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I chose to enrol for the Work Shadow Project, because I wanted to improve my English and I wanted to have a look at the world of work in another country. I also had the opportunity to spend a beautiful week with my friends.

Before leaving I feared I couldn't understand what the tutors would say to me but then if I listened carefully, I could answer correctly. The skills that most helped me during the week were organisational skills, and listening and oral abilities.

It wasn't the first time I had stayed with an English family. Last year I had been to Winchester and I had stayed with a different family. The family of this year was composed by two people. Sue was very kind and she treated us as if we were her guests, and Wolly was very nice.

I was happy to stay with them, because they were friendly and we always had interesting conversations. The house was beautiful and we had a lot of space. Before coming to England for the first time, I thought English people were stern, unfriendly, and maybe also boring. But last year and especially now I believe they're always ready to help and they're solar people like the Italians.

I think the language course gave me a big help, because it improved my English. In fact we had to listen, understand and speak a lot; I learnt new words connected with the world of work thanks to the topics covered by the English teachers.

During the lessons I liked the games our teachers taught to us, because we could speak and at the same time we could know more about the other guys.

I worked at "Pablo Alvarez Boutique" a hairdresser's located near the centre of the city. The shop was quite big. It was bright, because a wall was made of glass. In the first room, at the entrance, there was the cash desk with many computers to mark the meetings. There were also 2 sofas and a table with many magazines for the people who were waiting to read. There was a little kitchen where I made coffee and tea and where we washed the dirty dishes. The second room was very wide. There were many sinks to wash the hair and a little one where the staff prepared the dyes and washed the dirty cups used to prepare the mixtures. One side of the wall was covered by mirrors and there were many leather armchairs where customers sat down while the assistant was drying their hair.

The shop was new, in fact it has been set in Winchester for few years. In the shop customers could also buy professional products for the hair such as shampoos or masks, but also hairbrushes. Customers could have a professional hairdresser's service. The shop offered haircut, the straight, the dye and the extension of the hair. The company philosophy was to supply a very exclusive service and give the best to the customers. Here they were treated as if each one were special. The clients were varied: customers could be children or adults, males or females.

As the shop was a subsidiary of a national company, the assistants were its employees and the shop-manager looked after them. However, all the people who worked in the shops could do the same things to the customers except two girls and a man, who only cut hair. One of these people was my tutor. The assistants needed also a diploma and then they must have a professional course and they had to take a qualification. Everyone had a full time contract except the shop-manager who worked only in the afternoon. Every assistant had one hour to have lunch. The girls who worked there said they had asked for this job, because the company was new, the shop was modern and the atmosphere was funny and young.

In the shops I had to sweep the floor from the hair, I had to put the customers' coats into the wardrobe and I had to make coffee or tea and bring them to the customers. I enjoyed my placement, because I could speak with customers and it was fun to do things I had never done before.

I'm satisfied with my performance because I could speak a lot and I had a good relationship with the shop-assistants, because my tutor was always very busy. The shop assistants were young girls so they were very nice and asked me many questions about my experience. I appreciated their behaviours, because they always had a smile on their face and I thought it was a good attitude.

I understood that working is very demanding and I have to be responsible and flexible. I learnt that workers have many responsibilities and they have to be mature people. I realized that in this job it is very important to have a faithful relationship with customers and the strategy is to build up a good relationship with them and always have a professional behaviour.

I learnt that sometimes we have to do many sacrifices and if people work together they will reach their aim more quickly. I also understood that now I'm an adult, I've got many responsibilities.

This week I enjoyed myself very much, especially when we were together, because a friendly group was made. Also at work it was fun, because it was a new experience and we faced it with a smile. When I stayed with the family I was particular happy, because my hosts were very nice.

I would recommend the work experience to my friends because it's a beautiful experience to improve your English, to visit new places, to meet new people and to learn something about another culture.