

Unit 611 – Salon Reception Duties

Learning Outcome	Assessment Criteria
1. Be able to carry out reception duties	1.1 Deal with a variety of enquiries 1.2 Communicate and behave in a professional manner 1.3 Identify the nature of the enquiry 1.4 Maintain appropriate levels of reception stationary 1.5 Maintain a hygienic and tidy reception area 1.6 Describe procedures for taking messages for a variety of enquiries 1.7 State how to communicate and behave within a salon environment 1.8 List salon services available, their duration and cost 1.9 Outline the importance of dealing with enquiries promptly and politely 1.10 Explain how to deal with enquiries that cannot be dealt with promptly
2. Be able to book appointments	2.1 Schedule appointments to meet with salon policy and client requirements 2.2 Confirm and record client appointment details 2.3 Deal with confidential information to meet with salon and legal requirements 2.4 Describe how to make and record appointments 2.5 State the potential consequences of failing to record appointments or messages accurately 2.6 State the importance of passing on messages and appointment details to the appropriate colleagues 2.7 Outline the legislation designed to protect the privacy of client details 2.8 State the possible consequences of a breach of confidentiality
3. Be able to deal with payments	3.1 Calculate service costs accurately 3.2 Deal with payments for services and r products to meet with salon policy 3.3 Follow security procedures when handling payments 3.4 State how to process different methods of payment 3.5 Describe how to deal with problems that may occur with payments 3.6 Explain how to keep payments safe and secure A minimum of 3 practical performances

Assessment method:	1	2	3	
	Practical performance:	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Assignment:	MCQ:		
	Date:.....	Date:.....		

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

Quality assured by Name..... Signature

Date sampled.....