



Unit Title: 509 Promote additional services or products to clients Assessment Form

Learner's Name

Instructions for use:

1. Simulation is not allowed for any performance evidence within this unit
2. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent
3. You must provide evidence that the additional services or products offered include:
 - a. use of services or products that are new to your client
 - b. additional use of services that your client has used before
4. Your evidence must show that you:
 - a. follow salon procedures for offering additional services or products to your clients
 - b. create opportunities for encouraging your clients to use additional services or products
 - c. identify what your client wants by seeking information directly
 - d. identify what your client wants from spontaneous client comments
5. Your communication with clients may be face to face, in writing, by telephone, text message, email, internet, or by any other method you would be expected to use within your job role

Assessment Form

Criteria	Assessments																																	
	Date:																																	
Appearance <i>The learner demonstrated:</i>																																		
Clean, ironed professional overall/uniform																																		
Neat styled hair																																		
Well maintained hands and nails																																		
Clean, comfortable shoes																																		
Any jewellery worn is appropriate																																		
No body or breath odour																																		
No chewing gum or sucking sweets																																		
No visible underskirts/underwear																																		
Skirts to the knee. Trousers cropped no higher than calf/ trousers not trailing on the floor																																		
Client Care <i>The learner:</i>																																		
Greeted and introduced self to client																																		
Assisted client to the chair/work station																																		
Explained treatment procedure to the client																																		
Ensured client comfort throughout																																		
Maintained a positive and professional approach to clients throughout																																		

Hygiene and sterilisation																																
The learner:																																
Wiped over equipment and work station with appropriate sanitiser before and after use																																
Sanitised hands before, during and after treatment as appropriate																																
Replaced lids on products																																
Disposed of general waste hygienically and appropriately																																
Used appropriate salon sterilising equipment/cabinets; sanitised and stored small equipment appropriately																																
Inform clients about additional services or products																																
The learner:																																
Updated and developed knowledge of the salons services or products																																
Checked with others when they were unsure of a new service or product details																																
Identified appropriate services or products that may interest the client																																
Spotted opportunities for offering the client additional services or products that will improve their expectations																																
Chose the most appropriate time to inform the client about additional services or products																																
Chose the most appropriate method of communication to introduce the client to additional services or products																																
Gave the client accurate and sufficient information to enable them to make a decision about the additional services or products																																

[illegible]

Date of Assessment	Assessor's Comments	Assessor's Signature

OVERALL COMMENTS:

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Referred ☐ Pass ☐

Learner's Signature.....
Internal Verifier's Name.....
Internal Verifier's Signature
Date.....

External Verifier's Name.....
External Verifier's Signature.....
Date.....