

## ITEC Unit 663 Assist with Salon Reception Duties

<b>What this unit is about:</b>	<p>This unit is about assisting with salon reception duties. You will have to show you can keep the reception area neat and tidy, greet people entering the salon, deal with their questions and make straightforward appointments. Using good communication skills when people come into the salon, or telephone the salon, is a very important part of this standard.</p> <p>To carry out this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance.</p> <p>The main outcomes of this unit are:</p> <ol style="list-style-type: none"><li>1 maintain the reception area</li><li>2 attend to clients and enquiries</li><li>3 help to make appointments for salon services</li></ol>
<b>Evidence Requirements:</b>	<ol style="list-style-type: none"><li>1. Simulation is not allowed for any performance evidence within this unit</li><li>2. You must practically demonstrate in your everyday work that you have met the standard for assisting with salon reception duties</li><li>3. Your Assessor will observe these aspects of your performance on <b>at least 2 occasions</b></li><li>4. From the range you must show that you have:<ul style="list-style-type: none"><li>- handled <b>both</b> types of enquiries</li><li>- made <b>both</b> types of appointments</li><li>- recorded <b>all</b> the appointment details listed</li></ul></li><li>5. If the range <b>requirement</b> has not been fully covered by these observations you may be able to provide additional <b>observed</b> evidence</li></ol>
<b>What you must do: (Performance Criteria)</b>	<p><b>Maintain the Reception Area</b></p> <p>P1 keep the reception area clean and tidy at all times</p> <p>P2 keep product displays clean, neat and tidy at all times</p> <p>P3 report low levels of reception stationery and retail products on display to the relevant person</p> <p>P4 remove any faulty products from display and report them to the relevant person</p> <p>P5 offer clients hospitality following your salon's client care policies</p>

	<p><b>Attend to Clients and Enquiries</b></p> <p>P6 treat all people making <b>enquiries</b> in a positive and polite manner</p> <p>P7 identify the purpose of the enquiry</p> <p>P8 confirm appointments and inform the relevant member of staff</p> <p>P9 refer any <b>enquiries</b> you cannot deal with to the relevant person for action</p> <p>P10 record messages and pass them to the relevant person at the right time</p> <p>P11 give all information clearly and accurately</p> <p>P12 give confidential information only to authorised people</p>
	<p><b>Help to Make Appointments for Salon Services</b></p> <p>P13 deal with all requests for <b>appointments</b></p> <p>P14 identify client requirements</p> <p>P15 check the client has had relevant tests when making <b>appointments</b></p> <p>P16 arrange for the client to have relevant tests, when necessary, within the limits of your own authority</p> <p>P17 make <b>appointments</b> within the limits of your own authority to satisfy the client and salon requirements</p> <p>P18 promptly pass requests for <b>appointments</b> outside your own authority to the relevant person for action</p> <p>P19 confirm <b>appointment details</b> are correct and acceptable to the client</p> <p>P20 ensure all <b>appointment details</b> are accurate, recorded in the right place and easy to read</p>
<p><b>You must complete a minimum of 2 performances</b></p>	<p>Practical performance</p> <p>1 2</p> <p>Date and Assessor Initials:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid black; width: 100px; height: 30px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; width: 100px; height: 30px; margin-bottom: 5px;"></div> </div>

<p><b>What you must cover (Range):</b></p> <p>To perform this unit successfully you need to cover the range</p>	<p><b>1 Enquiries</b></p> <p>1.1 face to face</p> <p>1.2 by telephone</p> <p><b>2 Appointments</b></p> <p>2.1 face to face</p> <p>2.2 by telephone</p> <p><b>3 Appointment Details</b></p> <p>3.1 client's name and contact details</p> <p>3.2 service</p> <p>3.3 date</p> <p>3.4 time</p> <p>3.5 member of staff booked for service</p>	<div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div>
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<p><b>What you must know:</b> To perform this unit successfully you will need to know and understand:</p>	<p><b>Maintain the Reception Area</b></p> <p>K1 your salon's procedures for:</p> <p style="padding-left: 40px;">K1.1 maintaining the reception area</p> <p style="padding-left: 40px;">K1.2 client care at reception</p> <p>K2 the limits of your authority when maintaining the reception areas</p> <p>K3 how to identify any faults in retail products such as damage and loose packaging</p> <p>K4 what and how much reception stationery should be kept at your reception area</p> <p><b>Attend to Clients and Make Appointments for Salon Services</b></p> <p>K5 the importance to the salon's business of effective communication</p> <p>K6 how and when to ask questions</p> <p>K7 how to speak clearly in a way that suits the situation</p> <p>K8 how to show you are listening closely to what people are saying to you</p> <p>K9 how to adapt what you say to suit different situations</p> <p>K10 how to show positive body language</p> <p>K11 your salon's procedures for:</p> <p style="padding-left: 40px;">K11.1 maintaining confidentiality</p> <p style="padding-left: 40px;">K11.2 taking messages</p> <p style="padding-left: 40px;">K11.3 making and recording appointments</p> <p style="padding-left: 40px;">K11.4 carrying out tests</p> <p>K12 the limits of your authority when:</p> <p style="padding-left: 40px;">K12.1 attending to people and enquiries</p> <p style="padding-left: 40px;">K12.2 making appointments</p> <p style="padding-left: 40px;">K12.3 carrying out tests</p> <p>K13 the importance of confirming and making appointments correctly</p> <p>K14 the importance of taking messages and passing them on to the right person at the right time</p> <p>K15 who to refer to with different types of enquiries</p> <p>K16 the person in your salon to whom you should refer reception problems</p> <p>K17 the importance of checking that clients have had tests for specific services</p> <p>K18 the confidentiality requirements within the Data Protection Act</p> <p>K19 the consequences of breaking confidentiality</p> <p>K20 the services available and their duration</p> <p>K21 the products available for sale and their cost</p> <p>Assignment: Date..... MCQ: Date.....</p> <p>Learner signature..... Assessor signature.....</p> <p>Internal verifier signature (if sampled) .....</p>
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