

iUCO43 – Salon reception duties

URN – T/617/4371

Guided Learning Hours: 24

Learning outcome	Assessment criteria	Taught content to include
LO1 Know how to carry out reception duties	1.1. Explain how to deal with a variety of enquiries	<ul style="list-style-type: none"> • Face to face • Telephone • Appointments • Services/treatments, products and pricing
	1.2. Explain how to communicate and behave in a professional manner	<ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	1.3. Describe how to identify the nature of the enquiry	<ul style="list-style-type: none"> • Open and closed questioning • Use of visual aids • Listening techniques
	1.4. Explain how to maintain appropriate levels of reception stationary	<ul style="list-style-type: none"> • Appointment sheets and cards • Message pad • Service/treatments and pricing leaflets
	1.5. Describe how to maintain a hygienic and tidy reception area	<ul style="list-style-type: none"> • Display area • Reception desk • Magazines • Dusting surfaces and sweeping floor
	1.6. Describe procedures for taking messages for a variety of enquiries	<ul style="list-style-type: none"> • Introducing self • Acquiring the name of person leaving message • Contact details • Who the message is for • Recording the message

		<ul style="list-style-type: none"> • Notifying person(s) who need to know
	1.7. State how to communicate and behave within a salon environment	<ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	1.8. List salon services available, their duration and cost	<ul style="list-style-type: none"> • Colouring services • Cutting • Setting and dressing • Blow drying • Perming • Facial treatments • Eye treatments • Manicure and pedicure • Make-up treatments • Waxing
	1.9. Outline the importance of dealing with enquiries promptly and politely	<ul style="list-style-type: none"> • Increased business • Salon image • Customer satisfaction • Repeat business
	1.10. Explain how to deal with enquiries that cannot be dealt with promptly	<ul style="list-style-type: none"> • Face to face enquiries • Telephone enquiries

LO2 Know how to book appointments	2.1. Explain how to schedule appointments to meet with salon policy and client requirements	<ul style="list-style-type: none"> • Service/treatments times • Availability of the hairdresser/therapist
	2.2. Describe how to confirm and record client appointment details	<ul style="list-style-type: none"> • Date • Time • Service/treatment • Hairdresser/therapist • Contact details
	2.3. Explain how to deal with confidential information to meet with salon and legal requirements	<ul style="list-style-type: none"> • To include general compliance of the country therein, e.g.: <ul style="list-style-type: none"> - Data protection/ General Data Protection Regulations (GDPR) - Electronic storage - Paper storage
	2.4. Describe how to make and record appointments	<ul style="list-style-type: none"> • Paper records

		<ul style="list-style-type: none"> • Electronic records • Record and store in line with current data protection regulations and professional codes of conduct
	2.5. State the potential consequences of failing to record appointments or messages accurately	<ul style="list-style-type: none"> • Increased work for hairdresser/therapist • Client disappointment • Financial implications
	2.6. State the importance of passing on messages and appointment details to the appropriate colleagues	<ul style="list-style-type: none"> • Work schedules • Financial implications • Increased work
	2.7. Outline the legislation designed to protect the privacy of client details	<ul style="list-style-type: none"> • To include general compliance of the country therein, e.g.: <ul style="list-style-type: none"> - Data protection/ add General Data Protection Regulations (GDPR)
	2.8. State the possible consequences of a breach of confidentiality	<ul style="list-style-type: none"> • Loss of client confidence • Possible loss of business • Legal action

LO3 Know how to deal with payments	3.1. Explain how to calculate service costs accurately	<ul style="list-style-type: none"> • Manually • Electronically
	3.2. Describe how to deal with payments for services and products to meet with salon policy	<ul style="list-style-type: none"> • Cash payments • Cheques • Debit and credit cards • Authorisation procedures
	3.3. Explain how to follow security procedures when handling payments	<ul style="list-style-type: none"> • Cash payments • Cheques • Debit and credit cards
	3.4. State how to process different methods of payment	<ul style="list-style-type: none"> • Cash • Cheques • Debit and credit cards
	3.5. Describe how to deal with problems that may occur with payments	<ul style="list-style-type: none"> • Discrepancies • Lack of change • Payment refused
	3.6. Explain how to keep payments safe and secure	<ul style="list-style-type: none"> • Electronic tills • Computerised tills

		<ul style="list-style-type: none"> Cash drawers
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Assessment	
MCQ	
Portfolio of evidence	Containing 3 practical performances

Guide to taught content
<p>The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit, and, relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes.</p>

Document History

Version	Issue Date	Changes	Role
v1	23/08/2019	First published	Qualifications and Regulation Co-ordinator