



Fulfill salon reception duties

UG211G4

Y/600/1264

Learner name:

Learner number:

UG211G4

Fulfill salon reception duties

This unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this unit.

NOS

G4

Level

2

Credit value

3

GLH

24

Observations

3

External paper(s)

0



Fulfill salon reception duties

Learning outcomes

On completion of this unit you will:

1. Be able to maintain the reception area
2. Be able to attend to clients and enquiries
3. Be able to make appointments for salon services
4. Be able to handle payments from clients
5. Understand salon and legal requirements
6. Understand communication methods
7. Understand salon services, products and pricing
8. Understand how to calculate and take payments
9. Understand how to make appointments

Evidence requirements

1. Evidence from simulated activities may be used to produce performance evidence for the following **but only when naturally occurring performance evidence cannot be obtained for:**
 - **Methods of Payment Range Variables**
- 'cash equivalents', 'cheque' and 'payment cards' and handling the types of payment discrepancies listed.
2. You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
3. Your assessor will observe these aspects of your performance on **at least 3 occasions**. These observations must cover all 4 main outcomes of this unit.

4. From the range statement, you must show that you have:

- handled **3 of the 4*** types of people
- handled **2 of the 3*** types of enquiries
- handled both types of appointment
- obtained all the appointment details
- handled all the methods of payment
- dealt with all the types of discrepancy

**However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain the reception area

You can:

- a. Keep the reception area clean and tidy at all times
- b. Maintain agreed levels of stock of reception stationery and product displays*
- c. Offer clients hospitality to meet the salon's client care policies

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 2

Be able to attend to clients and enquiries

You can:

- a. Attend to people promptly in a polite manner giving information clearly
- b. Identify the purpose of the enquiry
- c. Confirm appointments and promptly inform the relevant person
- d. Refer enquiries promptly that cannot be dealt with to the relevant person for action*
- e. Record messages and pass to the relevant person*
- f. Give confidential information only to authorised people*
- g. Balance the needs of all individuals for attention

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 3

Be able to make appointments for salon services

You can:

- a. Make appointments for the service requested
- b. Identify client requirements and schedule appointments in a way that satisfies the client and therapist/stylist, making most productive use of salon time
- c. Record appointment details accurately, clearly and to meet the salon's requirements

**May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 4

Be able to handle payments from clients

You can:

- a. Total charges and inform clients clearly and in a courteous manner
- b. Inspect purchases for condition and quality as they are processed for payment*
- c. Establish the client's method of payment and process the payment giving change and receipt when required
- d. Record information about the sale accurately, clearly and to meet the salon's requirements*
- e. Gain authorisation for accepting non-cash payments when the value exceeds agreed limit*
- f. Tactfully inform clients when authorisation cannot be obtained for non-cash payments*
- g. Identify and resolve, where possible, any discrepancies in payments within the limits of own authority*
- h. Refer payment discrepancies which cannot be resolved promptly to the relevant person for action*
- i. Follow cash point security procedures at all times
- j. Identify and report low levels of change in time to avoid shortages*

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Range

You must practically demonstrate that you have:

Handled 3 of the 4 types of people	Portfolio reference
Who have different needs and expectations	
Who may appear angry	
Who may be confused	
Who have a complaint	
Handled 2 of the 3 types of enquiries	Portfolio reference
In person	
By telephone	
Electronically	
Handled both types of appointment	Portfolio reference
In person	
By telephone	



You must practically demonstrate that you have:

Obtained all the appointment details	Portfolio reference
Client's name	
Client's contact details	
Service required	
Estimated price	
Date	
Time	
Member(s) of staff booked for service	
Handled all the methods of payment	Portfolio reference
Cash	
Cash equivalents	
Cheque	
Payment cards	
Dealt with all the types of discrepancy	Portfolio reference
Invalid currency	
Invalid card	
Incorrect completion of cheque	
Suspected fraudulent use of payment card	
Payment disputes	

Developing knowledge

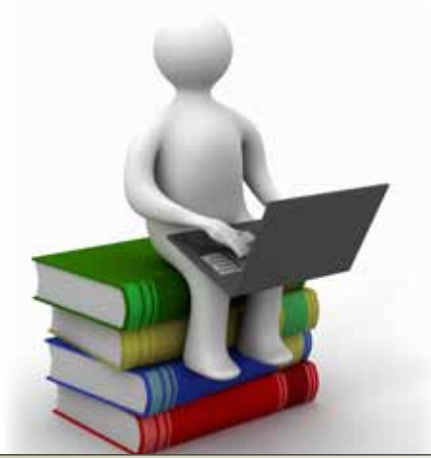
Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 5

Understand salon and legal requirements

You can:	Portfolio reference
a. Summarise the salon's procedures for: <ul style="list-style-type: none">- maintaining confidentiality- taking messages- making and recording appointments- dealing with suspected fraud- authorising non-cash payments when these are 'over limit'- client care at reception	
b. Explain limits of own authority when: <ul style="list-style-type: none">- maintaining the reception area- attending to people and enquiries- making appointments- dealing with payments and discrepancies	
c. Describe the consequences of breaking confidentiality	
d. Identify who to refer to with different types of enquiries or reception problems	
e. Describe relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand communication methods

You can:	Portfolio reference
a. Explain the importance of taking messages and passing them on to the right person at the right time	
b. Explain the importance of effective communication to the salon's business	
c. Describe how and when to ask questions	
d. Explain how to balance giving attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	
e. Explain how to show you are listening closely to what people are saying	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Understand salon services, products and pricing

You can:	Portfolio reference
a. Explain the services available, their duration and cost	
b. Describe the products available for sale and their cost	
c. Describe how to identify any defects in products as they are being processed for sale	
d. Explain how to identify any current discounts and special offers	
e. Identify what and how much stationery should be kept at the reception area	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand how to calculate and take payments

You can:	Portfolio reference
a. Describe common methods of calculating payments including point of sale technology and physical calculations	
b. Describe how to keep cash and other payments safe and secure	
c. Describe the types of payment that you are authorised to accept	
d. Explain how to gain electronic authorisation for payment cards	
e. Explain how to identify suspected counterfeit payments, stolen cheques, credit cards and payment cards	
f. Describe how to deal with customers offering suspect tender or suspect non-cash payments	
g. Describe the consequences of failure to handle payments correctly	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand how to make appointments

You can:	Portfolio reference
a. Explain the importance of making appointments correctly	
b. Describe the common systems available for making appointments within the hairdressing industry	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.