

Q5. Does your business have any wider ethical responsibilities (e.g; support the community, charity, education, environment, legal, social)?

We dispose of waste such as chemicals and plastic bottles responsibly recycling when possible.

We currently feel a responsibility to our hair loss clients too. Many of them have had cancer treatment and we want to make them more confident and comfortable again.

Q6. Why did you decide to start your own business?

I started as a mobile hair dresser in the late 1980's. I drove my car between clients homes and started to do increase my customer base. Later I opened a small salon called Hair Studio 336 I sold this salon and moved to new, larger premises and opened Original. I enjoy being my own boss and improving our salon range.

Q7. What kind of mentality/characteristics do you think an entrepreneur needs?

I think you need to be determined and resilient. Setting up a business is hardwork so you can't give up if you want to be a success. You have to be able to make hard decisions and you have to be able to communicate clearly with staff and be welcoming to new customers, advice and ideas.

Q8. What skills, training or support do you think an entrepreneur needs to be a success?

I trained as a hair stylist after school and you need skills to do your job well. If the quality of your work is poor you won't get repeat customers. Our staff all continue to train in the salon and on courses run by business partners. They also enter competitions to show off new styles and improve their skills.