Task 1a:

The process of giving instruction and guidance to staff is to have a staff meeting at the start of each day so everyone is motivated and knows what they are doing for the day. Weekly staff meeting should take place to also give the staff guidance on anything there may be problems with or they may be unsure of.

The importance of doing this in a timely manner is so that everybody is aware of time keeping and the majority of the time is spent working with clients. It is important to give instruction regularly so everybody knows what they are needed to do and how to do it.

3 benefits of effective teamwork:
- Effective team work helps to get jobs around the salon done more quickly and efficiently because there are more people helping out and more jobs can be done at the same time rather then doing one at a time.
- Effective teamwork looks professional to clients, if they see a team of therapists working well together and being friendly with each other it looks good for the business and inspires confidence in the clients that the business is well kept and professional.
- Effective teamwork is good for relationships between the therapists because it will create a friendly atmosphere in the work place for everyone.

3 possible effects of negative attitude and behavior on others:
- Negative attitude and behavior reflects badly on the salon. If therapists have a negative attitude towards the customers then this could make the clients feel uncomfortable or even upset the customers. This could make them not want to return to the salon or even file a complaint against the salon. They could tell their friends and the salon could lose lots of clients through this.
- Negative attitude and behavior could also mean that the therapist doesn't complete the treatment to the best of their ability leaving the client unsatisfied with the treatment.
- Negative attitude and behavior could cause arguments between therapists making the work place an unfriendly environment which could mean people quitting their jobs or not being able to work effectively together, this could also make clients feel uncomfortable.

4 problems that may occur in a salon and who to refer them to:
- One problem that may occur in a salon is an accident where a client gets hurt. This should be referred to a supervisor and recorded in an accident book, if serious it should be referred to the manager who should contact emergency services or the clients doctor.
- Another problem that may occur in a salon is a cancellation of appointment, this should be referred to the therapist that was meant to be doing the treatment and they will decide what to do in the time gap, they may want another client booked in, therefore it will be referred back to the receptionist to rebook the cancelled client in and to find a replacement client to fill the gap.
- A third problem that may occur in a salon is a therapist not turning up for work. This should be referred to the manager who should find somebody else to work to fill in the gap and take the treatments or it is then referred to the receptionist who will ring all the clients and cancel their appointments and rebook them in at a different date.
- A fourth problem that may occur in a salon is a customer that is unhappy with their treatment. The receptionist should take a note of this, this will then be referred to the supervisor or manager to talk to the client and come to an arrangement (e.g. refund their money or offer them a free treatment or gift voucher) where the client will be satisfied.