

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM

**101206T4HDR**

## **HAIRDRESSING MANAGEMENT LEVEL 6**

**COS/OS/HD/CR/0.8/6** Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM

### **Manage Hairdressing Operations Unit**

**November/December 2025**

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM



Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM

## **TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)**

### **W R I T T E N ASSESSMENT**

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM

**TIME: 3 HOURS**

### **INSTRUCTIONS TO CANDIDATE**

Printed By: Bungoma North Technical And Vocational College

1. This paper consists of **TWO** sections: **A** and **B**. Date: 21.11.2025 10:50 AM

2. Answer **ALL** questions in section A.

3. Answer **one** question **THIRTEEN** (13) and any other **TWO (2)** questions in section B.

4. Marks for each question are indicated in the brackets.

Printed By: Bungoma North Technical And Vocational College

5. Candidates are provided with a separate answer book. Date: 21.11.2025 10:50 AM

6. Do not write on the question paper.

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM

**This paper consists of THREE (3) printed pages**

**Candidate should check the question paper to ascertain that all pages are printed as**

Printed By: Bungoma North Technical And Vocational College

**indicated and that no questions are missing.**

Date: 21.11.2025 10:50 AM

## SECTION A (40 MARKS)

**Attempt ALL the questions in this section.**

1. Effective communication builds professionalism in the salon. List THREE points to observe when using the telephone for business communication. (3 Marks)
2. Continuous development enhances managerial competence. Give TWO ways a salon manager can improve skills within the job role. (2 Marks)
3. Front desk operations shape the salon's first impression. Identify FOUR qualities that make an effective receptionist. (4 Marks)
4. Staff appraisal supports growth and accountability. Mention FOUR reasons for conducting regular employee appraisals. (4 Marks)
5. Beva, a newly hired stylist, is undergoing workplace orientation. State THREE benefits of providing staff induction in a salon. (3 Marks)
6. Professional discipline must be maintained in the workplace. Outline TWO grounds on which an employee's contract may be terminated. (2 Marks)
7. Timo, a salon manager, assigns daily client targets to each stylist. Explain THREE advantages of setting clear performance targets for employees. (3 Marks)
8. Motivation improves service delivery and staff morale. Describe FOUR ways a salon manager can recognise and reward employee performance. (4 Marks)
9. Financial management supports business sustainability. Indicate THREE ways of creating a reliable financial plan and salon budget. (3 Marks)
10. Mamu's first salon failed within five months due to weak management. List FOUR managerial factors she later discovered contribute to business success. (4 Marks)
11. Bakari plans to invest in a modern salon. Identify FOUR major overhead expenses he should include in his business plan. (4 Marks)
12. Health and safety protect both staff and clients. Suggest FOUR precautionary measures a professional salon manager can apply to prevent workplace accidents. (4 Marks)

## SECTION B (60 MARKS)

**Attempt question THIRTEEN (13) and any other TWO (2) questions in This section**

13. Pendo, a newly qualified salon manager, plans to establish and operate her own business.

a) Describe **FIVE** factors to consider when selecting a suitable location for the salon.

(10 Marks)

b) Explain **FIVE** key responsibilities a salon manager performs in daily operations.

Printed By: Bungoma North Technical And Vocational College

(10 Marks)

Date: 21.11.2025 10:50 AM

14. Successful salon management depends on effective supervision and adherence to sound managerial principles.

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM

a) Describe **SIX** effective methods a salon manager can apply to supervise employees and maintain high performance.

(6 Marks)

b) Discuss **SEVEN** fundamental management principles that enhance organisation, teamwork, and service quality in a salon.

(14 Marks)

15. Electronic record-keeping systems are increasingly replacing manual files in salon administration.

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM a) State **FOUR** advantages of adopting electronic record-management systems. (8 Marks)

b) List **FOUR** limitations associated with electronic record-keeping. (8 Marks)

c) Explain **FOUR** reasons why proper record management is essential for salon operations.

Printed By: Bungoma North Technical And Vocational College

Date: 21.11.2025 10:50 AM (4 Marks)

16. Hairdressing and barber operations involve chemicals, tools, and electrical equipment that can pose hazards if misused.

Printed By: Bungoma North Technical And Vocational College

a) Identify **FIVE** potential risks present in salon environments. (5 Marks)

Date: 21.11.2025 10:50 AM

b) Describe **FIVE** safe-working practices that promote health and safety in salons.

Printed By: Bungoma North Technical And Vocational College

(5 Marks)

Date: 21.11.2025 10:50 AM

c) Discuss **FIVE** strategies managers can apply to minimise or control risks in salon operations.

Printed By: Bungoma North Technical And Vocational College

(10 Marks)

Date: 21.11.2025 10:50 AM