

SKAG19 (SQA Unit Code - F7AS 04)

Support client service improvements



Overview

Salons change the way they deliver service to their clients because client expectations rise and because other salons improve the service they offer. Often the most important ideas about how to improve client service come from people dealing directly with clients.

Your job involves delivery of client service. If your salon has decided to make changes, it is your job to support them and to present them positively to your clients. Also, by listening to client comments, you may have your own ideas about how the service you deliver could be improved.

This unit is all about how you provide support for changes that your salon has introduced. In addition it covers how you present your own ideas for improvements to someone in your salon who can authorise trying out the change.

The main outcomes of this unit are:

1. use feedback to identify potential client service improvements
2. implement changes in client service
3. assist with the evaluation of changes in client service

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Performance criteria

You must be able to:

- P1 **use feedback to identify potential client service improvements by**
 - P1.1. gathering informal feedback from your clients
 - P1.2. using client feedback procedures to collect information from your clients
 - P1.3. using the information from your clients to develop a better understanding of their client service experience
 - P1.4. identifying ways the service you give could be improved based on information you have gathered
 - P1.5. sharing your ideas for improving client service with colleagues
- P2 **implement changes in client service by**
 - P2.1. identifying a possible change that could be made to improve client service
 - P2.2. presenting your idea for improving client service to a colleague with the appropriate authority to approve the change
 - P2.3. carrying out changes to client service procedures based on your own idea or proposed by your salon
 - P2.4. keeping your clients informed of changes to client service
 - P2.5. giving clients a positive impression of changes that have been made
 - P2.6. working positively with others to support client service changes
- P3 **assist with the evaluation of changes in client service by**
 - P3.1. discussing with others how changes to client service are working
 - P3.2. working with others to identify any negative effects of changes and how these can be avoided

Knowledge and understanding

You need to know and understand:

Client feedback

- K1 how client experience is influenced by the way service is delivered
- K2 how client feedback is obtained

You need to know and understand:

Supporting change

- K3 how to work with others to identify and support change in the way service is delivered
- K4 why it is important to give a positive impression to your client about the changes made by your salon even if you disagree with them

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