



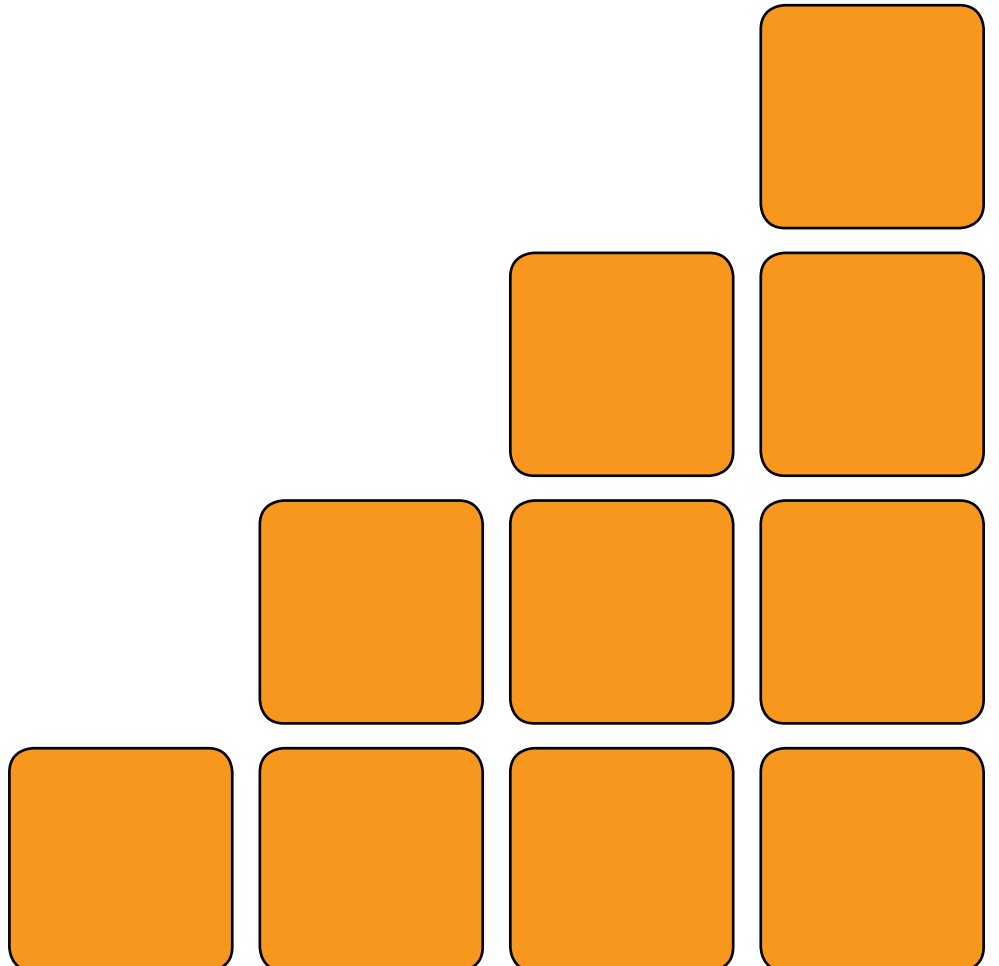
Assist with salon reception duties

UHB89

Learner name:

Learner number:

SVQ



UHB89

Assist with salon reception duties

This unit is about assisting with salon reception duties. You will have to show you can keep the reception area neat and tidy, greet people entering the salon, deal with their questions and make straightforward appointments. Using good communication skills when people come into the salon, or telephone the salon, is a very important part of this unit.

To carry out this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance.

The main outcomes of this unit are:

1. Maintain the reception area
2. Attend to clients and enquiries
3. Help to make appointments for salon services

NOS

SKACHB3

SCQF Level

3

SCQF Credit Points

4

Observation(s)

2

External paper(s)

0



Assist with 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 help to make appointments for salon services
4. Know and understand how to maintain the reception area
5. Know and understand how to attend to clients and make appointments for salon services

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
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 competent 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 professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB3 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for assist with salon reception duties. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain the reception area

You must be able to:

- a. Keep the reception area clean and tidy at all times
- b. Keep product displays clean, neat and tidy at all times
- c. Report low levels of reception stationery and retail products on display to the relevant person
- d. Remove any faulty products from display and report them to the relevant person
- e. Offer clients hospitality following your salon's client care policies

* *May be assessed by supplementary evidence.*

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



Learning outcome 2

Be able to attend to clients and enquiries

You must be able to:

- a. Treat all people making enquiries in a positive and polite manner
- b. Identify the purpose of the enquiry
- c. Confirm appointments and promptly inform the relevant member of staff
- d. Refer any enquiries you cannot deal with to the relevant person for action
- e. Record messages and pass them to the relevant person at the right time
- f. Give all information clearly and accurately
- g. Give confidential information only to authorised people

*May be assessed by supplementary evidence.

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 3

Be able to help to make appointments for salon services

You must be able to:

- a. Deal with all requests for appointments
- b. Identify client requirements
- c. Check the client has had relevant tests when making appointments
- d. Arrange for the client to have relevant tests, when necessary within the limits of your own authority
- e. Make appointments within the limits of your own authority to satisfy the client and salon requirements
- f. Promptly pass requests for appointments outside your own authority to the relevant person for action
- g. Confirm appointment details are correct and acceptable to the client
- h. Ensure all appointment details are accurate, recorded in the right place and easy to read

* *May be assessed by supplementary evidence.*

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



Observation range

You must practically demonstrate that you have:

Handled both types of enquiries		Portfolio reference
Face to face		
By telephone		
Made both types of appointments		Portfolio reference
Face to face		
By telephone		
Recorded all appointment details		Portfolio reference
Client's name and contact details		
Service		
Date		
Time		
Member of staff booked for service		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

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*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 4

Know and understand how to maintain the reception area

You must know and understand:	Portfolio reference
a. Your salon's procedures for: <ul style="list-style-type: none">• Maintaining the reception area• Client care at reception	
b. The limits of your authority when maintaining the reception areas	
c. How to identify any faults in retail products such as damage and loose packaging	
d. What and how much reception stationery should be kept at your reception area	



Learning outcome 5

Know and understand how to attend to clients and make appointments for salon services

You must know and understand:	Portfolio reference
a. The importance to the salon's business of effective communication	
b. How and when to ask questions	
c. How to speak clearly in a way that suits the situation	
d. How to show you are listening closely to what people are saying to you	
e. How to adapt what you say to suit different situations	
f. How to show positive body language	
g. Your salon's procedures for: <ul style="list-style-type: none"> • Maintaining confidentiality • Taking messages • Making and recording appointments • Carrying out tests 	
h. The limits of your authority when: <ul style="list-style-type: none"> • Attending to people and enquires • Making appointments • Carrying out tests 	
i. The importance of confirming and making appointments correctly	
j. The importance of taking messages and passing them on to the right person at the right time	
k. Who to refer to with different types of enquiries	
l. The person in your salon to whom you should refer reception problems	
m. The importance of checking that clients have had tests for specific services	



Learning outcome 5 (continued)

Know and understand how to attend to clients and make appointments for salon services

You must know and understand:	Portfolio reference
n. The confidentiality requirements within the Data Protection Act	
o. The consequences of breaking confidentiality	
p. The services available and their duration	
q. The products available for sale and their cost	