



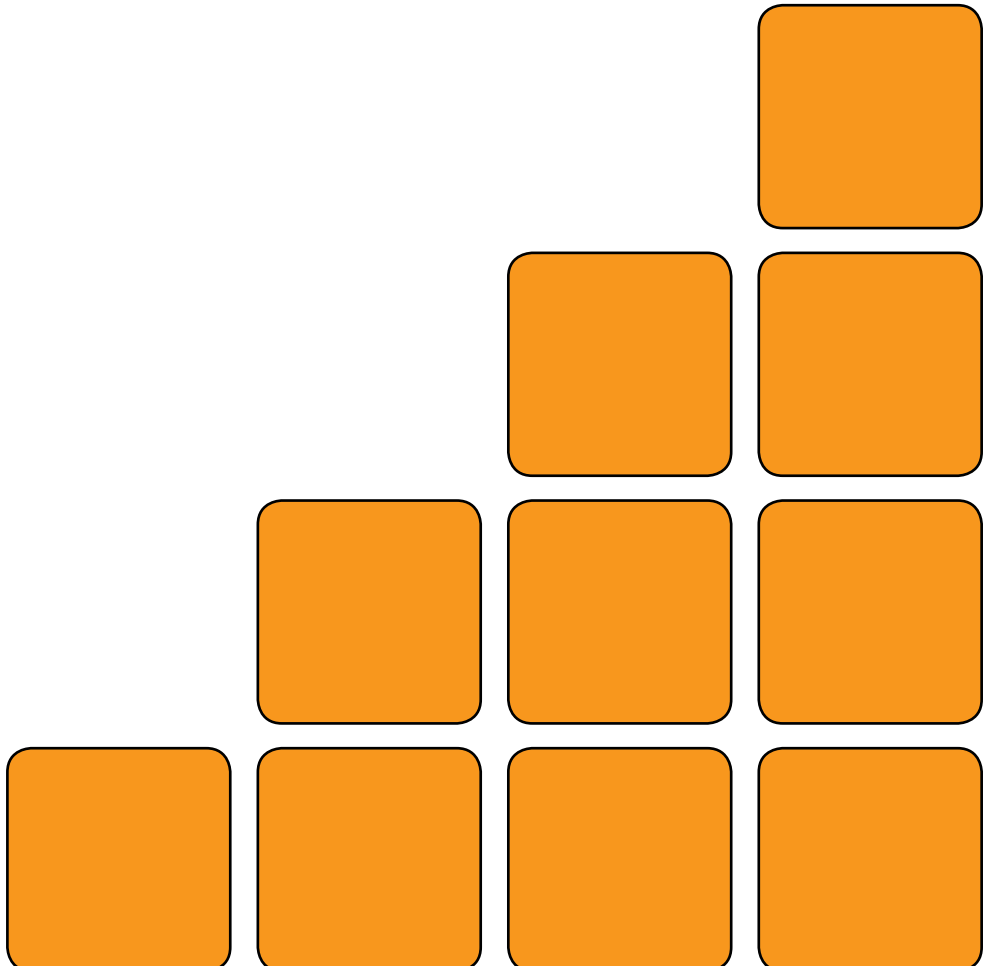
Fulfil salon reception duties

UHB99

Learner name:

Learner number:

SVQ



UHB99

Fulfil 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.

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 and demonstrate effective communication skills.

The main outcomes of this unit are:

1. Maintain the reception area
2. Attend to clients and enquiries
3. Make appointments for salon services
4. Handle payments from clients

NOS

SKACHB13

SCQF Level

5

SCQF Credit Points

5

Observation(s)

1

External paper(s)

0



Fulfil 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. Know and understand how to maintain the reception area
6. Know and understand how to attend to clients and make appointments for salon services
7. Know and understand how to handle payments from clients

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 one occasion**. 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.

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 SKACHB13 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for Fulfil 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. Ensure the reception area is clean and tidy at all times
- b. Maintain the agreed levels of reception stationery
- c. Ensure that product displays have the right levels of stock at all times
- d. Offer clients hospitality to meet your salon's client care policies

* *May be assessed by supplementary evidence.*

Observation	1	Optional	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. Attend to people in a polite manner
- b. Identify the purpose of enquiries
- c. Confirm appointments informing the relevant person
- d. Refer enquiries which cannot be dealt with to the relevant person for action
- e. Record messages and pass them to the relevant person at the right time
- f. Provide clear information
- g. Give confidential information only to authorised people
- h. Balance the need to give attention to individuals whilst ensuring others are not left without attention

*May be assessed by supplementary evidence.

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



Learning outcome 3

Be able to make appointments for salon services

You must be able to:

- a. Deal with all requests for appointments
- b. Identify client requirements for the service requested
- c. Confirm the client has had relevant tests when scheduling appointments
- d. Arrange for the client to have relevant tests, when necessary, within the limits of your own authority
- e. Schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
- f. Confirm that the appointment details are acceptable to the client
- g. Record appointment details to meet your salon's requirements

*May be assessed by supplementary evidence.

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



Learning outcome 4

Be able to handle payments from clients

You must be able to:

- a. Calculate total charges for the client
- b. Inform clients of charges
- c. Visually inspect purchases for condition and quality as they are processed for payment
- d. Establish the client's method of payment and acknowledge receipt of payments
- e. Ensure accepted payments are correct
- f. Record information about the sale to meet your salon's requirements
- g. Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
- h. Inform clients when authorisation cannot be obtained for non-cash payments
- i. Identify and resolve, where possible, any discrepancies in payments within the limits of your own authority
- j. Refer payment discrepancies which you cannot resolve to the relevant person for action
- k. Give the correct change and issue receipts when required by clients
- l. Follow cash point security procedures at all times
- m. Identify and report low levels of change in time to avoid shortages

*May be assessed by supplementary evidence.

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



Observation range

You must practically demonstrate that you have:

Handled a minimum of 1 type of person	Portfolio reference
Who have different needs and expectations	
Who have a complaint	
Handled a minimum of 2 types of enquiries	Portfolio reference
In person	
By telephone	
Electronically	
Handled both types of appointments	Portfolio reference
In person	
By telephone	
Handled both methods of payment	Portfolio reference
Cash	
Non-cash payment	

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 5

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. The importance of checking and identifying any defects in retail products	
d. What and how much reception stationery should be kept at your reception area	



Learning outcome 6

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 • Dealing with suspected fraud • Authorising non-cash payments when these are 'over limit' • Personal safety 	
h. The limits of your authority when: <ul style="list-style-type: none"> • Attending to people and enquiries • Making appointments • Carrying out tests • Dealing with payments and discrepancies 	
i. The importance of confirming and making appointments correctly	
j. The types of information required to make an appointment	
k. The common systems available for making appointments such as manual and electronic	
l. The importance of taking messages and passing them on to the right person at the right time	



Learning outcome 6 (continued)

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

You must know and understand:	Portfolio reference
m. Whom to refer to with different types of enquiries	
n. The person in your salon to whom you should refer reception problems	
o. The importance of checking that clients have had tests for specific services	
p. Relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act	
q. The consequences of breaking confidentiality	
r. The services available and their duration and cost	
s. The products available for sale and their cost	
t. How to identify any current discounts and special offers such as 2-for-1 offers and vouchers	
u. How to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	



Learning outcome 7

Know and understand how to handle payments from clients

You must know and understand:	Portfolio reference
a. Common methods of calculating payments including point of sale technology and physical calculations	
b. How to keep cash and other payments safe and secure	
c. The types of payment that you are authorised to accept	
d. How to gain electronic authorisation for payment cards	
e. How to identify and deal with discrepancies: <ul style="list-style-type: none"> • Counterfeit payments • Invalid currency • Suspected stolen cheques, credit cards and payment cards • Invalid card • Incorrect completion of cheque • Payment disputes 	
f. How to deal with customers offering suspect tender or suspect non-cash payments	
g. Consequences of failure to handle payments correctly	