
Overview

This standard is about the important skills of welcoming and receiving people entering the salon, handling enquiries, 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 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 and demonstrate effective communication skills.

The main outcomes of this standard are:

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

**Performance
criteria**

Maintain the reception area

- You must be able to:
- P1 ensure the reception area is clean and tidy at all times
 - P2 maintain the agreed levels of reception stationery
 - P3 ensure that product displays have the right levels of stock at all times
 - P4 offer clients hospitality to meet your salon's client care policies

Attend to clients and enquiries

- You must be able to:
- P5 attend to **people** in a polite manner
 - P6 identify the purpose of **enquiries**
 - P7 confirm appointments informing the relevant person
 - P8 refer **enquiries** which cannot be dealt with to the relevant person for action
 - P9 record messages and pass them to the relevant person at the right time
 - P10 provide clear information
 - P11 give confidential information only to authorised people
 - P12 balance the need to give attention to individuals whilst ensuring others are not left without attention

Make appointments for salon services

- You must be able to:
- P13 deal with all requests for **appointments**
 - P14 identify client requirements for the service requested
 - P15 confirm the client has had relevant tests when scheduling appointments
 - P16 arrange for the client to have relevant tests, when necessary, within the limits of your own authority
 - P17 schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
 - P18 confirm that the appointment details are acceptable to the client
 - P19 record appointment details to meet your salon's requirements

Handle payments from clients

- You must be able to:
- P20 calculate total charges for the client
 - P21 inform clients of charges
 - P22 visually inspect purchases for condition and quality as they are processed for payment
 - P23 establish the client's **method of payment** and acknowledge receipt of payments
 - P24 ensure accepted payments are correct
 - P25 record information about the sale to meet your salon's requirements
 - P26 gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
 - P27 inform clients when authorisation cannot be obtained for non-cash payments
 - P28 identify and resolve, where possible, any **discrepancies** in payments within the limits of your own authority
 - P29 refer payment **discrepancies** which you cannot resolve to the relevant person for action
 - P30 give the correct change and issue receipts when required by clients
 - P31 follow cash point security procedures at all times
 - P32 identify and report low levels of change in time to avoid shortages

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 the importance of checking and identifying any defects in retail products
- 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
 - K11.5 dealing with suspected fraud
 - K11.6 authorising non-cash payments when these are 'over limit'
 - K11.7 personal safety
- K12 the limits of your authority when:
 - K12.1 attending to people and enquiries
 - K12.2 making appointments
 - K12.3 carrying out tests
 - K12.4 dealing with payments and discrepancies
- K13 the importance of confirming and making appointments correctly
- K14 the types of information required to make an appointment
- K15 the common systems available for making appointments such as manual and

- electronic
- K16 the importance of taking messages and passing them on to the right person at the right time
- K17 who to refer to with different types of enquiries
- K18 the person in your salon to whom you should refer reception problems
- K19 the importance of checking that clients have had tests for specific services
- K20 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
- K21 the consequences of breaking confidentiality
- K22 the services available and their duration and cost
- K23 the products available for sale and their cost
- K24 how to identify any current discounts and special offers such as 2-for-1 offers and vouchers
- K25 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods

Handle Payments from Clients

You need to know
and understand:

- K26 common methods of calculating payments including point of sale technology and physical calculations
- K27 how to keep cash and other payments safe and secure
- K28 the types of payment that you are authorised to accept
- K29 how to gain electronic authorisation for payment cards
- K30 how to identify and deal with discrepancies:
 - K30.1 counterfeit payments
 - K30.2 invalid currency
 - K30.3 suspected stolen cheques, credit cards and payment cards
 - K30.4 invalid card
 - K30.5 incorrect completion of cheque
 - K30.6 payment disputes
- K31 how to deal with customers offering suspect tender or suspect non-cash payments
- K32 consequences of failure to handle payments correctly

Additional information

**Scope/range related
to performance
criteria**

1 People

- 1.1. who have different needs and expectations
- 1.2. who have a complaint

2 Enquiries

- 2.1. in person
- 2.2. by telephone
- 2.3. electronically

3 Appointments

- 3.1. in person
- 3.2. by telephone

4 Methods of payment

- 4.1. cash
- 4.2. none cash payment

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

1 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.

2 Limits of own authority

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

3 Personal presentation

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

4 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.

5 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.

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Fulfil salon reception duties



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