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Module: BMSW4001

Academic and employability skills.

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Opening a health and beauty salon in the 21st century

Skills I have developed

- Working in a team.
- Being patient with other people.
- Listening and taking on board other people's ideas.
- Paying attention to detail.

Skills needed for the health and beauty industry.

- Customer service skills.
- The ability to work well with your hands for treatments.
- Communication skills.
- Ability to sell products and services.
- Carrying out simple tasks on computer or handheld device.

Qualities of a professional beautician.

- Firstly, and most importantly be professional, you'll have all sorts of people coming in wanting different treatments. You must gain their trust.
- Being friendly and approachable, a customer may be having a difficult day you not being friendly might start trouble in your workplace.
- You need stamina, salons seem to get quite busy especially during holidays and near weekends. You have to keep going no matter what as you have customers coming in for appointments that you cannot cancel last minute.

<u>What are my goals?</u>	<u>How will I achieve this?</u>	<u>How can I improve my chances of meeting this goal?</u>	<u>What is happening now?</u>
Finishing university with a diploma.	• Making sure I attend every class. • Listen carefully to teacher's instructions. • Get my work done on time.	• Communicating with class colleagues. • Asking more questions making notes during lessons. • Give myself enough time to finish assignments and not be scared to ask for help.	I am currently during online classes at UWTSD, I have learnt new things about opening a business in the 21st century and will continue to learn more.
Opening my own salon in the beauty industry.	• By finishing university. • Doing a lot of research. • Making smart decisions with money and the area/place I want to start my business in.	• Getting good grades. • Meeting with professionals that work in this industry. • Saving up money. • Having family and friends around me for help.	I am making plans for how I will start up my business e.g; how I will advertise, who I will involve, where I am wanting to open my salon and if I will also be working from home or not.