

Writing Types of Text Level 2

Hairdressing Practice Book

Name: _____

Date: _____

Skills used in this practice book include:

Writing speeches, articles, letters, emails, reports and blogs
Writing different types of sentences
Using punctuation correctly including full stops, commas, apostrophes and inverted commas
Using paragraphs
Planning your work
Using appropriate vocabulary
Using grammar correctly
Spelling words correctly
Writing persuasively

For each of the tasks below, you can either type your texts or write them on a separate piece of paper. You may wish to discuss with your tutor which would be most useful for you.

If you are typing, you may want to turn off spelling and grammar checks as these won't be available on the online test.

You can use the space at the back of this workbook to plan each piece of writing.

Question 1

Your salon receives the following email.

To: rootsnallsalon@gmail.com
From: janesmith@icralti.gq
Subject: Hair colour
Hi I am interested in having highlights for the first time and my friend recommended your salon to me. I would also like a cut. Can you let me know your prices and what availability you have for next week? Thanks very much. Jane

Your manager asks you to reply to the email and tell the customer that they need to come in for a patch test and explain what it is. You should give the customer some options for times and dates and tell her the prices.

Your manager reminds you to use professional language and check your spelling, grammar and punctuation before sending the email. You want to make sure they definitely choose to come to your salon!

Question 2

The company your salon purchases their supplies from is offering a discount voucher to salons who review their products.

Your manager asks you to review one of the items you use regularly such as straighteners, shampoo, gel, hairdryer etc.



You look on the company website at the review page.

We'd like to invite our customers to review our products in return for a discount voucher. Please tell us what you like about the products, anything you think could be improved, any advice you would give other customers about the product and any comments on how easy it is to use compared to other products you may have used before.

We suggest writing between 300 and 400 words.

THANK YOU!

Question 3

Your salon has a website. They want to attract more people to their website and so they decide to set up a blog that they can also share on social media. They ask all their employees to contribute to the blog. They would like to attract more customers aged 30 to 50 with professional roles who are happy to pay a bit more for a great salon experience.



You have been asked to write a blog to advise customers on how they can look after their hair at home in between their visits to the salon. They would like around five to eight paragraphs of content.

Question 4

Your salon is part of a wider chain that has a magazine they send out monthly to all their branches for customers to read. The magazine is aimed at customers aged 18 to 24.

You have been asked to contribute an article about which celebrity cuts will be trending in the next six months and which styles customers might want to try for themselves. You may want to include some information on what type of hair type or face shape is suitable for the different styles.



The article should be between 300 and 500 words.

Question 5

You are interested in the WorldSkills competition and read the following on their website:

Hairdressers cut, style, treat, and colour hair for men, women, and children in a work environment that ranges from homes and salons, to film and television productions.

Skilled hairdressers are knowledgeable about many different cutting techniques, colouring and the chemicals involved, curling and barbering. A career in hairdressing requires creativity and manual dexterity, as well as interest in fashion and knowledge of new developments. Specialists in this field work closely with clients and it is important to have good people and communication skills.

Therefore, client care, ability to analyse hair types and conditions, and to work safely and to manufacturers' product instructions are the universal attributes of outstanding hairdressers.

<https://worldskills2019.com/en/event/skills/hairdressing/index.html>

Your training provider is looking for students who are interested in taking part in next year's WorldSkills competition. Anyone who is interested must give a speech to the management team and to three students who took part last year. They will pick who they think should go forward to take part.

Write your speech telling the panel why you should be chosen for WorldSkills. Use the information from the WorldSkills website to help you.

Question 6

An older customer who visited the salon last week has sent in a letter of complaint. Your manager asks you to reply to her letter to apologise and try to persuade her to visit again.

Read the complaint letter below and then write your reply.

Mrs S. Dallow
78 Tonbridge Road
Connel Park
KA18 9LX

UltraCutz
15 Main Street
Connel Park
KA18 4TG

15th May 2020

Dear Manager

I am writing to complain about the haircut I had last week. My appointment was at 10am on Wednesday, but I had to wait until 10.30am before anyone was free to start and I was not even offered a drink or a magazine while I was waiting.

I wanted a different colour from my usual one and the girl seemed fed up with showing me the options and would only let me see a few examples before she wanted me to pick one. She hardly spoke at all and then just disappeared and did not return for over twenty minutes. At least I was able to have a nice chat with the lady next to me.

When the time came to wash off the colour, the girl was quite abrupt and was not very gentle with my hair. My neck was quite sore for the rest of the afternoon. Also, the water was scalding hot at first as she did not check the temperature carefully.

I usually enjoy my visit to the salon as it is a chance to relax and be pampered, but I was very unhappy with most of my visit and did not feel relaxed when I got home at all. I would like you to address the issues in my letter as I do not want someone else to have the same experience I did.

Thank you for your time.

Yours faithfully

Sharon Dallow

Question 6

Your salon is going to move to new premises. The owner asks all employees to write a short report outlining what they would like to see in the new salon. Some things you might like to include are customer and staff facilities, product range, décor, access and any special equipment.

Your friends also give you some suggestions that you might like to include, which you can see below.

Your report should be about 5 to 8 paragraphs.

Have your nails done
while your colour sets

Seaside theme!

Ramp for disabled
access

Go carbon neutral

All natural vegan
products

Water recycling system

Treatment card system
for allergies or
preferences

Planning Space

Use this page to plan your ideas.