Tinika S. Warren
Project Management
April 10, 2020

DELIVERABLE:

- **Risk Management Plan** using the Risk Register Template spreadsheet found in Files section (50 points)

Remember, a risk is an uncertain event or condition that can have a positive or negative impact on the project.

This week, you will:

- Identify and analyze your project risks
- Complete a risk register as the foundation for your risk management plan
- Evaluate each task in your project schedule to identify any risk factors associated with the execution of the deliverable
- Add your list of risks to the risk register template in Files section

The number of risks will depend on the project deliverables in your schedule; however, 20 negative and positive risks are the minimum. Use the Risk Register

 (Links to an external site.)

 template in the course Files. Fill in the fields completely. There is a sample risk for you to use as a reference.

About

Dr. Tinika S. Warren, "h.c." Ph.D. of Community Development and Social Work from Los Angeles Development Church & Institute also holds an academic accredited Bachelor of Science in Technical Management with the concentration of Project Management in Healthcare to safeguard healthcare and pursuing an accredited Master's Degree from DeVry University Keller School of Management in Project Management achieved by being self-motivated and driven. Preparing for the Project Management Professional (PMP) certification to gain the ISO 17024 standard along with Servsafe Manager administered by the National Restaurant Association with my employer.

As a current, restaurant store chain, Assistant Manager, my expertise greatest strengths are Project management, to the implementation of collaborating with teams, leadership, flexibility , multitasking, analyzing the development of training needs and initiatives, develop training programs, mentoring, job coach, business strategies, health, safety, customer service, manage conflict, diversity, and inclusion (D&I), planning, scheduling, and Technical savvy skills.

Expertise as Georgia Professional Licensed Nail Tech & Medical Assisting.CPR, AED, BLS certified, ServSafe certified. Corporate level experience in Management Training and Development. Passed the ACT.

No Criminal Record. Verified by Dekalb County, Orange background services, FBI, Homeland Security & State of Georgia checked approved with background fingerprinting. E- Verified, non-smoker and three recent drug-free (no habits) blood and two urinalysis tests proved to have strong determination, time-management, safe, trusted, friendly, kind with excellence and integrity.

Health Focus for Salons & Spas
Risk : HIV/AIDS/COVID-19 & blood contamination

Blood Borne viruses and risk of the transmission of infections. Hepatitis B through tools that are not properly cleaned , disinfected, sterilization if your work tools are not sterilized. Cleanness is important to avoid the spread of infections. Therefore , having the EPA approved cleaning products.

The implements should be cleaned as follows:

 Use a disinfecting product designed for the industry of nail/ Beauty salon spa basin with an EPA-registered disinfectant with demonstrated bactericidal, fungicidal and virucidal activity. Do this for 10 minutes or as required by the state board for safety procedures to control transmission of infections. This suppresses the risk and dangers of safety and health.

Finance:

Risk COVID-19

Resource : https://www.youtube.com/watch?v=Tl0K2SkmqJg

Loans, Grants, Funding and Stimulus Packages:

COVID - 19

This funding is available for the salon employees that are independent contractors 1099 employees. PPE loans, looks at how much you earn as an employee and how much you paid to each hairdresser, nail tech, hair braiders, massage therapist, and party coordinators of the salon. Sole - proprietors of independent contractors are all covered in these entries that file your regular taxes. Booth renters qualifies. Commision employees do not qualify; your salon owner has to apply for you and they can pay you rent and you can then qualify for the " lay off funds" due to COVID - 19. This is based on how much you earned from January of last year to March of this year 2020.

Add health cost and state taxes and cost per employee. Employees that earn over $100k per year divide by 12 would be then taken by the total multiply by 2.5 for the year that would then equal $15,000 for every hairdresser in the world.

If you shut the business down before February 15, 2020 then you do not qualify. The employer is required to bring each employee back after the COVID-19 crisis is over.

Allowed to pay employees healthcare benefits, insurances, commissions of what the employees would have earned, rent (lease agreements) the booth renters can use it to pay the rent of their chair. The loan will be forgiven if you used the money on allowable expenses. The loan is to be paid back over 10 years. This is designed to keep people employed at 75% of the salary they earned a year ago. Document everything to have for the bank loan officer. SBA Loan under the Cares Act , Women's Minority Business

https://www.shrm.org/hr-today/news/hr-news/pages/gig-workers-self-employed-covered-under-cares-act.aspx

https://disasterloan.sba.gov/ela/Information/ApplyOnline , Submitted April 8 ,2020, confirmation page provided from FEMA

Bank Relationship: Bank Of America , for Glamlife Party Spa, LLC banking, H&R Block Tax Accountants and Banker

Requirement:

July 2020 -2021 Requirement for the future business of Glamlife Party Spa: GOALS

If I can get the COVID-19   (7A LOAN).

Must be a United States resident.

Certified Proof of your United States Citizenship (E- Verify)

Must have a high school diploma or transcript on file

Must have taken and passed the ACT work-ready score of Level 5

Must have a copy of your professional diploma, degree or transcript on company records.

Copy of your Professional License along with your Driver's License Card to keep in the onboarding files.

1099- Independent Contractors Agreements on file

Copy of your Professional License along with your Drivers License Card to keep in the onboarding files.

> Nail Tech , Required to get training in Human Trafficking , HIV/AIDS/ COVID-19 prevention at Elite Training and Print certificate - keep the certificate on file in the companies records.

> Cosmetologist , CEU's Required to OSHA training, Human Trafficking , HIV/AIDS/ COVID-19 prevention at Elite Training and Print certificate - keep the certificate on file in the companies records.

> Massage Therapist, Required to take Human Trafficking , HIV/AIDS/ COVID-19 prevention at Elite Training and Print certificate - keep the certificate on file in the companies records.

Hair Braider (no license required), but you are required to get 15 CEU's in the Cosmetology or Nurses File to help satisfy safety standards for the salon. Keep the certificate on file in the company's records. Training that prevents Human Trafficking , HIV/AIDS/ COVID-19 prevention certificates.

Makeup artist: Get 15 CEUs in the Cosmetology field Required to to Human Trafficking , HIV/AIDS/ COVID-19 prevention and keep the certificate on file in the companies records.

Party Coordinators: Required to take Communications , Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Party Planner: Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Salon Manager: Bachelor's Degree in Management showing a badge of honor. Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Administrative Assistant: Associate Degree in Management showing a badge of honor. Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Scrum Master : Bachelor's Degree in Technical Management , Required to take a Communications course,   Agile courses with complex training, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Project Manager: Bachelor's Degree in Project Management. Required to take a Communications course, Agile courses with complex training , Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Housekeeper: Sanitation course , Human Trafficking , HIV/ AIDS/ COVID-19 prevention courses - keep the certificate on file in the companies records.

Receptionist: Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Marketing Assistant: Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Consultant: Vendor Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Food Vendor: Required to take a Communications course, Customer Service & ethics training , Human Trafficking , HIV/ AIDS/ COVID-19 prevention, Challenges in Managing Foodborne Illness: A Public Health Concern at Elite Training and Print certificate, Servsafe Food Handler - keep the certificate on file in the companies records.

Travel for business corporate sponsors, nursing homes, hospitals agreements and etc

   Being licensed in this profession we can be mobile to do salon services at acting studios, newsrooms, behind the movie scenes, talk shows behind the scenes, salons, spas by means of traveling by car, bus, plane, train, RV or other means of transportation state to state that we are licensed to perform such services within our scope.

Marketing & Branding : Leadership as a subject matter expert

Risk : FTC , FCC

Risk : Leadership as a subject matter expert

Hair Coloring

Use eco-friendly products in the salon to save the environment. Choose the colors that the customer wishes to have. But, when using bleach to explain the contents, chemicals such as PPD can cause skin reactions.

They include: PPD (this allows **color** to bond with the **hair** shaft), resorcinol, MEA, ammonia, persulfates, parabens, propylene glycol and metals such as nickel. (excerpt)

Lemon juice can be used with a " red lamp" left in for 30 minutes and it will color the hair. Use a color wheel to get the hair color you want to achieve for your client.

Keep a calendar with dates that chemicals have been applied to safely dye your hair. Bleach dries the hair and you will have to keep the hair moist daily.

Some people say do not use box color hair dye but if you get a safer product such as dark and lovely it is more gentle on your hair and rich in color.

Developer 10 to 40 volume to get the color you desire but to get full color bleaching at 40 volume the hair melts off and it can become over processed. The clients hair can fall out in clumps after leaving the salon.

Choose the right shade for your skin tone. Pink undertones stay away from warm tones. Olive skin tone goes towards the warm or cool colors. Always do a patch test on a small piece of hair, apply color, then let dry.

Lead , Silver and copper are the hair color foundations. Try to find a professional hair color that is made up more of **Ammonia- and Peroxide-Free products.**

Preferred vendors are Sallys Beauty Supply that carry professional products and as a licensed professional you can get 10% off your total purchase. If you are an advanced student you can also get a discount on all your products.

Most importantly my salon shows a need to get supplies that are related to hair dying, such as moisture dryers to bring moisture into the hair,

Resource: https://www.newbeauty.com/the-ingredients-you-dont-want-in-your-hair-dye-2/

https://www.youtube.com/watch?v=SrKLoM36Zdk

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Pictures came from MS WORD insert picture from the web.

ETHICS Principles : Leadership as a subject matter expert

Ethical behavior in the salon includes having a licensed stylist that has completed state required training.

Keep the customers clients files organized , consistent, and confidential.

Stay out of gossip in the salon because it can impact the salon, shareholders and customers.

Keep the salon clean and sanitized with up keeping the standards and clients standards.

Maintain professional conduct while in the salon as a professional.

Be able to provide a competent service with knowledge. Always be honest.

Building a customer loyalty program and having access to money for the salon we need to have money for paid consultants , to pay for employee training, and money to cover the discounted treatments in order to still have the ability to pay the employees.

Hang certification of honor in visibility of the customer.

Display the state rules in the view of the customer to access the information that they need to know about you; afterall the customer is the end user and can have the decision to come back to the salon or discontinue services. " At will " client.

Resource:

https://www.youtube.com/watch?v=O16zNqxaa7k

Equipment: Leadership as a subject matter expert

Risk & Safety

1. Merchant and Credit Cards Machines
2. Laptops
3. TV (for customer service areas)
4. Salon Spa Chairs
5. Salon Booths with ergo economics capability
6. Cash apps to receive payments from customers
7. Phone Services
8. Computer Software to manage cash flow and taxes for annual or quarterly reporting
9. Equipment Loans & grants contracts for the business payments vs. penalties for financial disciplines to be in place
10. Get money in the economy by having to ability to hire new hires
11. Community Resources
12. Grand Opening Dates with timelines for future dates (elevating the unknown)
13. Risk that could occur of us losing our license
14. Stress within the organization and Pressure to gather kind & considerate techniques
15. Employee turnover rate to stay open avoiding shutdown rates
16. Cleaning Products
17. Private Label Brand Glamlife Party Spa products that may only generate a $1 for the sales per item, units cost, our cost to get the product more competitive in the market to gain more profitable accounts for our product and affordable suppliers to not have to ever do the " production " of the product. To really change the possibilities at gaining a jump start and grow this business quickly.
18. Vendor requirements and communications
19. Water and Lights Services
20. Building structure to satisfy equipment installation
21. Meeting the urgent needs for the State of Georgia or States where our services are being offered.
22. A place to store food on the premises of the Salon with a sticker of expiration date and by whom is storing the food, label must contain within the label the customer name the food is being prepared for such , Williams Spa Party 3:00 PM and expiration date of 12 am on the closing hours of the business that identifies the schedule event.

Building Cost for safe environment for the ecosystem:

How can we get the salon/ spa built and equipped to have an environment that is clean , safe, sanitized and simplified in the civilized society that we live in for small businesses?

500 employees of less based on the business location.

FEMA: Help that may be available during the crisis of COVID - 19 with a written statement of the direct effect of how the COVID - 19 booth renters assistance.

Sterilization autoclave Machine and Air Purifier for salons :

CDC :
https://www.cdc.gov/infectioncontrol/guidelines/disinfection/sterilization/steam.html

Cost:
https://www.toolots.com/22l-table-top-steam-sterilizer-autoclave-forevacuum.html?cid=1469602950&gclid=CjwKCAjw7LX0BRBiEiwA__gNw4AO_hXdcUMM6WyRy6mP1dbsmydmYyCwomex45enUSWbDr37vlEMpRoCxSwQAvD_BwE

https://www.news-medical.net/whitepaper/20190207/Introduction-to-Autoclave-Sterilization-Process.aspx

CHEAPER COST: AMAZON

https://www.amazon.com/s?k=sterilization+equipment&crid=3BQ2PKVH4YK3A&sprefix=sterlization+equipment%2Caps%2C462&ref=nb_sb_ss_sc_1_22

Software :

MSOffice Timeline
:500https://www.officetimeline.com/download?gclid=EAIaIQobChMIjdrvg5Dc6AIVQsqyCh2ZRA
YOEAEYASAAEgIfOvD_BwE

Agile Software: $500

On-time Software: $500

POS System:

- Improve your sales transaction process
- Provides additional business management insight
- Cloud based software allows you to access info anytime, anywhere
- Turn sales data into information you can use
- Protect your customer's information
- Simplifies your bookkeeping process
- Accepts most payment types

Resources: Clover mini POS Excerpt
https://www.bestpointofsalesystem.com/?keyword&matchtype&network=g&device=c&adposition&campaign=%7Bcampaign%7D&gclid=CjwKCAjwssD0BRBIEiwA-JP5rAvmj3Gb8ZxbkduxiTgXdJGPwyfv5EFbhpUc5-z3yGmC1eNMEGEU4xoCUeAQAvD_BwE

- Compact, Handheld Device
- Paperless Receipts
- EMV, NFC (Contactless – Google Pay™ and Apple Pay™) Built-in
- Bluetooth Pairs with Mobile Phone or Tablet

ID CARDS

Resource:

Fargo 51702 C50 Single-Sided ID Card System w/ Asure ID Express 7

Estimate : **MSRP$3,010.74**
Price$1,150.00
You Save$1,649.00

https://www.idzone.com/51702-PF.html?_bt=88364915001&_bk=&_bm=&_bn=g&creative=88364915001&keyword=&matchtype=&network=g&device=c&gclid=CjwKCAjwssD0BRBIEiwA-JP5rLQf3w0hRuOwRv7fy8oDQrHjVU9EG4sKY7Mw-8CdnqtsjggEiwnRpxoCMicQAvD_BwE

Solution to keep up with company assets and the cashflow to validate the data to give a quick summary of what is needed, planning, sold, and visualization of the efficiency reports to keep my team focused. This software incorporated with our business will make continuous improvement and work simultaneously.

Vision:

How can I be a good leader with the loans and grants?

Emotional Intelligence To Be a Real Leader.

1. What are the differences between leaders and managers?

Leaders have people who follow them whereas a manager has people they manage, train, develop, cultivate to become engaged in what is important to them to help the employees understand and perform their best ability.

1. Can anyone be a leader? Which would you prefer to work for: a leader or a manager? Why?

Not everyone can be a leader who has to be self-motivated and able to use time management to determine if the managers are actually fit to perform the job. Whereas a manager has delegated duties and a manager follows the leader's vision after the leader makes an effective vision for the organization and the end-users for the product. The leader determines the challenges, reasons or purpose of the business, gets into the mind of the buyer to understand what they care about to create value through the questions from the sales perspectives from the solution to get a better understand how the consumer feels so the manager can create value and deliver the pitches and solve the problems to create revenue, ROI, service offers, and sales.

Manager identifies as early as possible who the top performers are and whom the disqualified individuals are that are going to be a fit for the organizations.

1. Is the leadership of a project different in an Agile environment than in a traditional project environment?

Agile makes changes in core plans whereas the project is different and focuses more on the output. Meeting where everyone stands up Agile is a set of values and principles with mythologies and beliefs that teams can use to make decisions about how to develop software. Agile is flexible and gives a foundation that teams can use to make better software development.

Agile is the focus of the customer. Agile provides control of teams making them perform better and faster. Measures its success on one metric and that is the metric given to the customer. Highly customizable because it is responsive. Responding to change with a plan that supports the values giving you the ability to make good decisions welcoming changing requirements.

Agile is all about the team and delivers frequently to evaluate our observations to figure out why the projects fail. The manager takes on the delegated duties and supervises the team by prioritized functions processes and tools with software as a form of

communication. To get customer collaboration to get the exact details of the team to follow the plan and make the necessary adjustments of the scopes of the customer needs.

Leadership oversees the team culture to get quicker delivery like Agile to identify risk offering executive measures why things have not been done uncovering the roadblocks.

Agile:

Epic: High Level

Story 1: Get software that can allow internet banking to check and save account balances.

Story 2: To review banking Account Payables and Account Receivables

Task: Order the Equipment needed for the process and list the product owners.

Task: Responsible person carrying out the task.

Task: Person who will take action to complete the story.

Product owner: Person responsible for getting the requirements from the customer and defines the procedures, priorities and values of the project to deliver faster to the customer. Test the product and complete any changes that are needed without product and create epic stories.

Scrum Master: He/ She is given the Agile Master process. Are there any blockers? How can we overcome these blockers? Drives the complete aging process.Go for the goal to deliver the product on time and gives us the input from the customer. People manager and Agile team.

User definition of Done or Ready, pass the ready test. Write a story of the task that has been done.

Have the Project Manager to complete a story and a Sprint backlog and implement these stories and explain why the parts of the stories have not been completed. Each double up on the task and define your " own " task and build up creation with the particular task, executing, defining your own task not more than three weeks from the start of the task. Give a demo to everybody including the assignm person for Quality Control taken care by the scrum master. A 15 mins meeting should be done everyday for 15 minutes called the scrum meeting just to discuss the progress and nothing else.

Get stakeholders and senior management approval. Once our Sprint is completed our team can work overcoming their challenges. Understand your roles.

Quality control doubles up and gets the story plot to plan the task and how many people are assigned and complete an estimated time for the story point to be completed.

This will save time and cost of the project. Quality can be assured because each and every Sprint will have been tested a number of times.

Resource: https://www.youtube.com/watch?v=GnG6RPSRLCs