

Appendix 4-9a

BEAUTY SHOP – ACTIVITY 4

The major problem the owner had to deal with was the electrical problem. The procedure she followed to protect her customers was not to plug too many things into the outlets at once. In this case, the plug to the washroom machine was unplugged so not to overload the circuit.

From the general steps in Appendix 4-9, the following steps were not followed:

- Report items that need cleaning or replacement promptly. Never assume that other employees have reported a problem. The owner did not know why the washing machine was unplugged. Other staff did not advise her that running the washing machine when the hair dryers were going would blow a circuit.
- Repair the items or arrange to have them repaired. The electrical problem should have been repaired right away as this was a serious problem.
- Be sure to use signs to notify customers, when necessary. The unplugged washing machine should have had a sign indicating not to use when hair dryers were use. Staff should be advised of problems as well as customers.

FAULTY TOWERS – ACTIVITY 4

The major problem the owner had to deal with was the construction of a new door opening and the closing of another. The owner was only concerned about price rather than quality. He hired unqualified workers who were not concerned with doing the job correctly and safely. They put a door opening on a bearing wall with not proper support for the second floor.