

SKABT094 (SQA Unit Code - F7BN 04)

Fulfil salon reception duties



Overview

This unit is about the important skills of welcoming and receiving people entering the salon, handling enquires, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this unit.

The main outcomes of this unit are:

1. maintain the reception area
2. attend to clients and enquires
3. make appointments for salon services
4. handle payments from clients

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Performance criteria

You must be able to:

- P1 **maintain the reception area** by
 - P1.1 ensuring the reception area is clean and tidy at all times
 - P1.2 maintaining the agreed levels of reception stationery
 - P1.3 ensuring that product displays have the right levels of stock at all times
 - P1.4 offering clients hospitality to meet your salon's client care policies
- P2 **attend to clients and enquires** by
 - P2.1 attending to **people** promptly and in a polite manner
 - P2.2 correctly identifying the purpose of **enquiries**
 - P2.3 confirming appointments and promptly informing the relevant person
 - P2.4 promptly referring **enquiries** which cannot be dealt 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 accurate information clearly
 - P2.7 giving confidential information only to authorised people
 - P2.8 balancing the need to give attention to individuals whilst ensuring others are not left without attention
- P3 **make appointments for salon services** by
 - P3.1 dealing with all requests for **appointments** politely and promptly
 - P3.2 accurately identifying client requirements for the service requested
 - P3.3 scheduling appointments in a way that satisfies the client, the therapist and ensures the most productive use of salon time
 - P3.4 confirming that the **appointment details** are acceptable to the client
 - P3.5 recording **appointment details** accurately, clearly and to meet your salon's requirements
- P4 **handle payments from clients** by
 - P4.1 accurately totalling charges to the client
 - P4.2 informing clients of charges clearly and in a courteous manner
 - P4.3 visually inspecting purchases for condition and quality as they are processed for payment
 - P4.4 establishing the client's **method of payment** and acknowledging receipt of payments
 - P4.5 ensuring accepted payments are correct
 - P4.6 recording information about the sale accurately, clearly and to meet your salon's requirements
 - P4.7 gaining authorisation for accepting non-cash payments when

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- P4.8 the value exceeds the limit you are able to accept
tactfully informing clients when authorisation cannot be obtained for non-cash payments
- P4.9 identifying and resolving, where possible, any **discrepancies** in payments within the limits of your own authority
- P4.10 promptly referring payment **discrepancies** which you cannot resolve to the relevant person for action
- P4.11 giving the correct change and issuing receipts when required by clients
- P4.12 following cash point security procedures at all times
- P4.13 identifying and reporting low levels of change in time to avoid

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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 dealing with suspected fraud
 - K1.5 authorising non-cash payments when these are 'over limit'
 - K1.6 client care at reception
 - K1.7 personal safety
- K2 the limits of your authority when
 - K2.1 maintaining the reception area
 - K2.2 attending to people and enquiries
 - K2.3 making appointments
 - K2.4 dealing with payments and discrepancies
- 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 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act

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 of effective communication to the salon's business
- K9 how and when to ask questions
- K10 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
- K11 how to say things that suit the purpose of your discussion
- K12 how to speak clearly in a way that suits the situation
- K13 how to show you are listening closely to what people are saying to you
- K14 how to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)

You need to know and understand:

Salon services, products and pricing

- K15 the services available, their duration and cost
- K16 the products available for sale and their cost
- K17 what to look for to identify any defects in products as they are being processed for sale (eg damage, loose packaging, cracked and/or leaking containers etc.)
- K18 how to identify any current discounts and special offers (eg 2-for-1 offers, coupons, etc)

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K19 what and how much stationery should be kept at your reception area

Calculating and taking payments

K20 common methods of calculating payments including point of sale

You need to know and understand:

technology and physical calculations

K21 how to keep cash and other payments safe and secure

K22 the types of payment that you are authorised to accept

K23 how to gain electronic authorisation for payment cards

K24 how to identify suspected counterfeit payments

K25 how to identify suspected stolen cheques, credit cards and payment cards

K26 how to deal with customers offering suspect tender or suspect non-cash payments

K27 consequences of failure to handle payments correctly

You need to know and understand:

Making appointments

K28 the importance of making appointments correctly

K29 the common systems available for making appointments within the beauty therapy and related industries (eg manual and electronic)

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Additional Information

Scope/range related to performance criteria

1. **People**
 - 1.1. who have different needs and expectations
 - 1.2. who appear angry
 - 1.3. who may be confused
 - 1.4. who have a complaint
2. **Enquires**
 - 2.1. in person
 - 2.2. by telephone
 - 2.3. electronically
3. **Appointments** are made
 - 3.1. in person
 - 3.2. by telephone
4. **Appointment details** are
 - 4.1. client's name
 - 4.2. client's contact details
 - 4.3. service required
 - 4.4. estimated price
 - 4.5. date
 - 4.6. time
 - 4.7. member(s) of staff booked for service
5. **Methods of payment** are
 - 5.1. cash
 - 5.2. cash equivalents
 - 5.3. cheque
 - 5.4. payment cards
6. **Discrepancies** are
 - 6.1. invalid currency
 - 6.2. invalid card
 - 6.3. incorrect completion of cheque
 - 6.4. suspected fraudulent use of payment card
 - 6.5. payment disputes

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