

# OCCUPATIONAL STANDARD OF BARBERING

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# UNDERSTANDING THE PROFESSION

## The History of Barbering

The history of barbering is deeply rooted in the progress of mankind. Archeological examinations reveal that some crude forms of facial and hair adornment were practiced even by prehistoric people as far back as the glacial age. Ancient relics reveal that as early as 6000 years ago the Egyptian nobility had become regular patrons for barbering services.

As civilization advanced, the practice of barbering developed from its insignificant beginning to a recognized vocation. To study the history of barbering is to learn to appreciate the accomplishments and the position of high esteem attained by the early practitioners. The rich cultural heritage they developed should be the basis for the great prestige and respect they deserve for their service to the public.

## Objective

Barbers shampoo, cut and style hair and beards as well as perform straight razor shaves. They may also provide other services such as scalp treatments and hairpiece services. To be a successful barber, one must incorporate technical and interpersonal skills. Continuous personal and professional development and client retention are crucial for long term success. Barbers may recommend styles based on trends, clients' physical features and lifestyle. Critical thinking, questioning and listening skills are important to serve their clients. Depending on the workplace, recommending and selling hair and skin products may be done by the barber.

According to jurisdictional requirements, barbers may work in barber shops, schools, hair replacement clinics, health care establishments, hotels, and in the cruise, fashion and entertainment industries. With experience, barbers may move into other positions such as barbershop managers, owners, educators, platform artists and product sales representatives.

Barbers may be remunerated through salary, commission, a combination of salary and commission or chair rental agreements. Some barbers work out of their residences where bylaws allow. Barbers work with various tools and equipment including brushes, combs, shears, clippers, razors and hair dryers. They own most of their tools and must keep them sanitized, disinfected and maintained. Barbers work in clean environments.

Some physical considerations of this trade are long periods of standing, posture fatigue and repetitive motion. This may result in repetitive strain injury, back and foot pain, although ergonomic considerations may reduce these effects.

Key attributes for people entering this trade are: communication skills, personal interaction, self-motivation, coordination and manual dexterity, stamina, and depth perception. Respect, professionalism, teamwork, tact, discretion and creativity are important personal qualities.

To keep current with trends and styles, Barbers need to update their skills through trade shows and other educational venues. They must also understand and implement personal and public hygiene procedures to maintain workplace health and safety. Continuous learning and upgrading on styles, techniques, products and tools are crucial to this trade for professional success.

## **Occupational Observations**

The Barbering industry is becoming more diversified in areas that are not part of the initial training. With clients becoming more educated about trends, barbers need to be motivated to stay current in the industry. Continuous learning is paramount to a barbers success.

While the industry attracts creative and artistic individuals, business skills are increasingly necessary to become a successful barber. With a movement towards health and wellness, hair products and services are adapting to meet this trend.

The quality and diversity of products has improved for barbers and clients alike. This has encouraged barbershops to realize the importance of retail diversity for greater profits. Barbershops are being designed to optimize the client experience and increase sales. Digital technology is being used to track daily shop operations, advertise products and services, store client information and perform financial functions.

## **Provincial Agencies and Associations that Regulate the Practice of Barbering**

The Nova Scotia Registered Barbers Association provides professional barbering safety guidelines for the Department of Labour and Advanced Education in accordance with the regulations of the Nova Scotia Department of Health and Wellness. Knowledge of these regulations is essential for maintaining compliance with all safety standards and performing the essential duties of a professional barber.

# ESSENTIAL SKILLS SUMMARY

## Comprehension

Barbers must read and understand a variety of material including bulletins, manufacturers' specifications, notices, labels, product inserts, client history profiles and forms. They read regulations and agreements outlining chair-rental contracts, salaries and commissions. Barbers may read city by-laws to determine licensing requirements and allowable business practices. They read articles and trade magazines to stay informed about industry trends and developments as well as descriptions of new products.

## Written and Verbal Communication

Update client history profiles. Complete forms and also write reminders/notes to co-workers and clients. Communicate with clients to determine customers' need and barbering service required. Discuss a variety of topics with clients including fashion trends and hairstyle choices. Exchange information with coworkers, suppliers and supervisors. There may be a need to provide reassurance and resolve conflicts.

## Numeracy

Determine length of hair being cut. Schedule appointments, determine amount of time needed to complete appointments. Maximize productivity by taking into consideration condition of hair and service being delivered. Complete financial transactions. Collect payment for barbering, services and products.

## Critical Skills

Barbers use thinking skills to select tools and products required to create specific hairstyles and to judge the performance of hair care products by considering customers' hair. They use problem solving skills to meet client preferences. Barbers evaluate condition of hair and scalp to determine treatment and hairstyle options.

## Digital Technology

Use current technology to communicate with suppliers. Access product manufacturers' website. Update client information. Use calculators or point of sales systems to complete numeracy-related tasks. Utilize social media for marketing themselves. Network with others. Research current trends, inspiring creativity and training/self-development. Use technology to create images of desired hairstyles.

## Working with Others

Ability to work independently or with other team members to perform tasks and optimize client experience in a professional manner. Barbers may also mentor apprentices.

## Continuous Learning

Continuous learning is important for Barbers due to ongoing changes in the industry. They also learn by speaking with co-workers and colleagues and by participating in training. Barbers may also learn by reading articles, attending educational events and shows, analyzing photographs and noting hairstyles worn by style leaders.

# SANITATION AND HYGENE

The Nova Scotia Registered Barbering Association provides professional barbering safety guidelines for the Department of Labour and Advanced Education in accordance with the regulations of the Nova Scotia Department of Health and Wellness. Knowledge of these regulations is essential for maintaining compliance with all safety standards and performing the essential duties of a professional barber.

Since exposure incidents (the unanticipated letting of blood and other bodily fluids) are inevitable, barbers must prepare timely and effective responses that maintain professional conduct, preserve client dignity, and preserve public health and safety.

## Bacteria

- Understand what nonpathogenic bacteria is and that they are harmless to the human body
- Study pathogenic bacteria because knowledge of these pathogens is essential for working safely with the public and preventing infections
- Understanding the movement of bacteria

- Understand the classifications of pathogenic bacteria
- Understanding bacterial growth and reproduction
- Identifying bacterial infections

## Blood Borne Pathogens

- Understand how hepatitis can be spread through bodily fluids and can live on the surface for a period of time
- Learn how HIV/AIDS can break down the body's immune system and it's spread through blood
- Learn how to handle sharp precision instruments skillfully in order to avoid cuts or abrasions
- Know what to do when there are any cuts or abrasions

## Of the Skin

- Understand viruses and the way they are transmitted
- Recognize what fungi is and how to prevent transmission
- Identify ticks, fleas, lice, and mites and understand what steps to take when found

# CLEANS, SANITIZES AND DISINFECTS

Knowledge of viruses and bacteria is necessary for barbers insofar as they must be able to responsibly prevent the spread of hazardous or infectious materials. Prudent infection control can eliminate virtually all pathogens but effective preventative measures must be known before they can be properly implemented. Many different disinfectant products are commercially available but not all are suitable for use in a barbershop. Knowledge of the necessary tools for disinfection and their proper uses is essential for maintaining a safe barbershop.

- Barbers clean, sterilize and disinfect tools and equipment to avoid cross contamination.
- Disinfecting procedures such as immersing tools in disinfectant solution and applying spray disinfectant
- Understand communicable diseases and be able to recognize them
- Using cleaning products and their applications



- Has a firm understanding of national, provincial and territorial health and safety regulations
- Familiarize yourself with the location of first aid kit, eye wash station, fire extinguisher and additional safety information
- Understand methods of infection control such as washing hands and cleaning work station
- Utilizes personal protective equipment (PPE) such as gloves and masks
- Practices personal hygiene

## **Disinfects Tools and Equipment**

- Select method of disinfecting according to applicable regulations, type of contamination and type of tools and equipment
- Cleans and disinfects tools and equipment using methods such as spraying, wiping and soaking, according to manufacturers' directions

## **Sanitizes Towels, Capes and Smocks**

- Operate washing machine according to manufacturers' directions
- Select cleaning product for towels, capes and smocks
- Wash towels, capes and smocks after every use and according to jurisdictional regulations

## **Maintains Safe and Hygienic Work Environment**

- Clean work area to ensure infection control
- Ensure that all areas for clients and employees are safe
- Discard sharps according to health and safety regulations to prevent infection or injury
- Remove hazards such as hair and water from floor to prevent slips and falls
- Use gloves and smocks to protect self and client
- Use safety equipment such as fire extinguishers and first aid kits
- Perform basic first aid
- Store materials such as towels, capes and smocks to maintain cleanliness
- Maintain personal hygiene

# CELLS, ANATOMY, AND PHYSIOLOGY

## Attributes of Skin and its Pathologies

Understanding how the human body functions as an integrated whole is a key component in evaluating how a client's hair and skin may react to various treatments and services. The ability to recognize the difference between what is considered normal and what is considered abnormal in the body enables barbers to assess what conditions require referral to a physician. Moreover, knowledge of the bone, muscle, and nerve structure of the human body enables a barber to determine and provide appropriate services for clients.

- Recall and apply knowledge of anatomy, physiology, and histology to the barbering profession
- Recognize and recall knowledge of cell structure and reproduction
- Recognize the types of tissues found in the body
- Identify the organs and systems of the body
- Recognize the basic functions of the main body systems

## Skin

Knowing the skin's composition and underlying structures is necessary for performing facials, scalp treatments, and shaving services. Barbers need to differentiate between normal skin conditions and those that may require medical treatment. They also need to recognize abnormal skin conditions that prohibit the performance of certain skin-related services.

- Recognizes the structure and divisions of the skin
- Recognizes the functions of the skin
- Recognizes common primary and secondary skin lesions
- Recognizes common skin inflammations and infections
- Recognizes disorders of the sebaceous and sudoriferous glands
- Recognizes the types of skin pigmentations
- Identifies common skin hypertrophies
- Identify types of skin cancer

## Scalp

Barbers need to know how products and chemicals affect the structure of the hair. Barbers need to know how to keep a client's hair and scalp in a healthy condition and how to differentiate between normal and abnormal conditions. Barbers need to be able to perform a scalp and hair analysis before performing a service.

- Recognizes the different structures of the hair root
- Recognizes the three layers of the hair shaft
- Recalls the three types of side bonds of the hair cortex
- Recalls the three phases of the hair growth cycle
- Recognizes and defines the different types of hair loss
- Identifies and able to recommend medically approved treatments for hair loss
- Recognizes common hair disorders
- Recognizes common scalp disorders and differentiates those requiring medical attention
- Recognizes and applies factors to be observed and considered during a hair and scalp analysis

## USES AND MAINTAINS TOOLS AND EQUIPMENT

Barbers constantly use and maintain tools and equipment for their optimal use and longevity.

- Disposal requirements of products and materials such as razor blades, chemicals and disinfectant solutions
- Storage requirements for all products, tools and equipment
- Recycling procedures
- Cutting tools such as shears, clippers and razor
- Styling tools such as brushes, combs and blow dryers
- Client capes such as cutting capes, styling capes, shampoo capes and smocks
- Sanitizing equipment and products
- Disinfecting equipment and products
- Major equipment such as chairs and sinks
- Tools for additional service
- Health and safety regulations

## Manual Tools

- Recognize when to oil and sharpen tools
- Replace worn and damaged cutting tool components
- Remove debris from styling tools such as combs, brushes and clips
- Organize and store manual tools such as combs, shears, towels and capes
- Inspect capes, towels and smocks for stains and wear and replace as required
- Replaces razor blades after every use
- Sterilize all tools after each use

## Electric Tools

- Remove debris and oil tools for optimal performance
- Remove debris from filter in blow dryer for optimal performance
- Organize and store electric tools
- Recognize when tools need to be replaced or repaired

## Sanitizing and Disinfecting Equipment

- Maintain sanitizing and disinfecting equipment by changing components such as ultraviolet (UV) sanitizer bulbs
- Replace disinfecting solution regularly to maintain required disinfecting strength
- Store sanitizing and disinfecting solutions according to local health and safety regulations

## Major Equipment

- Select major equipment according to task
- Maintain major equipment by removing debris from filters and organizing work stations according to Barbers ergonomic needs
- Adjust equipment such as chairs to client needs
- Identify and arrange for required repairs or replacements of major equipment such as hydraulic chairs and sinks

# PREPARES FOR CLIENT SERVICES

In order to ensure efficient delivery of services Barbers will refer to barbershop documents and have a thorough consultation with the client.

- Types of shop documents such as manual, client records, appointment book and receipts
- Types of services available
- Time required for each service
- Price of each service
- Hair types; texture, density and wave pattern
- Clients' allergies and sensitivities
- Supplies for specific service
- Products for client services

## Consults With Client

Ask questions to obtain client information such as style desires, allergies and other medical conditions

- Listen attentively to determine client needs
- Identify condition of hair and scalp such as products and growth patterns in relation to current and future services
- Identify skin tone, hair type and lifestyle of client
- Inform client of time, cost and maintenance required for desired services
- Confirm services to be performed

## Prepares Client

- Select and organize products, supplies, tools and equipment needed for services
- Select type of cape required for specific service such as styling or cutting
- Provide smock to client to protect clothing and skin
- Determine barrier required between neck and cape to protect the skin
- Secure cape around client's neck

# SHAMPOOS AND CONDITIONS HAIR AND SCALP

Barbers shampoo and condition hair and scalp to cleanse, treat and prepare hair and scalp for further hair services.

- Uses brushes and combs for detangling techniques
- Selects of brushes for wet hair and dry hair
- Recognize the distance to hold water nozzle from head
- Regulate water temperature
- Choose the type of shampoos and conditioners
- Understand hair and scalp treatments
- Choosing products according to hair and scalp properties
- Apply the required hand pressure for services such as scalp massage, scalp treatments, shampooing and conditioning

## Manipulates Hair and Scalp Using Shampoo and Conditioner

- Select shampoo and conditioner according to client's hair, scalp and service being performed
- Distribute product onto palm and emulsify before applying to scalp and hair
- Apply shampoo to hair to ensure complete saturation
- Lather and perform manipulations using pads of fingers and pressure to suit service to be performed and client comfort
- Apply conditioner, working down the hair strand to hydrate, close cuticle and detangle
- Rinse and handle hair with hands and water to remove products
- Towel blot hair to remove excess moisture
- Wrap and secure wet hair in towel for client comfort

## Performs Hair and Scalp Treatment

- Determine type of treatment required according to the results of the hair and scalp analysis
- Apply hair and scalp treatments according to manufacturers' directions
- Manipulate and massage scalp by hand or by equipment to increase blood circulation and promote relaxation
- Apply heat when required according to manufacturers' specifications
- Rinse and handle hair with hands and water to remove products

## Face Massage

Massage involves the application of external manipulations to the face. This is accomplished by means of the hands or with the aid of electrical appliances, such as a vibrator. Each massage movement is applied in a definite way to accomplish a definite result.

- Stroking lightly on the face and forehead
- Kneading and lifting the skin
- Causing friction to the skin
- Vibrating the skin and underlying structures

# THE ART OF CUTTING HAIR

The fundamental principles of haircutting remain the same using shears, razors and clippers. The finishing of haircutting continues to evolve through customizing, personalizing and detailing techniques according to the current fashion trend. Haircutting involves the removal of hair from the head and face using various cutting tools to create a desired length, volume, form and shape. A look is achieved by customizing the haircut.

- Types of cutting tools such as clippers, straight razors and trimmers

- Types of conventional shears and specialty shears such as thinning, notching, texturizing, single, multi-notched blades and curved shears
- Hair growth patterns
- Hair density
- Customizing techniques
- Morphology such as facial and body shapes
- Hair texture and quality
- Guards and attachments

## Hair Cutting

- Determine suitability of style taking into consideration morphology of client
- Determine natural weight and shape of the hair
- Select and use cutting tool according to hair texture and desired hair result
- Determine cutting technique according to cutting tool being used
- Establish natural fall to determine haircut approach
- Section hair to ensure even distribution, balance and desired haircut result
- Establish a stationary guideline to give starting point and line to follow throughout cut
- Apply necessary tension throughout cut to achieve desired shape
- Remove length of hair with cutting tool such as conventional shears, razors, texturizing shears and clippers
- Maintain control of hair during cut
- Check haircut to ensure evenness and balance
- Maintain moisture content to ensure evenness of cut
- Position body stance according to hair section as it relates to the haircutting technique

## Beard Trimming

- Changeable and disposable blades
- Facial hair growth patterns
- Facial hair density
- Beard, moustache and sideburn styles
- Eyebrow and ear hair grooming
- Morphology such as facial and body shapes
- Guards and attachments



- Determine suitability of style taking into consideration morphology of client
- Select and use cutting tools such as shears, razors or trimmers
- Establish a guide
- Remove unwanted length of facial hair by holding cutting tool at safe angle to achieve desired shape
- Hold cutting tool and comb at desired angle to establish length and to blend
- Eliminate demarcation steps or unwanted lines by coordinating cutting tool and comb
- Move cutting tool in the opposite direction of hair growth to control natural growth patterns
- Cross-check to ensure evenness and balance
- Detail facial by inverting straight razor around perimeter to create clean and sharp lines

## Shaving

- Apply hot towel to soften facial and nape hair
- Determine location of skin blemishes and growths to avoid wounding
- Identify and take measures to avoid aggravating skin sensitivity
- Apply shaving cream to allow straight razor to glide on skin
- Pull skin taut before using straight razor to ensure clean shave
- Apply pressure on straight razor at correct angle
- Lay straight razor blade at an angle while moving against skin to remove unwanted hair
- Apply shaving theory
- Hold razor at proper angles
- Apply after shave/moisturizer to close pores and avoid infection
- Remove excess shaving cream

# STYLING HAIR

Innovations in styling tools and products allow barbers to create modern styles and keep up with trends.

## Wet Hair

- Remove excess moisture using towel to prevent product dilution and to shorten drying time

- Select styling aids based on hair type and desired finish
- Distribute styling aids evenly through hair
- Style hair as desired

## Drying Hair

- Use pre-drying techniques to shorten drying time
- Select drying equipment such as a blow dryer.
- Select styling tools such as brushes and combs
- Direct blow dryer nozzle in coordination with styling tools
- Hold blow dryer at optimum distance from hair and scalp
- Determine air flow temperature, speed and direction for comfort and desired dryness
- Test hair to verify dryness
- Add desired product
- Style hair with brushes combs or your fingers

# BARBERSHOP OPERATIONS

Computer software and point-of-sale equipment are more common place. Clients are better educated through advertising and internet. This encourages barbershop professionals to be more educated on sales, marketing and trends. Ongoing personal and professional development, including goal setting and tracking client retention are crucial for long-term success.

## Performs Client and Barbershop Responsibilities

Performs client and barbershop responsibilities includes the skills and knowledge to carry out the daily operations of the barbershop.

- Types of professional services and products
- Barbershop policies and procedures
- Professional and telephone etiquette
- Interpersonal skills

- Scheduling of appointments
- Digital technology
- Basic math to perform calculations such as discounts and taxes
- Financial transactions
- Inventory procedures such as computerized and manual
- Product suppliers
- Types of display equipment and techniques

## **Performs Telephone Duties**

- Answer phone in a professional manner according to shop policies
- Determine nature of call
- Respond to caller's requests according to shop policies
- Close call in a professional manner according to shop policies
- Relay messages in a clear and timely manner according to shop policies
- Return client calls to ensure retention

## **Interacts With Clients**

- Greet client according to shop policy
- Demonstrate effective interpersonal and communication skills
- Listen and respond to client comments and inquiries to ensure client satisfaction
- Resolve concerns using techniques such as conflict resolution

## **Completes Financial Transactions**

- Perform calculations for services, retail, taxes and discounts to determine cost
- Determine method of payment
- Operate point-of-sale equipment such as cash register, debit machine and computer
- Exchange cash accurately
- Provide receipt according to salon policy

## Maintains Inventory

- Count inventory physically or electronically to determine stock level
- Check stock levels to determine shortfall or surplus and make required adjustments
- Create product order according to shop policy to update stock levels
- Check stock against invoice to verify accuracy of shipment
- Rotate stock according to shop policy
- Track retail sales according to shop policy to maintain efficient inventory
- Track product use according to shop policy to maintain efficient inventory

## Prices Retail Products

- Calculate mark-ups and mark-downs according to shop policy
- Operate pricing equipment

## Maintains Retail Displays

- Clean retail products and displays according to shop policy
- Stock retail displays to maintain visible inventory
- Organize retail displays according to shop policy

## Markets Products and Services

Sales and marketing include the knowledge and skills to attract and retain clients in order to increase income.

- Shop policy
- Types of professional services
- Types of professional products
- Types of retail products
- Display techniques for promotional materials
- Types of marketing techniques
- Trends and best practices

## Promotes Products and Services

- Set retail and service sales goals to achieve professional success
- Create focal point by using signage, samples and posters to encourage sales
- Display products strategically to increase product visibility and sales
- Educate clients by explaining features and benefits of professional products
- Recommend and up-sell products to clients for home use
- Up-sell services to increase revenue
- Evaluate personal service and retail sales to monitor and improve productivity
- Market and promote services and retail products using means such as social media to build clientele, according to shop policies
- Participate in events to promote services and retail products

## Presents Professionalism

- Follow shop policy to present expected image on all social platforms
- Demonstrate reliability for clients and coworkers
- Stay current of trends and best practices
- Attend trade shows and educational events

# TOOLS AND EQUIPMENT

## Single Use

- Gloves
- Neck strips
- Sanitizer
- Disinfectant

## Cutting Tools

- Shears
- Combs
- Straight razors
- Electric clipper

- Specialty shears (texturizing, thinning, notching)
- Guards
- Spray bottle
- Neck duster
- Trimmers
- Razors

## Styling Tools

- Blow dryer
- Hand mirror
- Brushes
- Clips
- Combs

## Client Capes

- Cutting capes
- Styling capes
- Towels
- Shampoo capes

## Sanitizing and Safety Equipment

- Broom
- Recycling containers
- Buckets
- Rubber gloves
- Disinfecting jar
- Safety glasses
- Dustpan
- Sanitizing jar
- Eyewash station
- Sharps container
- Fire extinguisher
- First aid kit

- Ultraviolet sanitizer
- Laundry basket
- Vacuum cleaner
- Mop
- Waste can (covered)

## Major Equipment

- Booster seat
- Shampoo basin
- Clothes dryer
- Shampoo chair
- Barber station
- Ultraviolet equipment
- Hydraulic barber chair
- Washing machine

## Office Equipment

- Appointment book
- Policy manual
- Calculator
- Printer
- Cash register
- Reception chairs
- Reception desk
- Computer
- Credit/debit machine
- Stapler
- Display equipment
- Stationery
- Stereo system
- Telephone/answering machine
- Pen/pencil

