



Salon reception duties

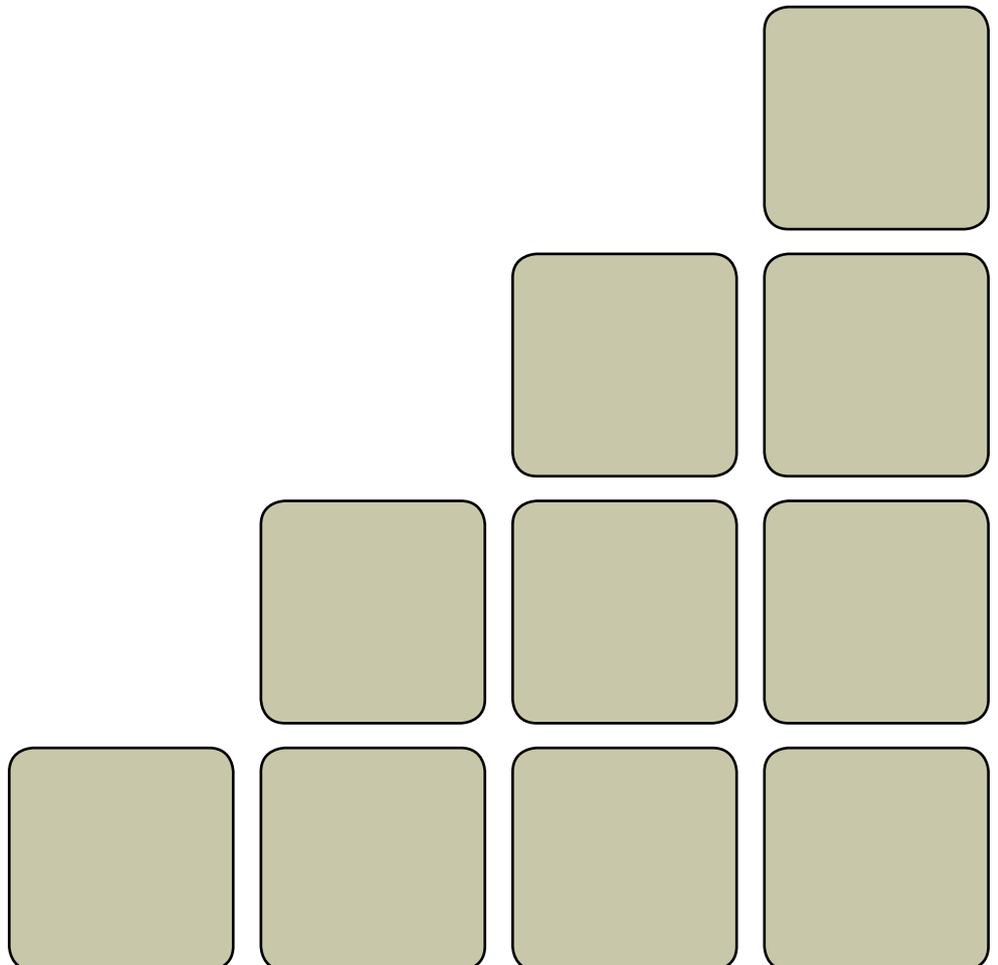
UV10481

R/600/6334

Learner name:

Learner number:

VRQ



UV10481

Salon reception duties

The aim of this unit is to develop an awareness of how to create a positive image of yourself and the salon whilst working on the reception desk.

The receptionist is the first and last person to see a client, so the way you communicate and behave has a direct impact on how they are made to feel.

Under direct supervision you will be required take and pass on messages, make and record appointments for clients, provide information about your salon and be able to maintain confidentiality throughout.

This unit is suitable for hair, barbering, beauty, spa and nail salons.

Level

1

Credit value

3

GLH

22

Observation(s)

3

External paper(s)

0



Salon reception duties

Learning outcomes

On completion of this unit you will:

1. Be able to carry out salon reception duties
2. Be able to record salon appointments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
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. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and 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 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 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.



Observations

Outcome 1

Be able to carry out salon reception duties

You can:

- a. Present a positive image of yourself and the salon
- b. Communicate and behave in a professional manner
- c. Record and pass on information accurately and clearly*
- d. Maintain client confidentiality

* May be assessed through oral questioning.

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



© Habia

Outcome 2

Be able to record salon appointments

You can:

- a. Record salon appointments for a variety of services

** May be assessed through oral questioning.*

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



Range

*You must practically demonstrate that you have:

Responded to all types of enquiry		Portfolio reference
Face to face		
By telephone		
Dealt with all types of appointment		Portfolio reference
Face to face		
By telephone		
Recorded all details when making appointments		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

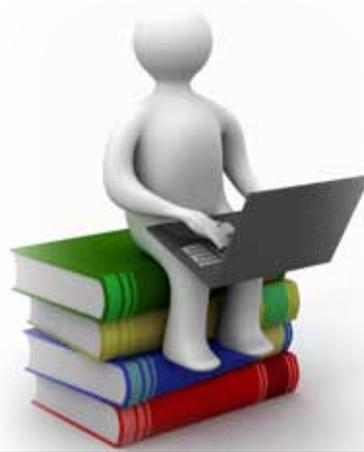
Achieving knowledge outcomes

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:

- 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 1

Be able to carry out salon reception duties

You can:	Portfolio reference / Assessor initials*
e. Outline the need to present a positive image	
f. Outline typical salon reception duties	
g. List features of a well-run reception service	
h. State the importance of maintaining client confidentiality	
i. Identify payment methods used for salon services	
j. State how to communicate and behave within a salon environment	

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

Requirements highlighted in white are assessed in the external paper.



© Habia

Outcome 2

Be able to record salon appointments

You can:	Portfolio reference / Assessor initials*
b. Outline how to record appointments for a variety of services	
c. List the basic information required from the client	
d. Identify the different systems for recording appointments	
e. Outline factors to consider when agreeing appointments	

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

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to carry out salon reception duties

How to present a positive image of yourself:

Personal appearance – clothes/uniform (washed/ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes,

Before/during treatment – wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Posture and deportment: Adopt correct posture when sitting (back supported, two feet flat on floor), standing (feet, hip distance apart, even weight distribution), lifting/carrying/working methods (to avoid repetitive strain injury).

Professional communication in a salon environment: Try to avoid technical language, always respond, consider clients confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

Why you should present a positive image: Receptionist is the first/last person to see client, welcoming atmosphere, ensures client feels happy, professional image/appearance, reputation, return business.

Preparation of salon/reception: Fixtures and fittings, tidy/cleaned/appropriate sterilisation, complete destruction of all living organisms, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, safe professional presentation of tools/equipment/products, clean retail display, select height of chair, information leaflets, magazines, clean cloakroom facilities.

Salon reception duties: Welcome client, inform stylist/therapist, locate records, provide information, answer telephone,



© Habia

Outcome 1: Be able to carry out salon reception duties (continued)

reply to emails, make appointments, pass on messages, maintain retail display, keep reception area clean and tidy, maintain magazines, price lists, style books, reception resources (appointment book, pencil, rubber, stapler, appointment cards, loyalty cards, client record cards).

Payment methods used for salon

services: Cash, cheque, payment cards, loyalty cards, vouchers.

Recording and passing on information:

Written (records, appointments, messages, information) – pay attention

to detail, ensure accuracy, legibility, timely, electronically/paper based, abide by data protection/legislation (ensure confidentiality).

How to maintain client confidentiality:

Data protection, data protection registrar, confidentiality (privacy), authorisation for use (consent/permission), code of practice, security (locked cabinet, security protected electronic), time controlled (appropriate to salon), disposal (sensitive waste), infringement/breach, prosecution.

Outcome 2: Be able to record salon appointments

Salon services:

Hair – cutting, setting, blow-drying, hair-up, colouring, perming, barbering.

Beauty – skin care, waxing, hair removal, nail treatments, make-up, eye treatments, tanning.

Recording and agreeing appointments:

In person, over the phone, via computer, availability of staff, requested/level of ability, clear time allocations in column, commercial timings for services, client time constraints, price if prior agreement, agreement from staff if query, repeat details, clarification/confirmation.

Methods of recording: Computerised system, paper based (appointment book).

Client information: Name, contact details, date, time, service booked, if deposit taken.