

Salon Management

Question: Discuss about the Salon management.

Answer:

Introduction

This assignment explains the role of leaders and managers in the company. This helps the organization to improve the efficiency of the production and develop the products of high quality. The role of leader and manager in any organization is very imperative. Both are required in the company to fulfil all the organizational goals. This assignment shows the study of Rush Hair Salon, UK. There are different responsibilities of managers and leaders in the organization. Both should work together for the welfare of the company.

Rush Hair Salons is an international organization which is notorious for its beauty products as well as hair styling. It is one of the top hair styling and beauty care shop in United Kingdom. Rush Hair Salons has many shops all across the London and south east regions^[1]. The main objective of Rush Hair Salon is their customer satisfaction and fulfilment of their demands.

LO1

In this section, characteristics and roles of leader and manager of the organization are explained. The leaders and managers of the Rush Hair Salons play a very imperative role in the growth and development of the organization.

Introduction to Leadership and Management

Leadership

Leadership is defined as a knack of manipulating the behaviour of humans to facilitate the mission in the way that a leader desires. The leaders of the Rush Hair Salons take care that the employees work in the manner which they want to fulfil the objectives. Leadership is also defined as the practical skill encircling the capabilities of the company to guide different teams of the entire organization

Management

Management is defined as the direction of a business, company, or an organization. The objective of the management is to study about organizational leadership and social organization. Every organization comprises of managers at different levels to manage everything in the company. Management includes the dexterity of the efforts of the company's employees and volunteers to fulfil all the organization's goals^[2].

Functions of leaders and managers in the organization

There are various different types of functions and roles played by the managers and leaders in the organization. They are as follows:

Planning

The most imperative function of the managers of Rush Hair Salons is to set up plans and strategies to fulfil all the goals of their company. There are different strategies prepared by the managers to attract more customers to their salons and satisfy all the needs of their customers. The role of leaders is to communicate all the plans and strategies set up by the managers to the staff members of the salons.

Organizing

It is the responsibility of the manager of Rush Hair Salons to exploit and organize all the possessions of the company in the efficient way, whereas the role of leader is to allocate all the resources of the company effectively.

Staffing

It is one of the most fundamental functions of the managers and leaders of the company. It is their responsibility to get the best from the newly recruited employees and motivate them to do their work according to their skills and abilities. The HRM of the Rush Hair Salons appoints the best employees for their organization, and thus it is the responsibility of leaders and managers to make them work best^[3].

Directing

The managers of the Rush Hair Salons directs the tasks which are to be performed by the personnel to the leaders, and then the leaders of the salons creates different teams and assigns them different tasks set up by the managers.

Controlling

The implementation of the plans and strategies by the leaders of Rush Hair Salons are scrutinized and controlled by the managers of the company, while the leaders of the company controls and guide the employees to get desired outcomes from them.

Mint berg's management roles

There are various different types of Leadership Roles that are followed in an organization by the leaders. According to Mint berg, there are there are three different groups of Leadership roles they are as follows:

Interpersonal roles

This category of leadership comprises of different types of roles[4]. They are:

- Leader
- Liaison
- Figurehead

Informational roles

In informational roles, processing information of the organization is involved. It includes roles such as:

- Spokesperson
- Monitor
- Disseminator

Decisional roles

This category includes leadership roles such as:

- Negotiator
- Entrepreneur
- Disturbance Handler
- Resource Allocator

Difference between leaders and managers

There are various types of differences in the roles of leaders and managers in the organization. Although there is a difference in the functions of the leaders and managers, often their roles are deemed as compatible. It is the duty of the managers of the company to set up the aims for the personnel as per the mission and vision of the company, whereas the role of leaders in the company is to explain those visions and missions to the human resources[5].

The difference between leaders and managers are as follows:

- Managers set up the objectives in the company, whereas; leaders influence that objectives that are set up by the managers.
- Managers are responsible for giving instructions to the groups while leaders show directions to their respective teams.
- Managers of the organization develop the plans and policies in the company and converse those policies to the leaders whereas; leaders ensure that the workers work according to that plans and policies[6].
- The main focus of managers is on the things where as the main focus of the leaders is on the people of the organization.
- It is the responsibility of the managers to instruct the work to the personnel, where as it is the duty of leaders to motivate the human resources to work.

Topic: Salon Management

The roles of leaders and managers in Rush Hair Salons are very specific. The managers of the Rush Hair Salons manage and motivate their team of stylists, and the staff members of hair salons. To manage a team is a very challenging task as the managers has to deal with different types of personalities. The managers and leaders of the company ensures that every employee of the company gets proper training required for the job and fulfill all the organization's goals effectively. They also generates standard for the good service provided to the customers, and also make sure that all the members of the hairdressing team offers flattering refreshments to their consumers.

LO2

Organizational situations in rush hair salons

There are three types of probable Organizational Situations in the company. They are as follows:

Stable situation

In this type of organizational situation, the management committee of the corporation keeps everything stable in the tactics and policies of the company until there is a high requirement for the change.

Slow toward moderate changing situation

Rush Hair Salons usually implies this type of situational changes in the corporation in order to expand the growth rate of development in the company. The leaders and mangers take on the responsibilities of developing new strategies as per the requirement in the company[8].

Rapid change situation

In rapid change situation the managers and leaders uses their emergency tactics for development of the corporation at an effectively high speed so as to match the competition and get beyond the competitors in the market of the UK.

Leadership styles and its types

Leadership style is defined as the manner that is used by the leader of an organization to motivate employees, implement plans, providing directions to personnel, etc. The path goal theory is used to understand the kinds of different techniques of leadership. According to the theory, there are four different leadership styles. They are as follows:

Encouraging leadership style

In this type of leadership style, the leaders of the company play a vital role in encouraging and motivating their human resources in order to enhance the work interest of the staff members.

Instructive leadership style

The staff members of the Rush Hair Salons are provided with proper agenda of doing their daily work in a systematic way[9]. The workers are strictly instructed to follow the schedule and guidelines prepared by the leaders of the company so that the development rate of the corporation increases effectively.

Mutual working leadership style

This type of leadership style is followed in every successful organization. The managers of the company discuss all their strategies and plans with the stakeholders of the company to make effective decisions for the welfare of the company.

Roles and functions of leaders and managers of rush hair salons with respect to situational circumstances

To achieve all the goals and aims of the company, the managers and leaders of the company must discuss all of their strategies and tactics with their stakeholders and should work with mutual understandings without any kind of issues. Rush Hair Salons is having a tough time due to the increment in the competition given to them by the other hair salons. Thus the responsibilities of managers and leaders have increased. Therefore the leaders and managers of the company along with their stakeholders set the targets and then work according to the plans to achieve those targets.

Theories towards the leadership approaches in rush hair salons

The theories towards the leadership approaches in Rush Hair Salons are as follows:

Theory of conditional leadership

Conditional leadership style entirely depends on the talent and dexterity of the human resources of Rush Hair Salons. The operations management of the association gets affected by the conditional leadership style used by the leaders of the Rush Hair Salons[10]. To stay and compete in this market the leaders of Rush Hair Salons must follow this type of approach. The leaders should be aware of all the existing conditions of the market, and thus crafts his plans according to those situations.

Theory of Great Man

As per the theory of great man, every individual is born with different talents and skills. So the leaders of the organization must utilize his unique skills and talents towards the welfare of the company. The leaders of Rush Hair Salons allocate this distinctiveness regardless of the specific role which they have fulfilled in the history[11].

Theory of transformation

The theory of transformation is entirely related to the approach of positive changes in the working atmosphere along with the marketing plans and strategies of the organization. Through the variety of mechanisms, the transformational leadership increases the morale, performance, and motivation of followers in the Rush Hair Salons.

Theory of systems

The theory of systems in the leadership style is completely related with the approach of common understanding between the employees and the management of the company. The staff members should be treated well with full respect and prosperity in the corporation. The leaders of the Rush Hair Salons follow this type of theory to motivate their employees to fulfil all the organization's goals.

Theory of contingency

This theory of leadership is based on the contingency of the leaders in the company. The leaders of the company must be very comprehensible with the ways and methods they imply in the organization. The theory of contingency also states that a triumph of the leader in an organization is the function of a variety of emergencies in the form of a task.

Theory of chaos

The theory of chaos is entirely based on the style of leadership that illustrates the spontaneity in the orders and systems within the organization. The leaders of Rush Hair Salons augment the energy in the organization to sustain the new stage of intricacy[12].

Approach of situational leadership and its strengths and weaknesses

There are various different types of strengths and weaknesses of the approach of situational leadership in the Rush Hair Salons, as the leaders of the company utilize this type of approach. The strengths and weaknesses of this approach in the work environment are as follows:

Strengths

The strengths of the situational approach are as follows:

This type of approach is used since the long time to train leaders of the organization.

1. It is extremely simple to understand, instinctively sagacious, and could be easily applicable on work or family.
2. In Rush Hair Salons, this approach has authoritarian values and it tells the leaders about what to do and what to not do in the different contexts of the work environment.
3. It put prominence on the suppleness of the leaders, so that the leadership style of the leaders of Rush Hair Salons matches with the requirements of their subsidiaries.

Weaknesses

The weaknesses of this approach are as follows:

1. The situational approach has very little research studies accomplished to rationalize intentions and suppositions about the theoretical basis.
2. In Rush Hair Salons, it obscurely conceptualizes the representation of subordinate's expansion levels.

This approach grumbles about the questionnaire that follows this model in the organization[13].

LO3

Operations management and its key approaches in rush hair salons

Operations management of an organization works in the favour of designing and controlling of the manufacturing procedures of the services and products crafted by the leaders and managers of the company. Operations management of Rush Hair Salons is influenced by an assortment of limitations of different styles of leadership adopted by the leaders of the company. To ensure the effective working of operations management in the company, the managers and management committee of the Rush Hair Salons discusses their strategies with the stakeholders.

Operations management's major approaches in context to Rush Hair Salons are as follows:

TQM

TQM refers to the technique which brings out competence in crafting and developing of different services and products in the Rush Hair Salons. The leaders and managers of the company must take all the responsibilities towards the total quality management of their services and products so as to please their clients and fulfil all of their demands and requirements.

Six Sigma

The method of six- sigma is used in the Rush Hair Salons to eliminate all the unwanted waste from the company. The management committee of the Rush Hair Salons utilizes this method so as to enhance the effective working of operations management in the organization. These wastes include; imperfection in production process, haulage, motion, wait, catalogue, and over processing.

Lean fabrication

The method of lean fabrication in Rush Hair Salons does not harm the productivity rate of the company, and at the same time diminishes all the useless resources from the stores. Lean production also comprises of squander that is created through the unevenness of the workloads as well as through the overburden in the Rush Hair Salons[14].

Continuous enhancement

The method of continuous enhancement is deemed to be a meta- process for the operations management of the Rush Hair Salons. The quality of the products and services are required to be continuously improved and enhanced in the corporation so as to attract more and more customers to the stores. This would definitely aid the company to increase their profit margin and revenues effectively[15].

Rowing

The concept of rowing in the company is very beneficial as it supports to expand the decisions of management in the favor of operations in the organization. In Rush Hair Salons, the rowing model was erected so that the waiting time and queue lengths can be envisaged.

Roles of leaders and managers in operations management

The operation management is a very essential element of the company. It plays an imperative role in civilizing the quality of the production and administrating the actions of the staff members in the company. The main function of the operations management in the hair salons is to increase the development rate and the profitability of the firm. In Rush Hair Salons, the main objective of the operations management is to source the resources required such as beauty artists and professional hair stylists from the different beauty schools of UK. The operational result of the company gets enhanced by the aid of personnel and operations management[16].

The administrative committee of the Rush Hair Salons develops different types of strategies and tactics for the improvement of operations management in the company. Operations management plays a very significant role in satisfying the aims of the Rush Hair Salons. There are various different objectives of the Rush Hair Salons. They are as follows:

- To become top hair dressing beauty salon in the country
- To increase advantage in the market that is completely occupied with antagonism

- To develop beauty products of best quality
- To get positive customer satisfaction[17]

LO4

Significant objectives of business in rush hair salons

Rush Hair Salons encompass of several different types of significant business objectives such as:

Productivity

The main aim of the Rush Hair Salons is to maintain the growth rate of profit in the company incessantly. Therefore the productivity of the Rush Hair Salons is maintained by the managers and leaders of the company.

Consumer service

There are various different types of approaches used by the team of managers and leaders of the Rush Hair Salons to please and gratify their regular as well as new consumers. The team organizes feedback receiving functions from the existing clients who are using their services in order to know the superiority and quality of the services provided by them to the customers[18].

Marketing

To stay and compete with the other rivalry companies in the market, the administrative squad of the company plans several different tactics for the endorsement and promotion of their products and services in the market of the country. An assortment of ways are used by the company to advertise their services like, using printed media, commercials in the televisions, billboard, holdings, etc.

Growth

In order to sustain and increase the growth rate of the company, the management of Rush Hair Salons must never compromise on the quality and service of the products they provide to their customers[19].

Operations management's significance in attaining business objectives

The assorted objectives of business in Rush Hair Salons can be attained with the help of operations management in the company. For a product or service to be effectual, the operations management of the Rush Hair Salons plays an important role. A business cannot be successful unless it has an effective operations management. It is the duty of operations management to carry on with good provider connection process to make certain that all the resources have been utilized properly in the organization. There is various different significance of operations management in the attainment of business objectives. They are as follows:

Extending the profit

Rush Hair Salons uses their products and services in an effective way by the support of operations management of the organization. To extend the profit of the business, the company makes plans and strategies by keeping in intellect the various factors like employees, stakeholders of the company, sales and demands`

Growth

The actions and activities of operations management are entirely responsible for the positive or negative growth of the business in Rush Hair salons. The operations management of the Rush Hair Salons is also liable for the superiority of the services and products supplied by the company to their customers in the market.

Management of quality

Operations management of Rush Hair Salons plays a very significant role in the management of quality of their services and products in the company. By the means of benchmarking and reengineering, the operations management of the Rush Hair Salons controls the quality and excellence in the corporation[20].

Features influencing the operations management and decision making in rush hair salons

The management of ethical values and preserving sustainability in the company always enhances the good relationships of the business with their clients. The management team of Rush Hair Salons always uses their best efforts to maintain the reputation of the company. The sustainability of the process and quality of the services in the company makes the organization to compete in the market with their rivalry companies. There are assortments of significant factors which are responsible for the influence of operations management in the company[21].

Factors influencing the operations management in Rush Hair Salons are:

CSR

CSR refers to the inventiveness in the corporation to appraise and take errands for the effects of an organization on the surrounding as well as on the social wellbeing. The employees of the Rush Hair Saloons pertains the endeavours that go beyond from the requirements of environmental protection groups and supervisors.

Stakeholders

The major factor which could influence or manipulate the operations management and activities of the Rush Hair Salons are its stakeholders. The management team of the Rush Hair Salons discusses their strategies and plans with their stakeholders so as to enhance their growth of development in the market and make them capable to beat their rivalry companies with the similar business in the competition.

Entrepreneurship

Entrepreneurship refers to the idea which mainly focuses on the human resources of the Rush Hair Salons who have the abilities to become successful entrepreneur. Therefore it makes the entrepreneurship an important element which influences the growth and development of the operation management of the Rush hair salons[22].

Conclusion

This assignment explained us about the crucial and imperative roles of managers and leaders in the organization. This assignment has been made bearing in mind the influence of decision making process of the leaders and managers of the Rush Hair Salons. In this report, various types of management theories are also explained such as, behavioural theory, contemporary theory, etc. Most prominently the assignment elucidates about the concept of operations management and various impacts that are related to it.

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