Jill, the salon owner, had a busy Friday to deal with. She arrived at 7.45 a.m. as she knew the day would be hectic. One stylist had called in sick and there were five brides booked in to have their hair done. As Philip, the junior stylist, arrived, Jill got him into work straight away. One client required a perm, while there were three other clients who needed their hair washed and prepared for cutting. A few clients were booked in for tinting, which was going to keep Philip busy for some time as he needed to prepare the tint, keep an eye on development and wash off. Philip found that all of the clients were patient and he asked one of the work experience students to provide them with tea and coffee as they waited. Elle, the apprentice, started dismantling the clippers, cleaning and oiling them, ready for use. Alisha, another stylist, started cutting a client’s hair as another one of the work experience students assisted by sweeping around the chair. The day continued to get busier after that. By the time Jill and the rest of her staff left work at 6.00 p.m., she was looking forward to heading out to meet with friends for drinks.

**QUESTION 1**
Why did Jill think that the day was going to be a busy one?

**Answer:**
One stylist was off work sick and five brides were booked in to have their hair done.

**QUESTION 2**
What was the first job that Jill got Philip started on?

**Answer:**
Philip started on a perm as well as preparing three other clients to have their hair washed.

**QUESTION 3**
What was the task that was going to keep Philip busy?

**Answer:**
Tinting. Clients were booked in for tinting, which can be a busy and arduous task.
QUESTION 4
What jobs did the work experience students have to do?

Answer:
One work experience student assisted by sweeping up around the chairs and the other one dismantled the trimmer and cleaned the whole unit.

QUESTION 5
How long was Jill’s work day, from when she arrived at the salon until the time that she left?

Answer:
The total length of Jill’s work day, including breaks, was 10 hours and 15 minutes.

QUESTION 6
Apart from Jill, the salon owner, and the stylist who is off sick; which members of staff were working on Friday?

Answer:
There were five members of staff working on Friday; Philip, two work experience students, Elle and Alisha.
Comprehension Task 2

Read the following passage and answer the questions in sentence form.

Blake was an apprentice hairdresser and fairly new to his role. He liked to get into work early at 8.30 a.m., and this morning was no exception, even though the first client was not booked in until the salon opened at 9.00 a.m.

His manager, Vanessa, had left him a list of jobs that needed to be done, but he was not sure whether any of the jobs required immediate attention or if they were of equal importance. Vanessa liked him to keep occupied while he was not busy helping out other colleagues in the salon. He checked with his manager to find out which jobs needed doing first, then prioritized the jobs and ticked them off as he carried them out. Vanessa was busy for most of the day interviewing for a new stylist to join the team.

While Blake was carrying out these jobs, he was asked by his colleagues to carry out duties. Helen, the stylist, asked him to shampoo her clients ready for starting her cut and blow-dries. He also swept up hair after each of the five cuts she completed in the morning, before she left for the afternoon, to go to a hospital appointment. Blake managed to take a 15 minute break between helping Helen with her clients and putting towels ready for the laundry collection.

He found that ticking off jobs as he completed them was really helpful, as he had to keep stopping so he could attend to requests from colleagues. Carl, another stylist, wanted him to prepare a trolley for tinting, arrange the foils, and mix the tint ready for application. Carl asked Blake to remove the tint, once it had developed.

Later on in the afternoon, Blake also helped out on reception, as the receptionist had gone home sick at 2.00 p.m. He welcomed clients, found their record cards, and offered them refreshments and magazines. He answered the telephone and took appointments, checking first with Vanessa or Carl that he had taken the correct details and got the right appointment times. It was lucky that he had managed to eat his lunch between 1.00-1.30 p.m.; otherwise it would have been difficult to take a break.

As the last few clients came into the salon, Blake managed a quick break of 10 minutes. When he returned, he tidied the reception area, helped load the towels into the laundry van and unpacked the freshly laundered towels ready for the next day. It had been a long day, but he had enjoyed the variety of jobs that the day had brought. All the staff finished work at the salon at 5.30 p.m. and left to go home.
QUESTION 1
How many clients did Blake shampoo for Helen?

Answer:
Blake shampooed five clients for Helen.

QUESTION 2
Who applied the tint to Carl’s client?

Answer:
Carl applied the tint to the client.

QUESTION 3
Blake started work at 9.00 a.m. and he finished work at 5.30 p.m.; how much time did he take for breaks and lunch?

Answer:
Blake took 55 minutes in total.

QUESTION 4
What was the manager occupied with for the majority of the day?

Answer:
Vanessa was interviewing for a new stylist to join the team.

QUESTION 5
Why did Blake only check with Vanessa or Carl, when making appointments?

Answer:
Helen had left for the afternoon, the receptionist had gone home sick and Vanessa was busy interviewing for a new stylist.

QUESTION 6
What evidence is there of Blake planning and managing his workload?

Answer:
Blake checked with his manager to establish if any jobs needed priority, he placed his jobs in order of importance and ticked them off as he completed them so he could keep track of his progress.
Comprehension Task 3
Read the following passage and answer the questions in sentence form.

Natalia has worked as a stylist in Gino’s salon for the last 3 years. She has spotted that the local College is offering a part-time Indian head massage course on Thursday afternoons between 1.00 p.m. to 4.00 p.m. The course lasts for 8 weeks and is due to start in 2 months’ time. Natalia sees that this would enable the salon to provide an additional service and bring in new clients. With this in mind, she shows Gino the course details explaining that she will need paid time while she is attending the course and that she would like the salon to pay the £140 course fee.

Gino explains that he will have to consider her request and asks Natalia to attend a structured meeting within the next 28 days to discuss her request and review her training needs in general. During this time, Gino considers if he could fit this service in with what the business offers. He also considers the feasibility of losing staff time; the fees needed for the training course; space availability within the salon to provide this new service, and the additional cost of insurance incurred for offering this service.

Gino arranges a meeting with Natalia to discuss the request and her training needs generally. During this meeting he explains that he does not see Indian head massage becoming part of the services offered by the salon; there just was not enough space to provide the service and it was not in his business plan for the next few years. He went on to explain that the client base was large enough for the two of them and he simply could not afford to lose her one afternoon a week for that length of time. However, during their discussion and review of Natalia’s training needs, they both agreed on an action plan for enhancing her skills in advanced colouring techniques, to be carried out through on-the-job refresher training during the next 3 months.

Although Natalia was a little upset at first, she could see that Gino was thinking of the best interest of the business, after all. She could see that Gino had taken her request seriously and had compromised by offering her additional training in advanced colouring techniques, which would update her skills and be beneficial to the business.

**QUESTION 1**
Why was Natalia interested in attending the Indian head massage course?

**Answer:**
Natalia thought that it would enable the salon to provide an additional service and bring in new clients.
**QUESTION 2**
How many hours would Natalia need to be away from the salon to complete the course?

**Answer:**
Natalia would be away from the salon for 24 hours to complete the course.

**QUESTION 3**
If Natalia is paid £10 per hour, how much would Gino have to pay her during the time she was away on the course?

**Answer:**
Gino would have to pay her £240.

**QUESTION 4**
In total, with the course fees, how much would this training request cost Gino?

**Answer:**
Gino would have to pay £240 for Natalia’s wages, and £140 for the course fees; totaling £380.

**QUESTION 5**
How many reasons did Gino give to Natalia why her request was not feasible, at this time, and what were they?

**Answer:**
Gino gave five reasons – he could not see Indian head massage being a service he would offer in his salon, there was not the space, it was not in his business plan for the next few years, he felt the client base was large enough for the two of them and he could not afford to lose her for one afternoon a week for 8 weeks.

**QUESTION 6**
What compromise did Gino offer Natalia?

**Answer:**
Gino offered Natalia on-the-job refresher training in advanced colouring techniques to update her skills.