

Our hair is a very personal thing. We can change it regularly or keep the same style for years, it can be long or short, be a variety of colours and we can plait it, tie it up, make it curly or make it straight: it's very versatile and can make a huge difference to how we feel. How many of us have had hair days and feel fed up as a result? As our hair is important to the vast majority of women, we tend to have a good relationship with our hairdresser, going to the same person every visit. I had used the same hairdresser for years and it came as a bit of a shock when I went to get a cut and was told that she no longer worked at the salon. Someone else cut it for me, but it just wasn't the same, it didn't feel right to me and worse, they talked incessantly, when all I wanted to do was to sit back quietly and relax - my old hairdresser knew this and never prattled on! As a result I didn't go back and it wasn't cut for quite a few months. I had more frequent bad hair days and was forever chopping at my fringe myself. One of my advertisers said I should visit Salon Vie in Tattenhall, as they did this weird thing with hair called Flick and Slap, Boomer-ang and Hair Peeling and that they had cut her hair without a pair of scissors, but with clippers and no she didn't have a short back and sides but lovely shoulder length hair...still I resisted. However, when Mike, the owner of Salon Vie, asked me to do a mystery shop for him, as my fringe couldn't take any more and my roots were showing, I decided to take him up on his offer.

I rang the salon to make an appointment and they suggested that, as a new client, it might be better to pop in for a five minute consultation with a stylist before I made the appointment, which I did, and met Debbie who talked me through my style, asked me what I wanted and came up with some suggestions of her own. She was very knowledgeable and put me at ease straight away. I left with my appointment card and was actually looking forward to getting my hair cut and coloured the following week.

Debbie greeted me on my arrival and sat me down with the offer of a hot or cold drink whilst we discussed my hair again. She made

sure that I was happy with the decision to thin my hair, with lots of layers to make it more manageable and to colour it with two or three different shades to bring out and brighten my natural colour. I sat back with my drinks and my magazines, very much in her capable hands. Whilst waiting for my colours to 'take', I had time to see and listen to what else was going on in the salon.

I had gone on a day when one of the junior hairdressers was being assessed and this gave me a real insight into the ethics of the salon and how it is run. The assessor was discussing body language, how to tell whether or not a person wants to talk (very important one for me!), how to greet a client and make them feel comfortable and I found this very reassuring. They also discussed various hair cutting methods, showing that Salon Vie are obviously very advanced in their knowledge of hair care and products. All the time that I was there, the team were friendly, knowledgeable and professional. The salon itself is bright and airy with great views towards the church.

I don't want to bore you talking about my hair cut in detail but what I will say, is that for the first time in years I can now 'wash and go', the cut is so good that my hair needs the minimum amount of styling and fuss - something very important to me. The colour is also good, it looks really natural which is what I wanted and I've already made my next appointment.

It's important to note here that Mike, from Salon Vie, didn't ask me to write this for The A41 - all he wanted from me was some honest feedback into how his salon is run, because customer care and customer satisfaction are extremely important to him. I decided to write this article because I was so impressed with the service and quality of haircut and because I haven't had a bad hair day since Debbie cut it for me!!!!

