Basic job skills: Hairdresser

**Tasks for the hairdresser:**

* give guidance to, cut and style customers’ hair
* establish customer relations
* tidy and clean
	+ order goods and keep lists of stocks
* work as part of a team
* work hygienically and efficiently

**Reading**

**On a daily basis the hairdresser will:**

* read work schedules
* read product information
* read and check payment cards
* read documents and packing slips when receiving goods
* read product content lists to check allergens and product content
* read scheduled appointments
* read messages from customers

**Regularly the hairdresser will:**

* read posts and articles relating to the hairdressing profession to stay up to date
* read and understand offers and information about products from different suppliers
* check delivery times and stocks of goods
* read emails
* read waste management information for various products

**Occasionally the hairdresser will:**

* read information relating to their own employment relationship
* read plans for promotions and special offers to customers
* read social media posts and comments
* read procedures and rules for handling non-conformities
* read information about health, safety and the environment (HSE)
* read and check underlying invoice documentation
* read technical reference material in connection with courses and other training
* read manuals and introductions relating to various chemicals

**Writing**

**On a daily basis the hairdresser will:**

* write notes and reminders to themselves and others
* sign for and register goods received
* document that procedures for handling products and waste have been complied with
* enter appointments in a calendar

**Regularly the hairdresser will:**

* write down enquiries from customers and suppliers
* fill in non-conformity and claim forms
* write messages and emails to customers and others
* fill in order lists

**Occasionally the hairdresser will:**

* write down new procedures
* write posters and signs to inform customers
* document work-related non-conformities and incidents
* take notes and write assignments in connection with courses
* fill in forms and applications relating to their own employment relationship
* write posts and respond to messages on social media

**Oral skills**

**On a daily basis the hairdresser will:**

* receive and respond to inquiries
* understand the importance of being service-minded and be familiar with different communication situations
* communicate industry knowledge to customers
* provide guidance and identify customer needs
* present various products and promotions to customers
* give oral reports on incidents during their own shift
* have conversations with the supervisor and colleagues to coordinate the work
* inform customers about membership benefits

**Regularly the hairdresser will:**

* receive and deal with complaints and defect claims from customers
* discuss working hours and shifts arrangements
* receive information from the supervisor and colleagues
* talk to distributors and suppliers
* guide customers in the use of payment solutions
* inform customers about allergens in products

**Occasionally the hairdresser will:**

* receive information about new systems, procedures and products
* take part in training
* receive guidance in correct work postures and techniques
* discuss their own working conditions and training needs with their supervisor
* discuss and provide input to safety and employee representatives
* give oral reports on incidents that occurred during their own shift to the supervisor or colleagues
* deal with dissatisfied customers
	+ be able to handle different situations
* conduct performance reviews with their immediate supervisor

**Numeracy**

**On a daily basis the hairdresser will:**

* check that the number of items matches the invoice on delivery
* count and verify payment and change when serving customers
* calculate the correct amount of products for a customer
* understand symbols and product code lists
* check the cash register in connection with shift handover or at the end of the day
	+ check the expiry date on various products
* place items in the correct order by date
* check today’s appointments
	+ calculate how much time to spend on different customers based on types of treatment

**Regularly the hairdresser will:**

* check their own payslip
* fill in timesheets
* calculate prices and discounts given as a percentage
* check invoices
* consider offers from different suppliers
* check and assess the price of goods

**Occasionally the hairdresser will:**

* check stocks
* calculate their own tax or holiday pay
* make estimates of quantities in connection with purchases

**Digital skills**

**On a daily basis the hairdresser will:**

* search databases
* keep track of customer appointments
* register and check goods
* use a timekeeping system
* operate and help customer with different payment solutions

**Regularly the hairdresser will:**

* check product information
* order goods
* register goods received
* enter customer data in the salon’s registers
* send and receive messages and emails
	+ use a smartphone and tablet with different apps relating to tasks

**Occasionally the hairdresser will:**

* take photos to document incidents or non-conformities
* use bank services to deposit the cash register settlement
* read HSE information
	+ search the internet to check whether products may contain harmful substances
* use various training resources
* use social medial to advertise their own business
* stay up to date on environmental requirements in relation to waste management
* use QR codes and barcodes as needed
	+ use social medial to keep up to date on trends
* use various digital arenas for collaboration and communication
* use standard office software