

Unit 611 – Salon Reception Duties

Guided Learning Hours: 24

Learning Outcome	Assessment Criteria	Taught Content
1. Be able to carry out reception duties	<p>1.1 Deal with a variety of enquiries</p> <p>1.2 Communicate and behave in a professional manner</p> <p>1.3 Identify the nature of the enquiry</p> <p>1.4 Maintain appropriate levels of reception stationary</p> <p>1.5 Maintain a hygienic and tidy reception area</p>	<p>1.1.1 To include:</p> <ul style="list-style-type: none">• Face to face• Telephone• Appointments• Services/treatments, products and pricing <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">• Open and closed questioning• Use of visual aids• Listening techniques <p>1.4.1 To include:</p> <ul style="list-style-type: none">• Appointment sheets and cards• Message pad• Services/treatments and pricing leaflets <p>1.5.1 To include:</p> <ul style="list-style-type: none">• Display area• Reception desk• Magazines• Dusting surfaces and sweeping floor

	<p>1.6 Describe procedures for taking messages for a variety of enquiries</p> <p>1.7 State how to communicate and behave within a salon environment</p> <p>1.8 List salon services available, their duration and cost</p> <p>1.9 Outline the importance of dealing with enquiries promptly and politely</p> <p>1.10 Explain how to deal with enquiries that cannot be dealt with promptly</p>	<p>1.6.1 To include:</p> <ul style="list-style-type: none"> • Introducing self • Acquiring the name of person leaving message • Contact details • Who the message is for • Recording the message • Notifying person(s) who need to know <p>1.7.1 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>1.8.1 To include:</p> <ul style="list-style-type: none"> • Colouring services • Cutting • Setting and dressing • Blow drying • Perming • Facial treatments • Eye treatments • Manicure and pedicure • Make-up treatments • Waxing <p>1.9.1 To include:</p> <ul style="list-style-type: none"> • Increased business • Salon image • Customer satisfaction • Repeat business <p>1.10.1 To include:</p> <ul style="list-style-type: none"> • Face to face enquiries • Telephone enquiries
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<p>2. Be able to book appointments</p>	<p>2.1 Schedule appointments to meet with salon policy and client requirements</p> <p>2.2 Confirm and record client appointment details</p> <p>2.3 Deal with confidential information to meet with salon and legal requirements</p> <p>2.4 Describe how to make and record appointments</p> <p>2.5 State the potential consequences of failing to record appointments or messages accurately</p> <p>2.6 State the importance of passing on messages and appointment details to the appropriate colleagues</p> <p>2.7 Outline the legislation designed to protect the privacy of client details</p> <p>2.8 State the possible consequences of a breach of confidentiality</p>	<p>2.1.1 To include:</p> <ul style="list-style-type: none"> • Service/treatment times • Availability of the hairdresser/therapist <p>2.2.1 To include:</p> <ul style="list-style-type: none"> • Date • Time • Service/treatment • Hairdresser/therapist • Contact details <p>2.3.1 To include general compliance of the country therein: e.g.</p> <ul style="list-style-type: none"> • Data Protection • Electronic storage • Paper storage <p>2.4.1 To include</p> <ul style="list-style-type: none"> • Paper records • Electronic records <p>2.5.1 To include:</p> <ul style="list-style-type: none"> • Increased work for hairdresser/therapist • Client disappointment • Financial implications <p>2.6.1 To include:</p> <ul style="list-style-type: none"> • Work schedules • Financial implications • Increased work <p>2.7.1 To include general compliance of the country therein: e.g.</p> <ul style="list-style-type: none"> • Data protection <p>2.8.1 To include:</p> <ul style="list-style-type: none"> • Loss of client confidence • Possible loss of business
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3. Be able to deal with payments	<p>3.1 Calculate service costs accurately</p> <p>3.2 Deal with payments for services and or products to meet with salon policy</p> <p>3.3 Follow security procedures when handling payments</p> <p>3.4 State how to process different methods of payment</p> <p>3.5 Describe how to deal with problems that may occur with payments</p> <p>3.6 Explain how to keep payments safe and secure</p>	<p>3.1.1 To include:</p> <ul style="list-style-type: none"> • Manually • Electronically <p>3.2.1 To include:</p> <ul style="list-style-type: none"> • Cash payments • Cheques • Debit and credit cards • Authorisation procedures <p>3.3.1 To include:</p> <ul style="list-style-type: none"> • Cash payments • Cheques • Debit and credit cards <p>3.4.1 To include:</p> <ul style="list-style-type: none"> • Cash • Cheques • Debit and credit cards <p>3.5.1 To include:</p> <ul style="list-style-type: none"> • Discrepancies • Lack of change • Payment refused <p>3.6.1 To include:</p> <ul style="list-style-type: none"> • Electronic tills • Computerised tills • Cash drawers