

SKABT092 (SQA Unit Code - F7BA 04)

Assist with salon reception duties



Overview

This unit is about helping with salon reception duties. You will have to show you can keep the reception area neat and tidy, greet people entering the salon, deal with their questions and make straightforward appointments. Using good communication skills when people come into the salon, or telephone the salon, is a very important part of this unit.

The main outcomes of this unit are:

1. maintain the reception area
2. attend to clients and enquires
3. help to make appointments for salon services

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Performance criteria

You must be able to:

- P1 **maintain the reception area** by
 - P1.1 keeping the reception area clean and tidy at all times
 - P1.2 keeping product displays clean, neat and tidy at all times
 - P1.3 promptly reporting low levels of reception stationery and retail products on display to the relevant person
 - P1.4 promptly removing any faulty products from display and reporting them to the relevant person
 - P1.5 offering clients hospitality following your salon's client care policies
- P2 **attend to clients and enquires** by
 - P2.1 treating all people making **enquiries** in a positive and polite manner
 - P2.2 correctly identifying the purpose of the **enquiry**
 - P2.3 confirming appointments and promptly informing the relevant member of staff
 - P2.4 promptly referring any **enquiries** you cannot deal with to the relevant person for action
 - P2.5 recording messages correctly and passing them to the relevant person at the right time
 - P2.6 giving all information clearly and accurately
 - P2.7 giving confidential information only to authorised people
- P3 **help to make appointments for salon services** by
 - P3.1 politely and promptly dealing with all requests for **appointments**
 - P3.2 accurately identifying client requirements
 - P3.3 making **appointments** within the limits of your own authority to satisfy the client and salon requirements
 - P3.4 promptly passing requests for **appointments** outside your own authority to the relevant person for action
 - P3.5 confirming **appointment details** are correct and acceptable to the client
 - P3.6 ensuring all **appointment details** are accurate, recorded in the right place and easy to read

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Knowledge and understanding

You need to know and understand:

Salon and legal requirements

- K1 your salon's procedures for
 - K1.1 maintaining confidentiality
 - K1.2 taking messages
 - K1.3 making and recording appointments
 - K1.4 client care at reception
- K2 the limits of your authority when
 - K2.1 maintaining the reception area
 - K2.2 attending to people and enquiries
 - K2.3 making appointments
- K3 the consequences of breaking confidentiality
- K4 who to refer to with different types of enquiries
- K5 the person in your salon to whom you should refer reception problems
- K6 the confidentiality requirements within the Data Protection Act (general awareness only required at this level)

You need to know and understand:

Communication

- K7 the importance of taking messages and passing them on to the right person at the right time
- K8 the importance to the salon's business of effective communication
- K9 how and when to ask questions
- K10 how to say things that suit the purpose of your discussion
- K11 how to speak clearly in a way that suits the situation
- K12 how to show you are listening closely to what people are saying to you
- K13 how to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)
- K14 how to show positive body language

You need to know and understand:

Salon services, products and pricing

- K15 the services available and their duration
- K16 the products available for sale and their cost
- K17 what to look for to identify any faults in products as they are being prepared for sale (eg damage, loose packaging, cracks, leaks, etc.)
- K18 what and how much reception stationery should be kept at your reception area

You need to know and understand:

Making appointments

- K19 the importance of making appointments correctly

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Additional Information

Scope/range related to performance criteria

1. **Enquires** are
 - 1.1. face to face
 - 1.2. by telephone

2. **Appointments** are made
 - 2.1. face to face
 - 2.2. by telephone

3. **Appointment details** are
 - 3.1. client's name and contact details
 - 3.2. service
 - 3.3. date
 - 3.4. time
 - 3.5. member of staff booked for service

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