

WORKING WITH OTHERS

PROBLEM SOLVING

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER

**KEY SKILLS**

- Following instructions from the supervisor
- Helping other staff
- Attending staff meetings
- Being an effective member of a team

- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

**WORK SKILLS**

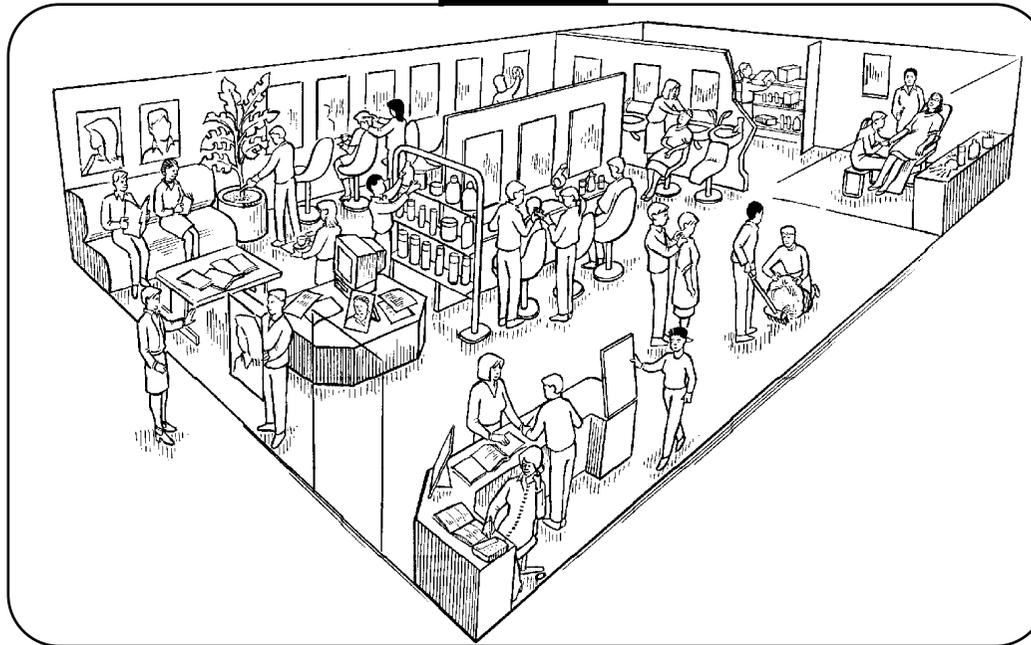
- How to speak to clients on the telephone

- How to use a computer to record client information
- How to speak clearly to clients and other staff

**WORK TASKS**

- Cleaning and tidying salon

- Checking stock



- Recognising new skills you have gained

- Setting targets with your supervisor

- Meeting targets and deadlines

- Identifying new skills

- Checking stock

- Handling money

- How to keep the salon neat and tidy

- Looking after clients

- How to present yourself and give a good impression

- Fetching equipment and materials from stockroom

- How to use chemicals safely

- Using equipment

- Assisting staff

- Displaying goods on stand

- How to identify possible health and safety hazards

- How to display goods for sale

- How to handle money

- How to handle post

- Taking part in discussions with colleagues

- Taking part in discussions with clients

- Reading information in manuals and on packaging

- Using IT to record information

- Evaluating the use of IT in salon

EMPLOYABILITY SKILLS

- Preparing well for interview

- Asking questions at interview

- Presenting yourself well to the employer

- Negotiating your work experience programme

- Having a positive attitude to work

- Understanding the importance of good appearance

- How to welcome clients

- How to use electrical equipment safely

- How to take an appointment

- How to help clients with special needs

- Taking bookings

- Receiving stock

- Making teas/coffees

- How to identify possible health and safety hazards

- How to display goods for sale

- How to handle money

- How to handle post

COMMUNICATION

INFORMATION TECHNOLOGY