

Appendix 4-8

BEAUTY SHOP – ACTIVITY 3

To make shop acceptable and organized, the owner:

- Cleared all the garbage
- Swept the store
- Painted all the walls
- Did not allow food on counters
- Cleaned spill from couch
- Cleaned mirrors
- Stocked bottles in cupboard
- Product was neatly lined up on shelf behind cashier
- Offered coffee and water
- Ensured customers could come in and feel relaxed