



Hair Lounge

BY CHARLOTTE MENSAH

Adeola Juliana Adebo

Developing and Managing

Individual and Teams

LCLM5002

Gregory Cowen



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- This company is a salon that specialises in Afro/curly hair was found in 1999 by Charlotte Mensah, a British Ghanaian hair specialist and currently located in West London.
- The company has great reviews on line for treatments such as conditioning, consultation service and use of professional products.
- The salon is has grown to become a popular salon with many clients including celebrities. The CEO Charlotte Mensah was the first black woman to recognised for the British Hairdressing Awards Hall of Fame in 2018 (Vogue, 2018)



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Eyelash Lash Lift

*Lashes
speak louder
than words*

*just your
lashes, but
better*

- Job title: Individual Lash technician
- Reports to: Manager/ Supervisor
- Experience required: 2 years Individual eyelash technician, License
- Objectives of position: Provide service to clients, inventory , manage and point of contact with clients, ability to provide quality photography.
- Skills required: Time management, organisation, communication, customer satisfaction.



Job Description



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➤ About Us:

- Luxury hair and beauty specialised in Afro/Curly hair.
- Nail application aesthetic treatment.
- We are a family here and emphasise on team work and communication.

➤ Opportunities:

- Bonuses
- Lunch meal provided
- Refreshments available throughout the day.
- Beauty social events
- Further training and one to one provided.
- Potential to earn commissions

➤ Job Title: Individual Eyelash Technician

➤ Location: London

➤ Terms: Full time/ Part time(20 hours pw)

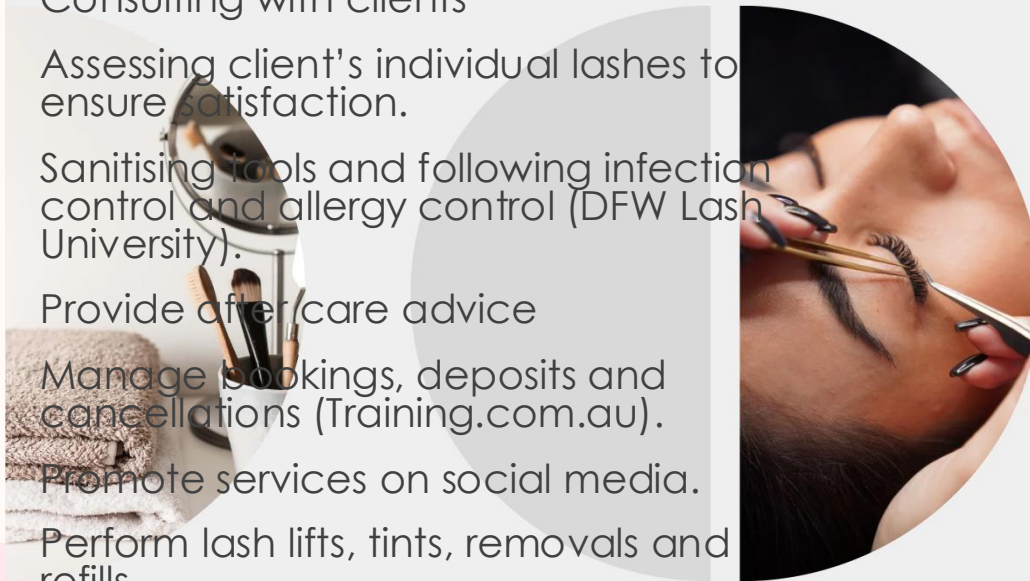
➤ Salary: £16ph

➤ Requirements: Uniform (will be provided)

Person specification

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- Accredited eyelash extension certificate
- High level of precision, ability to isolate lashes correctly.
- Ability to work with different eyelash types (London Lash Pro, 2024).
- Professional eyelash experience portfolio.
- Patient and detail orientated
- Willing to work daytime and afternoons.
- Female
- 2 years of experience
- Responsibilities:
 - Consulting with clients
 - Assessing client's individual lashes to ensure satisfaction.
 - Sanitising tools and following infection control and allergy control (DFW Lash University).
 - Provide after care advice
 - Manage bookings, deposits and cancellations (Training.com.au).
 - Promote services on social media.
 - Perform lash lifts, tints, removals and refills.



Face to Face Interviews

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- Face to face interview: This is an interview process I would use in the first stage.
- Observe body language and non verbal cues such as facial expressions and posture (Help Guide.org, 2025).
- Ability to build rapport and can lead to more open conversation.
- Allow me to ask various questions (open questions).



Group Interviews

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- With the use of group interviews I am able to observe how candidates are skilled in terms of team work, communication and social skills.
- It will also allow me to observe how candidates react to competitive settings (Indeed, 2025).
- The use of group interviews also highlights leadership skills, confidence and listening skills.
- In addition to this, creating scenarios for the candidate allows me to compare experiences and problem solving skills.

Work Sampling

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- The next interview technique I would like to use in the second stage of the interview process is work sampling. This technique stands out to me because it will allow me to see how a candidate can perform through a paid trial.

Questioning Techniques

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- The question technique I would chose to go with is reflective questions. This technique will allow me to:
- Understand what they candidate did to solve a problem or make a decision.
- How they solved the problem or came to a decision.
- What led them to believe they made the correct decision.

Face to Face Vs Online Interview

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- Face to face interview:
- Candidates reacting to the working environment.
- Observe the candidate's body language.



Conclusion

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- Beneficial- Face to face interview
- Techniques- Efficient interview techniques.
- Processes- Ensuring the interview is a fair process (Equality Act, 2010)

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