

Unit 663 – Assist with Salon Reception Duties

Learning Outcome	Assessment Criteria
1. Be able to assist with salon reception duties	<ul style="list-style-type: none">1.1 Maintain the reception area1.2 Attend to clients and enquiries1.3 Help to make appointments for salon services
2. Know the salon and legal requirements for assisting with reception duties	<ul style="list-style-type: none">2.1 Describe the salon procedures for assisting with reception duties2.2 State the legal requirements for maintaining client confidentiality2.3 Identify own limits of authority when assisting with salon reception duties2.4 Identify the person to whom problems with reception duties should be referred
3. Understand the importance of effective communication	<ul style="list-style-type: none">3.1 Explain the importance of effective communication
4. Know the salon services and products	<ul style="list-style-type: none">4.1 List the services and products available in the salon