



## 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



<b>Hygiene and sterilisation</b>																												
<b><i>The learner:</i></b>																												
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																												
<b>Inform clients about additional services or products</b>																												
<b><i>The learner:</i></b>																												
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																												




**OVERALL COMMENTS:**

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**Referred  Pass**

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

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