

Unit 583 Assist with Salon Reception Duties

Recommended unit guided learning hours – 38

Unit Accreditation Number: F/600/1257

Learning Outcome	Assessment Criteria
1 Be able to maintain the reception area	1.1 keep the reception area and product displays clean, neat and tidy at all times 1.2 report promptly low levels of reception stationery and retail products on display to the relevant person 1.3 remove any faulty products promptly from display and report them to the relevant person 1.4 offer clients hospitality following the salon's client care policies.
2. Be able to come and greet clients and deal with enquires	2.1 deal with all enquiries in a positive and polite manner 2.2 identify correctly the purpose of the enquiry and refer any enquiries promptly that cannot be dealt with to the relevant person for action 2.3 confirm appointments and promptly inform the relevant member of staff 2.4 record messages correctly and pass them to the relevant person at the right time 2.5 give all information clearly and accurately 2.6 give confidential information only to authorised people
3. Be able to help to make appointments for salon services by	3.1 identify client requirements 3.2 make appointments within the limits of own authority to satisfy the client and salon requirements 3.3 pass requests for appointments outside own authority promptly to the relevant person for action 3.4 confirm appointment details are correct and acceptable to the client, recorded in the right place and easy to read
4. Understand salon and legal requirements	4.1 state the salon's procedures for; - maintaining confidentiality - taking messages - making and recording appointments - client care at reception 4.2 state the limits of own authority when; - maintaining the reception area - attending to people and enquiries - making appointments 4.3 state the consequences of breaking confidentiality 4.4 identify who to refer different types of enquiries to 4.5 identify the person in the salon to whom problems should be referred 4.6 state the confidentiality requirements within the Data Protection Act

	(general awareness only required at this level)
5. Understand methods of communication	<p>5.1 state the importance of taking messages and passing them on to the right person at the right time</p> <p>5.2 state the importance to the salon's business of effective communication</p> <p>5.3 state how and when to ask questions</p> <p>5.4 state how to speak clearly and how adapt what to say in a way that suits the situation</p> <p>5.5 state how to listen closely to what people are saying</p> <p>5.6 state how to show positive body language</p>
6. Understand salon services, products and pricing	<p>6.1 state the services available and their duration and the salons products available for sale and their cost</p> <p>6.2 state the importance of making appointments correctly</p> <p>6.3 describe what to look for to discover any faults in products as they are being prepared for sale</p> <p>6.4 state what and how much reception stationery should be kept at the reception area</p>