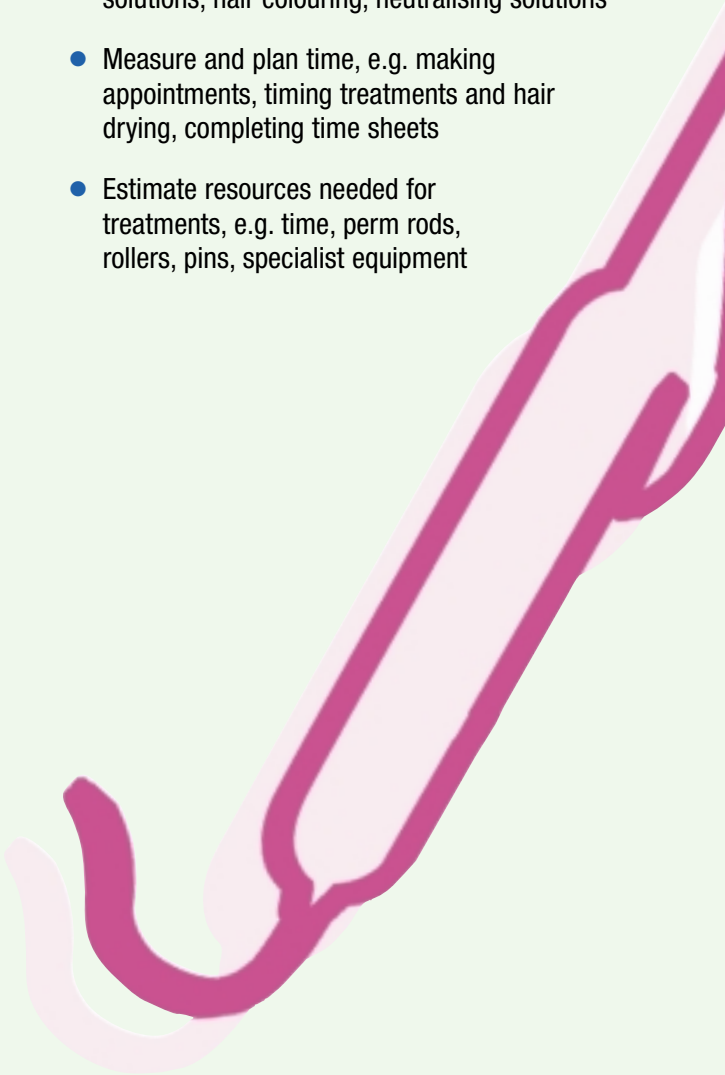
- Obtain information from tables and charts, e.g. on product labels, price lists, colour code charts, development times for treatments, safety signs, appointment book
- Follow written instructions, e.g. on equipment, product leaflets, health and safety regulations
- Find information using alphabetical order, e.g. in client records, filing systems, telephone and trade directories
 - Read straightforward information, e.g. in trade magazines, on client records, on product labels, in promotional leaflets

Writing

- Write clearly and accurately to avoid mistakes, e.g. in client records, appointment book, stock book, orders
- Note messages clearly from telephone calls, e.g. from clients, suppliers, staff
- Record details correctly on forms, e.g. on consultations for client files, accident book

Number Skills

- Write numbers clearly, e.g. telephone numbers, stock quantities, orders, client bills and receipts
- Receive and process payments, e.g. cash, cheques, debit/credit cards, vouchers
- Count, share and make records of cash, e.g. tilling-up, daily takings, tips
- Measure and mix liquids accurately, e.g. perm solutions, hair colouring, neutralising solutions
- Measure and plan time, e.g. making appointments, timing treatments and hair drying, completing time sheets
- Estimate resources needed for treatments, e.g. time, perm rods, rollers, pins, specialist equipment






Communication skills needed to work in hairdressing

- Reading – understanding straightforward written and graphical information, e.g. magazines, advertisements, labels, colour charts, health and safety signs and regulations, customer records
- Writing – completing simple forms and records and writing messages, e.g. client consultations, telephone messages, booking appointments, orders, stock lists, receipts and bills
- Speaking and Listening – talking face-to-face and on the telephone, e.g. clients, colleagues, product representatives

Numeracy skills needed to work in hairdressing

- Numbers – recording numbers and understanding charts and tables, eg. telephone numbers, stock levels, temperature charts, price lists
- Money – dealing with cash, cheques and cards, e.g. customer payments, tips, takings and floats
- Time – using time and dates, e.g. appointments, time sheets, timing of treatments
- Measurement – measure and use proportions, e.g. perming and neutralizing solutions, length of hair



To start work or undertake an NVQ in hairdressing, the basic skills levels needed are:

- communication at or above Level 1 (writing at Entry 3);
- numeracy at Level 1.

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