Now and Tomorrow **Excellence in Everything We Do**

Essential Skills and Apprenticeship

Essential Skills for Success as a Hairstylist

Hairstylists use Essential Skills to complete trade-related tasks. Use this fact sheet to:

- learn how Essential Skills are used on the job;
- find out the skills you need to succeed in your trade; and
- help prepare yourself for your career.



Reading



- Read instructions and precautions on labels and products.
- Read descriptions of new products in catalogues and brochures.
- Read short memos, notices and bulletins to learn about upcoming events and changes to workplace practices.
- Read manuals to learn about workplace policies and procedures, such as the dress code.
- Read articles in trade magazines to stay informed about industry trends.
- Read regulations, chair rental contracts and agreements that outline salaries and commissions.

Document Use



- Scan labels on product packaging for information on ingredients and proper handling and storage.
- Read signs for information on product prices, promotional specials and the location of supplies.
- Complete forms such as appointment schedules.
- Follow procedures described in line art diagrams and photograph sequences to achieve particular hairstyles.
- Read specifications on colour charts to find product names, identification numbers, processing times and mixing ratios.



Numeracy



- Measure amounts of liquids, such as colouring solutions and peroxides, using graduated beakers and tubes.
- Schedule appointments of varying lengths to accommodate customers and minimize downtime.
- Estimate lengths of hair being cut.
- Prepare bills and collect payments.
- Estimate the amount of time it will take to complete appointments.



- Write short reminder notes on customer history cards.
- Write letters to suppliers and manufacturers expressing opinions about specific products and services.

Oral Communication



- Greet customers in person.
- Listen to voicemail messages and respond to questions over the telephone.
- Talk to customers about a wide variety of topics, such as lifestyle, hair style preferences, application techniques, new products and fashion trends.
- Talk to assistants, suppliers and supervisors.
- Provide reassurance and resolve conflicts with distressed customers.

Working with Others



- Work independently to carry out tasks.
- Work with receptionists and helpers who provide support within established work routines.
- Participate in formal discussions about work processes or product improvement.
- Inform or demonstrate how tasks are performed to new employees.
- Orient new employees.

Thinking



- Request help from co-workers when behind schedule.
- Select tools and products to create specific hairstyles.
- Assess the performance of hair care products, such as colouring agents, shampoos and conditioners.
- Determine the suitability of customer hairstyle choices, considering elements such as bone structure, facial shape, hair growth patterns and skin tone.
- Locate specifications such as application times, colour codes, grey coverage and ingredients by scanning product labels.
- Find information about fashion trends by observing hairstyles worn by models and by talking to other hairstylists.

Computer Use



- Use databases such as salon management software to input customer and product data, to search inventory quantities, upcoming appointments, customers' names, phone numbers and hairstyle preferences.
- Use bookkeeping, billing and accounting software.
- Use communications software to send or receive emails confirming customers' appointments.
- Use the Internet to locate information such as new products.

Continuous Learning



- Keep up-to-date with changing hairstyles and new products by reading articles and analyzing photographs in trade, general interest and fashion magazines.
- Learn by talking with co-workers and by participating in scheduled in-house training or training offered by major product suppliers.

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For more information on the Interprovincial Standards Red Seal Program, visit

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