

Unit 508 – Fulfil Salon Reception Duties

Guided Learning Hours: 24

Learning Outcome	Assessment Criteria
1. Be able to maintain the reception area	<ul style="list-style-type: none">1.1 Keep the reception area clean and tidy at all times1.2 Maintain agreed levels of stock of reception stationery and product displays1.3 Offer clients' hospitality to meet the salon's client care policies
2. Be able to attend to clients and enquiries	<ul style="list-style-type: none">2.1 Attend to people promptly in a polite manner giving information clearly2.2 Identify the purpose of the enquiry2.3 Confirm appointments and promptly inform the relevant person2.4 Refer enquiries promptly that cannot be dealt with to the relevant person for action2.5 Record messages and pass to the relevant person2.6 Give confidential information only to authorised people2.7 Balance the needs of all individuals for attention
3. Be able to make appointments for salon services	<ul style="list-style-type: none">3.1 For the service requested3.2 Identify client requirements and schedule appointments in a way that satisfies the client and stylist, making most productive use of salon time3.3 Record appointment details accurately, clearly and to meet the salon's requirements
4. Be able to handle payments from clients	<ul style="list-style-type: none">4.1 Total charges and inform clients clearly and in a courteous manner4.2 Inspect purchases for condition and quality as they are processed for payment4.3 Establish the client's method of payment and process the payment giving change and receipt when required4.4 Record information about the sale accurately, clearly and to meet the salon's requirements

	4.5	Gain authorisation for accepting non-cash payments when the value exceeds agreed limit
	4.6	Tactfully inform clients when authorisation cannot be obtained for non-cash payments
	4.7	Identify and resolve, where possible, any discrepancies in payments within the limits of own authority
	4.8	Refer payment discrepancies which cannot be resolved promptly to the relevant person for action
	4.9	Follow cash point security procedures at all times
	4.10	Identify and report low levels of change in time to avoid shortages

<p>5. Understand salon and legal requirements</p>	<p>5.1 Summarise the salon's procedures for:</p> <ul style="list-style-type: none"> - maintaining confidentiality - taking messages - making and recording appointments - dealing with suspected fraud - authorising non-cash payments when these are 'over limit' - client care at reception <p>5.2 Explain limits of own authority when:</p> <ul style="list-style-type: none"> - maintaining the reception area - attending to people and enquiries - making appointments - dealing with payments and discrepancies <p>5.3 Describe the consequences of breaking confidentiality</p> <p>5.4 Identify who to refer to with different types of enquiries or reception problems</p> <p>5.5 Describe relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act</p>
<p>6. Understand communication methods</p>	<p>6.1 Explain the importance of taking messages and passing them on to the right person at the right time</p> <p>6.2 Explain the importance of effective communication to the salon's business</p> <p>6.3 Describe how and when to ask questions</p> <p>6.4 Explain how to balance giving attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods</p> <p>6.5 Explain how to show they are listening closely to what people are saying</p>
<p>7. Understand salon services, products and pricing</p>	<p>7.1 Explain the services available, their duration and cost</p> <p>7.2 Describe the products available for sale and their cost</p> <p>7.3 Describe how to identify any defects in products as they are being processed for sale</p>

	7.4	Explain how to identify any current discounts and special offers
	7.5	Identify what and how much stationery should be kept at the reception area
8. Understand how to calculate and take payments	8.1	Describe common methods of calculating payments including point of sale technology and physical calculations
	8.2	Describe how to keep cash and other payments safe and secure
	8.3	Describe the types of payment that they are authorised to accept
	8.4	Explain how to gain electronic authorisation for payment cards
	8.5	Explain how to identify suspected counterfeit payments stolen cheques, credit cards and payment cards
	8.6	Describe how to deal with customers offering suspect tender or suspect non-cash payments
	8.7	Describe the consequences of failure to handle payments correctly
9. Understand how to make appointments	9.1	Explain the importance of making appointments correctly
	9.2	Describe the common systems available for making appointments within the hairdressing industry