
Overview

This standard is about assisting 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 standard.

To carry out this standard, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance.

The main outcomes of this standard are:

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

**Performance
criteria**

Maintain the reception area

- You must be able to:
- P1 keep the reception area clean and tidy at all times
 - P2 keep product displays clean, neat and tidy at all times
 - P3 report low levels of reception stationery and retail products on display to the relevant person
 - P4 remove any faulty products from display and report them to the relevant person
 - P5 offer clients hospitality following your salon's client care policies

Attend to clients and enquiries

- You must be able to:
- P6 treat all people making **enquiries** in a positive and polite manner
 - P7 identify the purpose of the enquiry
 - P8 confirm appointments and inform the relevant member of staff
 - P9 refer any **enquiries** you cannot deal with to the relevant person for action
 - P10 record messages and pass them to the relevant person at the right time
 - P11 give all information clearly and accurately
 - P12 give confidential information only to authorised people

Help to make appointments for salon services

- You must be able to:
- P13 deal with all requests for **appointments**
 - P14 identify client requirements
 - P15 check the client has had relevant tests when making **appointments**
 - P16 arrange for the client to have relevant tests, when necessary within the limits of your own authority
 - P17 make **appointments** within the limits of your own authority to satisfy the client and salon requirements
 - P18 promptly pass requests for **appointments** outside your own authority to the relevant person for action
 - P19 confirm **appointment details** are correct and acceptable to the client
 - P20 ensure all **appointment details** are accurate, recorded in the right place and easy to read

Knowledge and understanding

Maintain the reception area

You need to know and understand:

- K1 your salon's procedures for:
 - K1.1 maintaining the reception area
 - K1.2 client care at reception
- K2 the limits of your authority when maintaining the reception areas
- K3 how to identify any faults in retail products such as damage and loose packaging
- K4 what and how much reception stationery should be kept at your reception area

Attend to clients and make appointments for salon services

You need to know and understand:

- K5 the importance to the salon's business of effective communication
- K6 how and when to ask questions
- K7 how to speak clearly in a way that suits the situation
- K8 how to show you are listening closely to what people are saying to you
- K9 how to adapt what you say to suit different situations
- K10 how to show positive body language
- K11 your salon's procedures for:
 - K11.1 maintaining confidentiality
 - K11.2 taking messages
 - K11.3 making and recording appointments
 - K11.4 carrying out tests
- K12 the limits of your authority when:
 - K12.1 attending to people and enquiries
 - K12.2 making appointments
 - K12.3 carrying out tests
- K13 the importance of confirming and making appointments correctly
- K14 the importance of taking messages and passing them on to the right person at the right time
- K15 who to refer to with different types of enquiries
- K16 the person in your salon to whom you should refer reception problems
- K17 the importance of checking that clients have had tests for specific services

-
- K18 the confidentiality requirements within the Data Protection Act
 - K19 the consequences of breaking confidentiality
 - K20 the services available and their duration
 - K21 the products available for sale and their cost

Additional information

**Scope/range related
to performance
criteria**

- 1 **Enquiries**
 - 1.1 face to face
 - 1.2 by telephone

- 2 **Appointments**
 - 2.1 face to face
 - 2.2 by telephone

- 3 **Appointment details**
 - 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

Values

- 1 The following key **values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 creativity skills
 - 1.12 excellent verbal and non-verbal communication skills
 - 1.13 the maintenance of effective, hygienic and safe working methods
 - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual:
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the client's questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the client any reasons why their needs or expectations cannot be met

Glossary

Confidential information

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

Limits of own authority

The extent of your responsibility as determined by your own job description and workplace policies.

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Relevant person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

SKACHB3 SQA Unit Code H9C3 04
Assist with salon reception duties



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAG2
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Assist; salon; reception
