

ITEC Unit 639 Salon reception duties

Recommended unit guided learning hours – 22

| Learning Outcome | Assessment Criteria | Taught Content |
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| 1. Be able to carry out salon reception duties | <p>1.1 present a positive image of them self and the salon</p> <p>1.2 communicate and behave in a professional manner</p> <p>1.3 record and pass on information accurately and clearly</p> <p>1.4 maintain client confidentiality</p> <p>1.5 outline the need to present a positive image</p> <p>1.6 outline typical salon reception duties</p> | <p>1.1.1 To include:</p> <ul style="list-style-type: none">• Dress code• Company policy• Maintaining reception area clean and tidy <p>1.2.1 To include:</p> <ul style="list-style-type: none">• Being polite• Being honest• Speaking clearly• Listening attentively• Demonstrating positive body language and facial expressions <p>1.3.1 To include:</p> <ul style="list-style-type: none">• Face to face contact• Telephone enquiries and messages• Time scale <p>1.4.1 To include:</p> <ul style="list-style-type: none">• Data Protection Act• Electronic storage• Paper storage <p>1.5.1 To include:</p> <ul style="list-style-type: none">• Client satisfaction• Repeat business• Additional sales <p>1.6.1 To include:</p> <ul style="list-style-type: none">• Maintaining the reception area, including retail displays• Making appointments• Dealing with enquiries |

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| | <p>1.7 list features of a well-run reception service</p> <p>1.8 state the importance of maintaining client confidentiality</p> <p>1.9 identify payment methods used for salon services</p> <p>1.10 state how to communicate and behave within a salon environment</p> | <ul style="list-style-type: none"> • Taking messages <p>1.7.1 To include:</p> <ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively • Clear recording of information, appointments etc. • Dealing promptly with clients requests • Answering the telephone promptly <p>1.8.1 To include:</p> <ul style="list-style-type: none"> • Client satisfaction • Legal implications <p>1.9.1 To include:</p> <ul style="list-style-type: none"> • Cash • Credit and debit cards • Cheques • Vouchers <p>1.10.1 To include:</p> <ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions |
| 2. Be able to record salon appointments | 2.1 record salon appointments for a variety of services | <p>2.1.1 To include:</p> <ul style="list-style-type: none"> • Hairdressing services • Beauty services • Nail services |

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| | <p>2.2 outline how to record appointments for a variety of services</p> <p>2.3 list the basic information required from the client</p> <p>2.4 identify the different systems for recording appointments</p> <p>2.5 outline factors to consider when agreeing appointments</p> | <p>2.2.1 To include:</p> <ul style="list-style-type: none"> • Computerised systems • Hard back appointment books • Timings <p>2.3.1 To include:</p> <ul style="list-style-type: none"> • Name • Contact details • Services required • Times <p>2.4.1 To include:</p> <ul style="list-style-type: none"> • Paper records • Electronic records <p>2.5.1 To include:</p> <p>Clients requests Type of service(s) Length of service Availability of staff Cost</p> |
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