

ITEC Unit 639 Salon reception duties

Learning Outcome	Assessment Criteria
1. Be able to carry out salon reception duties	<div>1.1 present a positive image of them self and the salon</div> <div>1.2 communicate and behave in a professional manner</div> <div>1.3 record and pass on information accurately and clearly</div> <div>1.4 maintain client confidentiality</div> <div>1.5 outline the need to present a positive image</div> <div>1.6 outline typical salon reception duties</div> <div>1.7 list features of a well-run reception service</div> <div>1.8 state the importance of maintaining client confidentiality</div> <div>1.9 identify payment methods used for salon services</div> <div>1.10 state how to communicate and behave within a salon environment</div>
2. Be able to record salon appointments	<div>2.1 record salon appointments for a variety of services</div> <div>2.2 outline how to record appointments for a variety of services</div> <div>2.3 list the basic information required from the client</div> <div>2.4 identify the different systems for recording appointments</div> <div>2.5 outline factors to consider when agreeing appointments</div> <div>A minimum of 3 performances</div>
Assessment method:	<div><div>1</div><div>2</div><div>3</div></div> <div>Practical performance: <div></div><div></div><div></div></div> <div>Assignment: MCQ:</div> <div>Date:..... Date:.....</div>

Unit complete: ☐ Date..... Lecturer's/Assessor's name..... Signature

Quality assured by Name..... Signature Date sampled.....