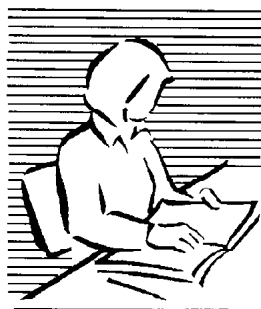


1 *Watching*
a training video



2 *Reading*
a training manual



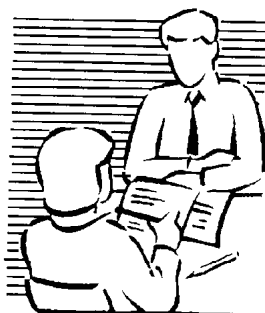
3 *Listening*
to customers



4 *Observing*
members of staff



5 *Using*
equipment



6 *Interviewing*
a manager



7 *Booking*
appointments



8 *Welcoming*
clients



9 *Tidying*
the salon



10 *Working*
in the stockroom

NAME _____

FORM _____

PLACEMENT _____

Work Experience

IN HAIRDRESSING AND BEAUTY



**Work Experience Learning Framework
for Pre-16 Students**

Questions to ask

1 *Background to the business*

- a. What is the history of the business?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment e.g. full-time/part-time?
- d. How typical is this particular salon?

2 *Employment in hairdressing and beauty*

- a. What trends are there in employment in the hairdressing and beauty sector?
- b. What types of employment are available?
- c. What career and training opportunities are there?
- d. How does management communicate with the staff?

3 *Working conditions*

- a. What are working conditions like for employees?
- b. What rights and responsibilities do employees have?
- c. What rights and responsibilities does the employer have?
- d. How are disagreements resolved?

4 *Stock control*

- a. What is stock control and why is it important?
- b. How does the stock control system work?
- c. What procedures are used for taking delivery of goods?
- d. How are computers used in stock control?

5 *Salon layout*

- a. How is the salon laid out?
- b. What are the advantages of the current salon design?
- c. What are the problems of the current salon design?
- d. How could the layout of the salon be improved?

6 *Customer care*

- a. What are the main principles of good customer care?
- b. What training in customer care is provided?
- c. What happens when a customer makes a complaint?
- d. What are the most common customer complaints?

7 *Equal opportunities*

- a. Does the organisation have an equal opportunities policy?
- b. Are particular jobs carried out mainly by men or women?
- c. How are jobs advertised?
- d. Are there any arrangements for supporting child care?

8 *Marketing*

- a. What image does the business want to show customers?
- b. What methods are used to encourage customers to buy?
- c. What special promotions are there?
- d. What training do staff have in selling techniques?

9 *Administration*

- a. How are bookings made?
- b. How does IT help in administration?
- c. What systems are used for staff rotas?
- d. What forms of written communication are used?

10 *Health and safety*

- a. What are the potential health and safety hazards for staff and clients in the salon/
- b. What health and safety rules do staff have to follow?
- c. What steps are taken to protect customers from any potential health and safety hazard?
- d. Are posters displayed that remind staff about health and safety issues?

