

# Best **IN THE** Business

We profile another of this year's business award winners

## Barbaros Hair Salon

Winner of the 'Who do you love?' award

Barbaros Hair Salon won the 'Who Do You Love?' award in the Lewisham Business Awards this year by receiving more votes from their customers than any other business in the borough. The Honor Oak salon has been running for 20 years under the ownership of Rahme Barbaros, who is originally from Northern Cyprus. She has two part-time staff, and her daughter Tutku helps out on a Saturday when she is not studying.

'The first five years of being open were a bit of struggle,' says Rahme. 'But since then, things have got better. The area has improved a lot, which has helped. Some of our customers have been coming here since we first opened. Now we have a very good clientele base.'

Asked why she thought her salon had won the 'Who Do You Love?' award, Rahme says: 'I think it is because we offer a very good service at a reasonable price. We are a small relaxed salon and we give our customers attention and pamper them. We cater to all ages; we offer vintage shampoo and sets, which a lot of salons don't actually do anymore, as well as modern colouring and cutting techniques and bridal hair. I believe it is crucial to listen carefully to what the client wants. If you don't get that right, they won't come back.'

'I trained in the West End, and keep up my training with colouring courses where I get technical advice and learn adventurous techniques. I also make a point of hiring fully trained staff who have a good manner



Above: Barbaros Hair Salon in Honor Oak. Left: Rahme Barbaros (far right) and her team receiving their Who do you Love? award

**We offer a very good service at a reasonable price**

desperate calls from customers who need her to fix a home hair disaster. 'Usually, it's because they've used an off-the-shelf hair-dye kit and it's gone wrong. We soon restore their confidence, though,' she says.

**Barbaros Hair Salon**  
58 Honor Oak Park, Honor Oak, SE23  
Tel: 020 8291 1871

with clients. We use quality products such as Goldwell and Matrix. We'll soon be adding Paul Mitchell to our range.

'Advertising in the local press and offering promotions helps to get people through the door, but we find that most of our new clients come through recommendation.'

All too often, Rahme gets



## Ask Tony

Tony Goldstein, Startup Development Manager for Lewisham Business Advisory Service, answers your questions

If you have a question for Tony, email him at [infobas@lewisham.gov.uk](mailto:infobas@lewisham.gov.uk) or write to him at Opening Doors, 121 Lewisham High Street SE13 6AT

**Q** I'm planning to open a small takeaway business. I've seen a few empty shops around but there are no boards outside. How can I find out about the rent?

**Cynthia, Deptford**

**A** A good way to get local property information is to ask local estate agents. They often know what's going on in an area and who the landlord is. Another way is to ask a neighbour – local people usually know what the situation is with empty property, especially if it is next door. If you want to express an interest in a property, you could drop an offer letter in the letterbox as the landlord probably checks it from time to time.

**Q** I run my music production company from home. I have a new contract, which means I must move to bigger premises, but the bank wants a business plan and my forecast for the next year before they will consider lending me any money...Help!

**Iain, Forest Hill**

**A** Don't worry Iain, this is standard procedure with all banks. They just need to make sure the business is capable of repaying the loan. We can show you how to write your business plan and give you some guidance on researching your future sales and finding new customers. Call us to book an appointment and a place on a business planning workshop.

**Q** I have been a self-employed painter and decorator for three years. Can I employ another painter or must I become a limited company? **Alfred, Bellingham**

**A** Even though you are self-employed, you can still employ staff without forming a limited company, but you will be responsible for deducting their tax and National Insurance and sending it to HM Revenue & Customs. There are other responsibilities, too, so you should contact your local HMRC office or call us at BAS for a chat and some advice.

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