

- Always greet clients with a smile.
- Attend to a client immediately on arrival and call the client by their name.
- Listen to the client's requests and complaints.
- Be aware of client comfort at all times.
- Do not criticise or put down other hairdressing/barbering salons or salon staff.
- Maintain a high standard of hair workmanship.
- Maintain a high standard of cleanliness in the salon.
- Show respect for the salon and the salon's equipment.
- Do not take the salon's regular clientele for granted.
- Be aware of an employer's legal obligations.
- Demonstrate acceptable social behaviour, and develop confidence and effective communication skills.
- Be punctual, honest, dependable and enthusiastic about your chosen career and always remember to keep confidentiality.
- Develop a positive attitude to hairdressing/barbering training.
- Conform to the salon's code of ethics.
- Use salon professional products and maintain knowledge of the manufacturer's instructions.
- Maintain a standard of dress that is acceptable to the employer and care for clothes including laundering and dry-cleaning.
- Maintain a high standard of personal hygiene and avoid posture that could be offensive to the client.
- Always provide a personalised service – remember that the hair industry is a service industry.