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# Assignment Guidance Form

## iUBT402 – Client care and communication in beauty-related industries

- Explain the factors that influence client care and communication in beauty related industries

To include the following:

- How to adapt methods of communication to suit the client and their needs
- What is meant by the term 'professionalism'
- The importance of respecting a client's 'personal space'
- The importance of providing clear recommendations to the client
- The importance of adapting retail sales techniques to meet the client requirements
- Methods of improving working practices
- How to resolve client complaints

Your information may be presented in any of the following formats and may include some ICT:

- Written report
- Chart
- Spider diagram
- Graph
- Other pictorial presentation

### Document History

Version	Issue Date	Changes	Role
v1	14/10/2019	First published	Qualifications Administrator