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101206T4HDR

HAIRDRESSING MANAGEMENT LEVEL 6

COS/OS/HD/CR/ 0.8 / 6

Manage Hairdressing Operations Unit

November/December 2025

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

W R I T T E N A S S E S S M E N T

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TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

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1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section A.
3. Answer question **THIRTEEN (13)** and any other **TWO (2)** questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer book let.
6. Do not write on the question paper.

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This paper consists of THREE (3) printed pages

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

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indicated and that no questions are missing.

SECTION A (40 MARKS)***Attempt ALL the questions in this section.***

1. Effective communication build's 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. ~~Printed By: Bungoma North Technical And Vocational College~~
~~Date: 21.11.2025 10:50 AM~~ **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.

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(10 Marks)

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

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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.

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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.

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(4 Marks)

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

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

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

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(5 Marks)

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

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(10 Marks)