
Overview

This standard is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning what happens within your job role.

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 and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 develop effective working relationships with clients
- 2 develop effective working relationships with colleagues
- 3 develop yourself within the job role

Performance criteria

Develop effective working relationships with clients

- You must be able to:
- P1 communicate with clients according to organisational procedures
 - P2 handle client belongings with care and return them when required
 - P3 refer any client concerns to the relevant person
 - P4 maintain client comfort and care to the satisfaction of the client
 - P5 meet your salon's standards for appearance and behaviour

Develop effective working relationships with colleagues

- You must be able to:
- P6 ask for help and information from your colleagues, when necessary
 - P7 respond to all requests for assistance
 - P8 make sure the timing of your assistance to colleagues ensures the smooth running of the salon
 - P9 give the type of assistance to your colleagues which meets your job responsibilities
 - P10 pass up tools and materials in a way to ensure the smooth delivery of the service
 - P11 report any problems likely to affect salon services to the relevant person

Develop yourself within the job role

- You must be able to:
- P12 identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
 - P13 find out more information from **relevant people** to perform a task when the instructions you have are unclear
 - P14 ask for feedback from **relevant people** on your progress and how this can be improved
 - P15 ask your colleagues to help you learn if you find tasks difficult
 - P16 take **opportunities to learn** when they are available
 - P17 agree realistic self development targets with the relevant person
 - P18 regularly review your progress towards achieving your agreed targets
 - P19 use the results of your reviews to develop your future personal development plan

Knowledge and understanding

Salon and legal requirements

You need to know and understand:

- K1 your job role and responsibilities and how this relates to the role of other team members
- K2 when you need to seek assistance, agreement with or permission from others
- K3 why it is important to work within your job responsibilities and what might happen if you do not do so
- K4 the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality
- K5 your salon's standards for personal appearance
- K6 your salon's guidelines for client care and why they should be followed

Communication

You need to know and understand:

- K7 how to communicate in a clear, polite, confident way and why this is important
- K8 the questioning and listening skills you need in order to find out information
- K9 the different methods of communication
- K10 how to recognise when a client is angry and when a client is confused

Procedures and targets

You need to know and understand:

- K11 how to get information about your job, your work responsibilities and the standards expected of you
- K12 your salon's appeals and grievance procedures
- K13 your personal development targets and timescales
- K14 the importance of meeting your work targets

Improving your performance

You need to know and understand:

- K15 how to identify your own strengths and weaknesses
- K16 the importance of continuous professional development
- K17 who can help you identify and obtain opportunities for your development and training

-
- K18 how using the National Occupational Standards can help you identify your development needs
 - K19 why good working relationships are important
 - K20 how to react positively to reviews and feedback and why this is important
 - K21 how to manage your time effectively
 - K22 who to report to when you have difficulties in working with others

Additional information

**Scope/range related
to performance
criteria**

- 1 **Opportunities to learn**
 - 1.1 active participation in training and development activities
 - 1.2 active participation in salon activities
 - 1.3 watching technical activities

- 2 **Relevant people**
 - 2.1 Work colleagues
 - 2.2 Clients
 - 2.3 Management

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 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

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 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAG3
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Development; working relationships
