

II4

Salon reception duties

The first impression a client has of a salon is when they enter the reception area, so it is important that it looks good. In this unit, you will learn the many different roles of the receptionist, including presenting a positive image of the salon, using different payment methods, and making appointments for treatments and services. The receptionist must have many different skills, including good communication, clear recording of information, and excellent personal presentation. As well as learning these skills, you will need to keep client confidentiality at all times. It is a challenging role, and one that you are about to learn how to undertake in this unit!

Assignment mark sheet

Unit 114 Salon reception duties

This page is used to record when you pass the 'What you must know' and 'What you must do'. The practical task is not graded in this unit. A pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete	Grade
Task 1a: poster		
Task 1b: fact sheet		

What you must do	Tick when complete
Task 2: practical observation	

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks	
Divided by	÷ 2
= Average grade for tasks	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

Quality assurance co-ordinator signature (where applicable): _____ Date: _____

External Verifier signature (where applicable): _____ Date: _____



What does it mean?

Some useful words are explained below

Behave

How you behave includes following instructions, working co-operatively with others, and following salon requirements.

Communicate

As a receptionist you need to communicate well. This includes speaking, listening, using body language, knowing what to say and how to say it, and understanding a range of related terminology.

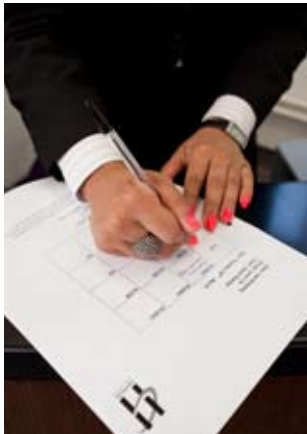


Facilities

The facilities of the reception area include the seating area, cloakroom, hot and cold drinks, newspapers and magazines, and retail displays.

Factors to consider

As a receptionist, these include services and treatments available, typical duration, cost, and the need for appropriate appointment spacing.



Information required

When making an appointment, the receptionist must record the following information: customer's name and contact details, service or treatment required, time of appointment, date of appointment, and the name of the person who will provide the service or treatment.



Payment methods

These may include cash, credit/debit cards, cheque, or cash alternatives (for example, vouchers).

Positive image

In order to create a positive image at the reception, you must consider your personal appearance and behaviour, give efficient reception service, ensure a clean and tidy reception and display area, and meet and greet clients appropriately.



Typical salon reception duties

These include meeting and greeting clients, checking and making appointments, customer service, and promoting the sale of services and products.

What you must know

You must be able to:

- 1 Outline the need to present a positive image to the customer
- 2 Outline typical salon reception duties
- 3 List features of a well-run reception service
- 4 State the importance of maintaining client confidentiality
- 5 Identify payment methods used for salon services
- 6 State how to communicate and behave within a salon environment
- 7 Outline how to record appointments for a variety of services
- 8 List the basic information required from the client
- 9 Identify the different systems for recording appointments
- 10 Outline factors to consider when agreeing appointment times

Revision tip

Try to visit some hair and beauty salons in your area and look at the reception area. This will give you an insight into their professional image.

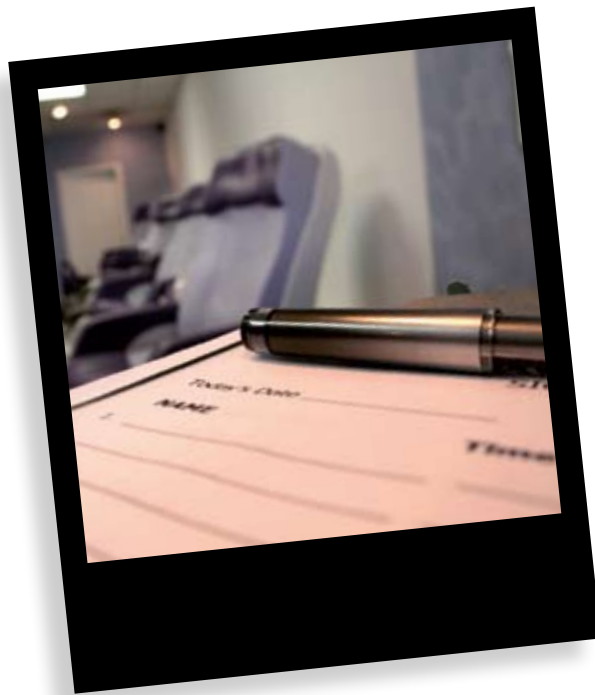


Image courtesy of iStockphoto.com





Reception

First impressions count, so make sure you present a professional image when you are on reception. Practise how you will greet clients face-to-face and on the telephone.

Image courtesy of iStockphoto.com/Nyul



Make yourself a list of how long different treatments and services take so that you allow plenty of time when making appointments for clients.

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Image courtesy of Champneys Health Resorts, www.champneys.com



What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria. The practical task is not graded in this unit.

- 1 Presented a positive image
- 2 Met and greeted clients appropriately
- 3 Recorded salon appointment information accurately
- 4 Confirmed the appointment with the client
- 5 Communicated in a professional manner
- 6 Behaved in a professional manner

Candidate signature and date

Assessor signature and date

Tick when complete



Image courtesy of TONI & GUY

Comment form

Unit 114 Salon reception duties

This form can be used to record comments by you, your client, or your assessor.

Revision tip

Collect leaflets and price lists from your centre's salon or from a salon near where you live. These will give you an idea of the different treatments and services available in the hair and beauty industry.

Image courtesy of Havering College

