

Reflective Report Component 2

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Module code; LCLM 4005

Module name: Employability and Career
Development

Certificate in Higher Education
(Business Skills for the Workplace)

LEVEL 4

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Comparison of Key Skills and Knowledge in Hairdressing Job Adverts

Below, I have analysed four job advertisements from two different websites for a hairdressing position.

Lucinda Ellery Consultancy (Hair stylist)

Responsibilities include: providing exceptional **customer service**, performing haircuts, colouring and treatments, **managing the front desk**, mentoring junior stylists, and **maintaining a clean salon environment**. ([Hair Stylist - Solihull B92 7AR - Indeed.com](#)).

Elegant Impressions

Responsibilities include: providing high-quality styling, cutting and colouring services, delivering outstanding **customer service**, mentoring junior stylists, maintaining **cleanliness in the salon** and **managing the front desk** ([Hair Stylist - Birmingham B5 6LB - Indeed.com](#)).

A Salon Called Fish

Responsibilities include: providing high-quality cutting, colouring and styling, mentoring academy stylists, **communicating effectively with clients**, assisting with **front desk duties** and **maintaining cleanliness in salon** ([Senior Hair Stylist, Full Time / Part Time - Ivybridge Central PL21 - Indeed.com](#)).

HAIR EVOLVED (Senior Hairstylist)

Duties: provide a range of hair services, **maintain a clean salon**, assist with **front desk duties**, deliver outstanding **customer service**, and stay updated with current trends. ([Senior Hairstylist, Full Time- Festival Palace, Basingstoke RG21 7BU – Indeed.com](#)).

In these four job advertisements, I have found 3 common skills: Customer service, front desk duties and maintaining a clean salon.

Customer service: Customer service is of great importance in the salon industry; customer satisfaction means clients return not just for the salon itself but also for the individual service providers. Without loyal customers, a salon would struggle to survive (Tillman,2025).

Maintaining a clean salon: Having the skill to maintain a clean and hygienic salon environment is crucial because there is a very high potential of infections occurring if the stylist does not sterilise and disinfect not only for themselves but for clients as well (Aydin, Aksoy and Ceylan, 2020).



Front Desk Duty: This is also a common and important skill needed when working in a salon because the front desk ensures a steady flow of client appointments, reduces scheduling gaps or last-minute cancellations, and helps maintain customer satisfaction and salon profitability (Collaborator, 2019).

Self-Assessment

Conducting a self-assessment is a valuable process that enables individuals to reflect on their personal abilities, strengths, and weaknesses in relation to their chosen career path. A SWOT analysis can help with uncovering opportunities, and by understanding my weaknesses, I can manage and eliminate threats that might hinder my ability to move forward (*MindTools | Home*, no date). Therefore, I used the SWOT framework (strengths, weaknesses, opportunities and threats).

Strengths: One of my main strengths is my technical proficiency, which I have developed through completing my NVQ Level 3 qualification in hairdressing. By doing this training, I have acquired a wide range of practical skills such as advanced cutting, colouring, and styling techniques. I am confident in my skills and in performing a variety of salon services. Moreover, I have excellent customer service skills, which allow me to build positive relationships with clients, and I am able to tailor services to meet their needs. My creativity enhances my ability to adapt hairstyles to current trends I also ensure I put in my most professional self and 100% dedication.

Weaknesses: While I have a solid technical foundation, I am aware that there are certain areas I need to improve. I tend to feel less confident when performing advanced

or experimental techniques that I have not fully mastered. Confidence is a crucial skill to have because it improves communication skills and supports personal development (Halilsoy,2024). I also acknowledge my gap in hairdressing business knowledge, especially in areas such as salon management, and I also need to enhance my networking skills. Improving these weaknesses is a must because they are essential for long-term career progression and establishing stronger professional connections within the hair industry.

Opportunities & Threats: The hairdressing industry consistently presents opportunities for growth and professional development, including participation in advanced training courses, attendance at industry workshops, and engagement with online professional communities. I must expand my skill set to increase employability and for me to be able to provide a wider range of services. However, as in many other industries, there are some threats, such as the high level of competition and the rapid change of trends. A career that involves interacting with people and calls for hard work and determination, leading to quick progress (Jarnagin,2021).

Evidence of Readiness for Employability

My employability readiness is demonstrated through my NVQ Level 3 Hairdressing qualification, which confirms my technical competence and understanding of health and safety, hygiene, and customer service. I have also completed work experience at Naz Hair and Beauty and Henna Hair & Beauty Salon in Birmingham, where I have gained hands-on experience of a busy salon environment, client care and teamwork.

Additionally, as a student at UWTSD, I have developed the skills of giving presentations, working in teams, and managing my time, which are crucial for a job. These experiences have allowed me to understand the expectations of professional salons and helped me refine my interpersonal and communication skills when engaging with clients. These skills are crucial for me as a stylist so that when engaging with clients, I can demonstrate empathy and respect for the customer while keeping the conversation under control (HARNESS,2020).

Moreover, feedback from my mentors and supervisors during my placements and academic institutions highlighted my positive attitude, punctuality and eagerness to learn. Through my academic and practical training, I have acquired an awareness of

a professional image, ensuring clients are always satisfied with service and adhering to industry standards. Combining both technical skills, practical skills, and professional awareness demonstrates that I am well-prepared to enter the workforce and further progress my career as a qualified hairdresser.

Employment Goals

Based on my self-assessment, I have discovered several key weaknesses that need development, such as confidence with advanced techniques, business knowledge, and networking. To address these, I have developed a set of short-term and long-term employment goals.

My short-term goal is to secure a full-time job in a professional salon where I can continue to develop and perfect my technical skills while gaining exposure to a wider range of clients and styles. I aim to start working under the supervision of an experienced senior stylist who can mentor me and provide constructive feedback. This goal is essential for consolidating the skills gained during my NVQ training and transitioning from a trainee to an independent stylist.

My long-term goal is to advance to a senior stylist position or pursue specialised training in an area such as salon management. These goals will help me to enhance my professional skills and reputation and prepare for potential future opportunities, such as opening my own salon. To achieve these goals, I will continue to commit to further learning and development.



Personal Development Plan

Objective	Time	Activities	Success Criteria	Resources
Short-term				
Increase confidence in advanced techniques	3-6 Months	Attend advanced cutting and colouring workshops, practice new techniques on.	Demonstrated ability to perform advanced colouring and cutting techniques	Professional development courses, model.
Long-term	Time	Activities	Success Criteria	Resources
Develop Business and marketing knowledge	12-18 Months	Enrol in a small business enterprise or salon management course. Find marketing strategies and apply them in a salon setting.	Complete a business course and implement marketing practice in a professional environment.	College or any course from a salon owner or professionals.

Long-term	Time	Activities	Success Criteria	Resources
Expand Professional network	Ongoing	Join professional hairdressing associations. Attend industry workshops and competitions. Engage with professionals on social media.	Improve confidence, which means increasing presence in the industry, leading to collaborations or further employment opportunities.	Membership fees and event participation.

Based on this Personal Development Plan table for my short-term objectives (developing confidence in advanced techniques), I will need to attend workshops and practice more to develop my confidence. This is crucial so I can communicate even better with clients and further advance my technical skills. Furthermore, for my long-term objectives, I plan to develop business and marketing knowledge and expand my professional network. I believe that developing all these skills is crucial for my growth as a professional hairstylist.

Monitoring of Progress

To ensure continuous improvement, I will review my progress every 3 months. Feedback from supervisors, colleagues, and clients will serve as an indicator for my development. Additionally, I will maintain a professional portfolio of my work, which will allow me to track my progress and demonstrate competence to future employers. Through consistent self-reflection, training, and active engagement within the hairdressing community, I will develop both professionally and personally.

Conclusion

To conclude this report, I have analysed the key skills for a hairdressing job using four job adverts, conducted a self-assessment using SWOT analysis, set employment goals, demonstrated readiness for employability, and created a personal development plan. By doing this report, I have discovered many useful findings that have helped me realise my skills and readiness for employability.

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