

Case Study

Training – on/off the job

Get The Answers

Get Prepared

1. **How many people go to a barber/hairdresser?**
 - **Example Answer:** This can be determined by conducting a quick survey among classmates or community members. Generally, a significant portion of the population visits barbers or hairdressers regularly for haircuts, styling, and grooming services.
2. **What are the things you like about the barber/hairdresser you go to?**
 - **Example Answer:** People often appreciate the quality of the haircut, the friendliness of the staff, the cleanliness of the shop, and the overall customer service. Additional factors might include the ambiance of the shop, the range of services offered, and the convenience of the location.
3. **How many different hair styles can you name?**
 - **Example Answer:** Some common hairstyles include the crew cut, buzz cut, fade, undercut, pompadour, quiff, bob, pixie cut, and layers. There are many more styles, each with its own unique characteristics and techniques.

Get It

1. **What is the logo of Orbit Smoke?**
 - **Example Answer:** The logo of Orbit Smoke is not explicitly described in the document, but it is likely to include elements related to motorbikes and skulls, as these are significant themes in the shop's decor.
2. **Name one of their certificates and awards.**
 - **Example Answer:** One of the certificates mentioned is the 'Master Craftsman Diploma in Barbering'. The shop also has various industry awards displayed on its walls.
3. **What hair style was Graeme trying at the end?**
 - **Example Answer:** The specific hairstyle Graeme was a mullet
4. **Name one of Angela's advantages of training.**
 - **Example Answer:** One of Angela's advantages of on-the-job training is that barbers learn how to deal with customers in a live environment, which helps them develop practical skills and customer service abilities simultaneously.

Get On It

1. **From the case study, identify what career Angela was going to pursue before barbering.**
 - **Example Answer:** Angela was initially going to pursue a career in the armed forces before becoming a barber.
2. **From the case study, identify two awards or certificates Orbit Smoke have.**
 - **Example Answer:** Two awards or certificates that Orbit Smoke have are the 'Master Craftsman Diploma in Barbering' and various industry awards displayed on the shop walls.
3. **Describe two benefits to Orbit Smoke of having these awards and certificates.**

Case Study

Training – on/off the job

- **Example Answer:**
 - **Credibility:** Awards and certificates enhance the shop's reputation, making it more attractive to potential customers who value quality and professionalism.
 - **Customer Trust:** These accolades build trust with customers, reassuring them that they are receiving services from highly qualified and recognized professionals.
- 4. **Describe two advantages of on-the-job training.**
 - **Example Answer:**
 - **Practical Experience:** On-the-job training provides practical experience in a real work environment, allowing trainees to develop relevant skills and knowledge.
 - **Customer Interaction:** Trainees learn how to interact with customers, handle real-life scenarios, and provide excellent customer service, which is crucial for their professional development.
- 5. **From the case study, describe two disadvantages of off-the-job training.**
 - **Example Answer:**
 - **Lack of Realism:** Off-the-job training, such as cutting hair on dummies, does not provide the same level of realism and practical experience as working with actual clients.
 - **Limited Exposure:** Trainees may only get limited shop experience, such as half a day per week, which may not adequately prepare them for the demands of the job.
- 6. **Justify whether on or off-the-job training is better for training to be a barber.**
 - **Example Answer:** On-the-job training is generally better for training to be a barber because it provides hands-on experience, real customer interactions, and immediate feedback. This type of training helps trainees develop practical skills and customer service abilities that are essential for success in the barbering profession.

Get With It

1. **From the case study, describe the two types of training that Angela adopts at Orbit Smoke.**
 - **Example Answer:** Angela adopts on-the-job training, where trainees learn in a live environment and interact with customers, and induction training, which provides new employees with essential information and skills needed to start their roles effectively.
2. **Explain the benefits to Orbit Smoke of undertaking on-the-job training.**
 - **Example Answer:** On-the-job training benefits Orbit Smoke by ensuring that trainees gain practical experience and develop customer service skills in a real work environment. This type of training helps maintain high standards of service and prepares employees to handle various situations they may encounter.
3. **Describe off-the-job training.**
 - **Example Answer:** Off-the-job training involves learning activities that take place outside the actual work environment, such as in a classroom or training center. This type of training may include theoretical instruction, simulations, and practice on dummies, providing foundational knowledge and skills.
4. **Explain the benefits of Angela having a 'Master Diploma in Barbering'.**
 - **Example Answer:** Angela's 'Master Diploma in Barbering' benefits Orbit Smoke by enhancing the shop's credibility and reputation. It demonstrates her high level of

Case Study

Training – on/off the job

expertise and commitment to excellence, which can attract customers and build trust in the quality of services provided.

5. **Compare two different methods of training.**

- **Example Answer:**

- **On-the-Job Training:** Provides practical experience and real customer interactions, helping trainees develop relevant skills and customer service abilities.
- **Off-the-Job Training:** Offers theoretical instruction and practice in a controlled environment, allowing trainees to learn foundational knowledge and techniques without the pressure of a live setting.

6. **Describe the target market of Orbit Smoke.**

- **Example Answer:** The target market of Orbit Smoke includes children, men, and women who are looking for quality haircuts, beard shaving, and male facial treatments. The shop caters to a wide range of clients with diverse grooming needs.

7. **Describe two external factors that could affect Orbit Smoke.**

- **Example Answer:**

- **Economic Conditions:** Changes in the economy can affect customers' discretionary spending on grooming services.
- **Social Trends:** Trends in hairstyles and grooming preferences can influence the demand for specific services offered by the shop.

8. **Identify and describe what sector of industry Orbit Smoke operates in.**

- **Example Answer:** Orbit Smoke operates in the tertiary sector of the industry. This sector includes businesses that provide services to consumers such as in hospitality catering, banking and retail.