

ITEC Unit 639 Salon reception duties

Learning Outcome	Assessment Criteria																
1. Be able to carry out salon reception duties	1.1 present a positive image of them self and the salon 1.2 communicate and behave in a professional manner 1.3 record and pass on information accurately and clearly 1.4 maintain client confidentiality 1.5 outline the need to present a positive image 1.6 outline typical salon reception duties 1.7 list features of a well-run reception service 1.8 state the importance of maintaining client confidentiality 1.9 identify payment methods used for salon services 1.10 state how to communicate and behave within a salon environment																
2. Be able to record salon appointments	2.1 record salon appointments for a variety of services 2.2 outline how to record appointments for a variety of services 2.3 list the basic information required from the client 2.4 identify the different systems for recording appointments 2.5 outline factors to consider when agreeing appointments <p style="text-align: center;">A minimum of 3 performances</p>																
Assessment method:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%; text-align: center;">1</td> <td style="width: 33%; text-align: center;">2</td> <td style="width: 33%; text-align: center;">3</td> </tr> <tr> <td>Practical performance:</td> <td style="text-align: center;"><input style="width: 100px; height: 30px;" type="text"/></td> <td style="text-align: center;"><input style="width: 100px; height: 30px;" type="text"/></td> <td style="text-align: center;"><input style="width: 100px; height: 30px;" type="text"/></td> </tr> <tr> <td>Assignment:</td> <td colspan="3" style="text-align: center;">MCQ:</td> </tr> <tr> <td>Date:.....</td> <td colspan="3" style="text-align: center;">Date:.....</td> </tr> </table>		1	2	3	Practical performance:	<input style="width: 100px; height: 30px;" type="text"/>	<input style="width: 100px; height: 30px;" type="text"/>	<input style="width: 100px; height: 30px;" type="text"/>	Assignment:	MCQ:			Date:.....	Date:.....		
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Date:.....	Date:.....																

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

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