
Unit Specification

UHB218 – Fulfil salon reception duties

Unit reference number: R/617/1719

Level: 2

Guided Learning (GL) hours: 47

Overview

The aim of this unit is to develop learner's knowledge, understanding and skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area.

Learners will learn how to deal with people in a polite manner whilst using appropriate questioning techniques to find out their requirements.

Learners will need to maintain health, safety and hygiene salon procedures throughout the unit. Additionally, learners must maintain their personal appearance and demonstrate effective communication and consultation skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to carry out salon reception duties

LO2 Understand salon and legal requirements for carrying out salon reception duties

LO3 Know the operations of the salon

Unit content

LO1 Be able to carry out salon reception duties

Maintain the reception area

Taught content to include

- Provide a reception area that is as welcoming as possible for clients
- Keeping the reception area clean and tidy at all times which may include:
 - Display area
 - Reception desk
 - Till/computer
 - Magazines
 - Surfaces and floor areas
 - Coats area
- Maintaining agreed levels of stock of reception stationery and product displays, to include:
 - Appointment sheets and cards
 - Message pad
 - Services/treatments leaflets
 - Pricing leaflets
 - Promotional offers e.g. loyalty cards

Attend to clients and respond to enquiries

Taught content to include

- Attending to clients with a positive approach that includes:
 - Posture and appearance
- Attending to clients/visitors promptly in a polite manner giving information clearly, to include:
 - Identifying the purpose of the enquiry
 - Face to face enquiries
 - Telephone enquiries
- Confirm appointments and promptly inform the relevant person
- Update client if there are any delays
- Refer enquiries promptly that cannot be dealt with to the relevant person for action, to include informing a senior person
- Record messages and pass to the relevant person
- Work schedules of stylist(s)
- Financial implications e.g. booking appointments that make the most commercial use of time to improve opportunities for other appointments

Carry out the booking of appointments for salon services

Taught content to include

- For the hairdressing service(s) requested, to include:
 - Colouring services, cutting, setting and dressing, blow-drying, perming (if offered in salon) hair/scalp treatments
- Use appropriate coding systems to record appointments an example may include:

Service requirement	Abbreviation
Conditioning treatment/service	c/t/s
Blow dry and finish hair – below shoulders	b/d b/s
Cut hair only – dry hair	d/c
Cut hair only – wet hair	w/c
Cut and blow dry	c/b/d
Mix and apply colour – regrowth application	r/g/t
Mix and apply colour – full head application	f/h/t
Pulled through highlights/lowlights (incl. preparation – full head)	cap/f/h
Pulled through highlights/lowlights	cap/p/h
Woven highlights/lowlights – full head	w/h f/h
Woven highlights/lowlights	w/h p/h
French plait, fishtail plait	f/p
Twists and/or cornrows	t/c
Perm (winding only)	p/w

- Identify the type of client who is requesting an appointment, for example:
 - New client to the salon
 - New client who has been recommended a stylist
 - Walk-in client who has no preference for any specific stylist
 - Returning/regular client
- Identify client requirements and schedule appointments in a way that satisfies the client and stylist, making most productive use of salon time
- Use the appropriate questioning techniques, e.g. open questions ‘what, when, which’
- If stylist is not available offer an alternative, clarify the appointment
- Record appointment details accurately, clearly and to meet the salon’s requirements, to include:
 - Client’s name
 - Contact details
 - Stylist
 - Time
 - Service
 - Type of client
- Cancel or rearrange appointments whilst keeping the flow of day productive

Manage payments from clients

Taught content to include

- Discussing client's needs and requirements
- Total charges of services/treatments
- Establish the client's method of payment and process the payment giving change and receipt when required
- Use a range of payment methods that may include:
 - Cash payments, cheques (if accepted in the salon), debit and credit cards, promotional/loyalty discounts

LO2 Understand salon and legal requirements for carrying out salon reception duties

The salon procedures for reception duties

Taught content to include

- Follow salon procedures for reception duties e.g. expectation of how to greet a client, how to receive a telephone call
- Adhere to all local health and safety policies and laws
- Relevant legislation for consultation, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the salon have a responsibility for the health and safety of themselves and others
 - The salon safety regulations to ensure their actions do not put others at risk, which includes all staff, clients and visitors
- Additional factors will include:
 - The reasons why it is important to accurately describe the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the salon environment including:
 - The comfort of the reception area/salon
 - Cleanliness of the salon to prevent cross infections via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment trained to use
 - Reasons for personal protective equipment (PPE) e.g. using protective gloves to prevent contact dermatitis when using certain products e.g. if undertaking skin tests for clients
 - Making visual checks on all electrical equipment and reporting faults/isolating power e.g. electronic/computerised till
 - Ensuring manufacturers' instructions are always followed when using products and equipment e.g. when selling a specific product, knowledge of use is required
 - Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member
 - Ensuring the public are protected from the manufacture of supplied unsafe goods or misleading price indications

- Prevent a false trade description to any goods that are supplied or offered to supply any goods to which a false trade description has been applied, or false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential

Own responsibilities for reception duties

Taught content to include

- As described in the salon's guidelines, the receptionist's roles and responsibilities
- Exceptional customer service
- Consumer rights laws (specific to country therein)
- Adhering to health and safety policies and laws (specific to country therein)
- Good level of functional and verbal skills demonstrated
- Knowledge of timing for salon services, examples may include:

Service	Suggested time
Shampoo, condition and/or treat the hair – above shoulders	10 minutes
Shampoo, condition and/or treat the hair – below shoulders	15 minutes
Set and dress hair – above shoulders	45 minutes
Set and dress hair – below shoulders	55 minutes
Blow dry and finish hair – above shoulders	35 minutes
Blow dry and finish hair – below shoulders	45 minutes
Cut hair only – dry hair	45 minutes
Cut hair only – wet hair	45 minutes
Colour – regrowth application	25 minutes
Mix and apply colour – full head application	45 minutes
Pulled through highlights/lowlights – full head	35 minutes
Pulled through highlights/lowlights – at least 20% of the head	15 minutes
Woven highlights/lowlights – full head	75 minutes
French plait, fishtail plait	40 minutes
Twists and/or cornrows to cover 50% of the head	45 minutes
Perm (winding only)	45 minutes

- Knowledge of systems and procedures required to maintain the reception examples will include:
 - How to operate the till
 - How to take different payment types e.g. cash, card, vouchers, cheques (if accepted)

The importance of taking messages and the procedures for dealing with them

Taught content to include

- How and when to record messages and pass to the relevant person
- Identify who should be informed when a message is taken
- The importance of recording messages accurately
- Why important messages are dealt with promptly
- Managing client's expectations that the message will be dealt with

The methods of communication and how to apply them effectively

Taught content to include

- The importance of why effective communication is essential to the salon's business
- How and when to ask questions
- How to accurately identify the client's requirements
- How to balance giving attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
- The acknowledgement of all visitors/clients
- Promptness of answering the telephone or responding to any answer phone messages
- How to apologise to clients if they are kept waiting
- How to ask for assistance from the salon team where difficulties may arise
- How to demonstrate being attentive at all times
- Being polite, being honest, speaking clearly, listening attentively
- Demonstrating positive body language and facial expression
- The importance of communicating with different client needs and expectations:
 - A client who is late for an appointment and expected the service still to take place
 - A client who is early for an appointment/arrived on wrong day
 - A client with a positive reaction to pre-service tests, e.g. how to deal with the client who still expects the service to take place despite a positive reaction
 - A client wishing to purchase products or gift vouchers
 - Complaints – should the complaint fall outside the limit of the receptionist's authority the client should be passed onto someone who is able to resolve the issue to the satisfaction of the client and the salon
- The importance of communicating with different visitors to the salon:
 - Representatives from product/wholesale companies
 - General enquires from members of the public requiring information on salon services or products displayed
 - 'Cold callers', e.g. representatives wishing to 'sell' products/goods
 - Family/friends picking up clients from the salon
 - Potential employees
 - Potential clients requiring information on promotions/special offers/ discount days

The legal requirements of the Sale of Goods and Services Act and the General Data Protection Regulation (replaced the Data Protection Act)

Taught content to include

- To include the legislative requirements of the country where the qualification is being taught, examples within the United Kingdom will include:
 - Sale of Goods and Services Act includes
 - Must be fit for purpose
 - Must be as described and of satisfactory quality
 - Relevant legislation for consultation, client care, confidentiality and consumer/retail. Includes General Data Protection Regulation (GDPR), consumer rights, health and safety, equality

LO3 Know the operations of the salon

The salon's procedures for maintaining the reception area and the care of clients

Taught content to include

- Know the booking systems for the salon
- Know what procedures are used for bookings, this may include:
 - Timings of service
 - Words or abbreviations used for services, e.g. s/s denotes a shampoo and set
- Ensure the reception area is maintained, clean and welcoming at all times
- Attend to people promptly in a polite manner giving information clearly
- Identify the purpose of the enquiry
- Confirm appointments and promptly inform the relevant person, refer enquiries promptly that cannot be dealt with to the relevant person for action
- Record messages and pass to the relevant person
- Give confidential information only to authorised people, include general compliance of the country therein, e.g. data protection, electronic storage, paper storage
- Balance the needs of all individuals for attention
- Attend to clients and enquiries
- How to acknowledge all clients

The products available for sale and the salon's services, their duration and cost

Taught content to include

- The reasons for using products and their home usage e.g. compliment recent service
- Total charges for selected product(s)
- Additional products, services/treatments available and their possible costs and upkeep
- Inspection of purchases for condition and quality as they are processed for payment
- Checking packaging has no leaks and is not faulty

How to book and confirm clients' appointments

Taught content to include

- Identify client requirements and schedule appointments in a way that satisfies the client and stylist, making the most productive use of salon time
- Why open questions are used
- The importance of recording appointment details accurately to include:
 - Correct date, time, service/treatment, hairdresser/stylist and contact details
- Dealing with different types of appointments – for example, clients making an appointment for a colouring service will require a skin test
- Dealing with multiple appointments – for example, a client wanting to book in several appointment for an event such as a wedding

The types of discounts and special offers available

Taught content to include

- Promotional discounts/special offers
- Seasonal offers e.g. 'Christmas bundle' free blow-dry for every restyle
- Loyalty offers e.g. loyalty card stamps – 10% off service after five services
- Points schemes
- Senior citizens' special discount days/times

Methods of calculating payments

Taught content to include

- Identifying services on price list
- Using electronic till or calculator
- Identifying junior and senior stylists price differences (if applicable)

How to handle payment types securely

Taught content to include

- Follow cash point security procedures at all times
- Cash payments
 - Place the client's money on till ledge
 - Count the change required back to the client
 - Place the client's money in till and close drawer
 - Confirm with client and issue a receipt
- Cheques (if accepted)
 - A cheque guarantee card should always be provided to support a cheque payment as it acts as proof of identity
 - Check that there is the correct date
 - That the spelling is correct
 - The amount is correct both written long hand and in the payment box on the cheque
 - There is a valid signature that matches the one shown on the clients cheque guarantee card
- Debit and credit cards
 - Not all salons will accept credit cards
 - Most salons will accept debit cards
 - Payment is made electronically using a machine connected directly to the bank
 - The client is required to enter their personal four figure pin number to confirm the transaction
 - For service under £30 and where salons have the facility clients may use a contactless method of 'tapping' the electronic payment device
- Direct phone payments – use of phone to make payment
- Identifying and reporting low levels of change in time to avoid shortages

How to maintain salon security

Taught content to include

- Minimal cash in the reception till at all times
- Not leaving money in cash drawer overnight
- The importance of keeping the till drawer locked at all times with the key removed
- Not leaving the reception area unattended
- Ensure that clients keep their personal belongings with them at all times
- The importance of displaying product displays away from the entrance door or in a lockable glass display cabinet

How to resolve any payment discrepancies that may occur

Taught content to include

- Following the salon policy for all payment methods to include how to recognise what should be present on credit/debit cards
- Following the salon's procedures for dealing with discrepancies, lack of change, payment refused
- How to inform clients when authorisation cannot be obtained for non-cash payments to avoid embarrassing the client and staff
- How to reconcile the till balance at the end of the day
- How to identify and resolve, where possible, any discrepancies in payments within the limits of own authority
- What action should be taken if there is invalid currency, invalid cards, payment refused, suspected fraud

How to maintain product displays

Taught content to include

- A well-stocked product display will create a good impression to the client
- A well-stocked product display increases opportunity for product sales and increasing salon revenue
- The importance of keeping products clean and free from dust with the packaging intact and fit for sale in accordance with the Sale of Goods Act or relevant legalisation requirements outside of the UK
- How product sales generate customer loyalty to the salon brand

Assessment requirements

Learners are required to complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under the supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training.

The performance of learning outcome 1 must be demonstrated as part of all observations and will be recorded on **at least three observations**. These will include handling cash and card payments.

The service portfolios must be completed and marked prior to the learner completing the theory examination.

2. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper.

The theory examination will test knowledge and understanding from across learning outcomes 2 and 3. Learners should use the unit content sections of this unit to aid revision.

Document History

Version	Issue Date	Changes	Role
v1	01/08/2018	First Published	Qualifications Manager
v2	14/02/2019	Update to ITEC branding as primary colour and logo	Qualifications Administrator