

# 216

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## Salon reception duties

The reception is one of the most crucial areas of the salon; it is where the client will form that all-important first judgement. You'll learn how to portray the professional image of the salon when dealing with clients, and casual enquiries. You will find out about all the methods of payment, and how to check for validity. You'll become integral to the smooth running of the salon, maximising the efficiency of all the services offered.

# Assignment mark sheet

## Unit 216 Salon reception duties

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

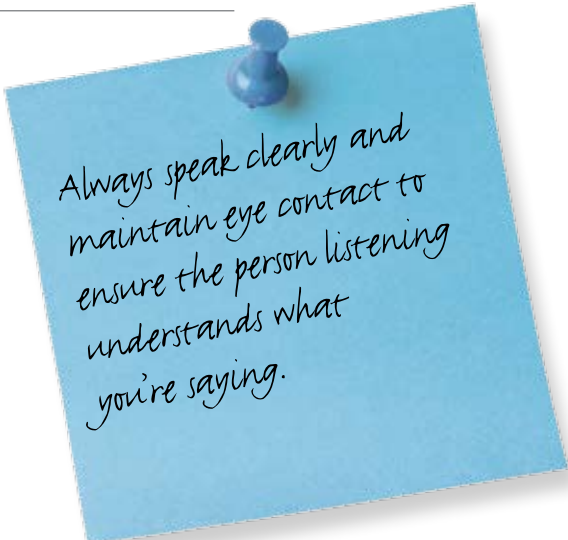
What you must know	Tick when complete
Task 1a: produce a chart	
Task 1b: produce a guide	
Task 1c: produce a chart	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2a: first observation		
Task 2b: second 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	<b>÷ 2</b>
= Average grade for tasks	
<b>Overall grade</b> (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



### Appointment system

A method used for recording client appointment bookings – it could be on a computer, or in a book.



### Methods of payment

The different ways payments can be made, for example cash and debit card.

### Confidential information

Private information that must not be passed on. It may include personal aspects of conversations with clients or colleagues, client details held on record cards, staff personal details, or financial aspects of the business.

### Data Protection Act

Legislation designed to protect clients' right to privacy and confidentiality.

### External enquiry

A query that comes from someone outside the salon, for example a phone call from a manufacturer or client.

### Fraudulent card

A card that has been stolen or is a fake.

### Internal enquiry

A question that comes from someone inside the salon, for example a client enquiring about appointment availability.

### Invalid card

When the card has expired, or is refused due to insufficient funds in the account.



### Invalid currency

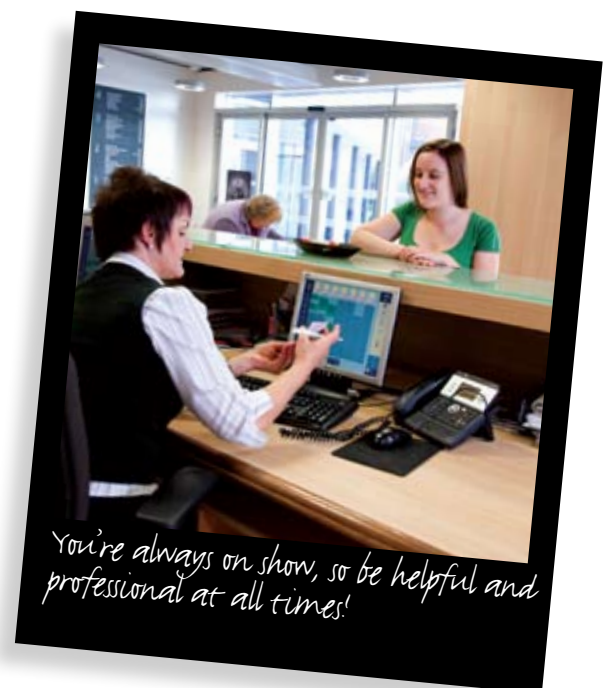
Currency from another country, or old versions of coins and notes, that cannot be used.

### Payment dispute

When there is a problem with a payment, for example an invalid debit/credit card, or if you suspect the card is fraudulent.

### Workplace policies

Documentation prepared by the employer on the procedures to be followed in the workplace.



*You're always on show, so be helpful and professional at all times!*

## What you must know

### You must be able to:

- 1 Describe procedures for taking messages for a variety of enquiries
- 2 State how to communicate and behave within a salon environment
- 3 List salon services available, their duration and cost
- 4 Outline the importance of dealing with enquiries promptly and politely
- 5 Explain how to deal with enquiries that cannot be dealt with promptly
- 6 Describe how to make and record appointments
- 7 State the potential consequences of failing to record appointments or messages accurately
- 8 State the importance of passing on messages and appointments details to the appropriate colleagues
- 9 Outline the legislation designed to protect the privacy of clients' details
- 10 State the possible consequences of a breach of confidentiality
- 11 State how to process different methods of payment
- 12 Describe how to deal with problems that may occur with payments
- 13 Explain how to keep payments safe and secure

#### Revision tip

When taking payment by cheque, you need to check the date is correct, it has been made out to the salon's business name, the amount payable in words matches the amount in figures and the client has signed the cheque in front of you. You may also need to add the card details on the back of the cheque.







# 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; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

- 1 Deal with a variety of enquiries
- 2 Identify the nature of the enquiry \*
- 3 Handle requests for services in a prompt and polite manner \*
- 4 Provide information about services and/or products that is clear and accurate \*
- 5 Schedule appointments to meet with salon policy and client requirements
- 6 Confirm and record client appointment details
- 7 Deal with confidential information to meet with salon and legal requirements
- 8 Maintain appropriate levels of reception stationery
- 9 Maintain a hygienic and tidy reception area
- 10 Calculate service costs accurately
- 11 Deal with payments for services and/or products to meet with salon policy
- 12 Follow security procedures when handling payments
- 13 Communicate and behave in a professional manner \*

Totals

Grade

Candidate signature  
and date

Assessor signature  
and date

### Conversion chart

Grade	Marks
Pass	13–14
Merit	15–18
Distinction	19–21

Salon reception service					
1 First observation			2 Second observation		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1	2	3	1	2	3
Totals					
Grade					
Candidate signature and date					
Assessor signature and date					

# What you must do

## Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 points for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Identify the nature of the enquiry</b>	Basic facts about enquiry established through questioning	Good use of open questions to establish client enquiry Examples: uses non-technical language, maintains good level of eye contact	Uses open and closed questions to accurately establish the client's enquiry Examples: uses technical and non-technical language appropriately, displays good listening skills (for example, mirroring and good level of eye contact) to confirm requirement
<b>3</b> <b>Handle requests for services in a prompt and polite manner</b>	Shows open body language and welcoming facial expressions. Acknowledges initial request promptly	Shows open body language, welcoming facial expressions and keeps good eye contact throughout. Handles request promptly	Shows open body language, welcoming facial expressions and keeps good eye contact throughout. Good use of gesturing and nodding to confirm listening skills. Handles request promptly while balancing the needs of others

*Continues on next page*



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## What you must do

### Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on page 6.

	1 mark	2 marks	3 marks
<b>4</b> Provide information about services and or products that is clear and accurate	Gives basic information about services	Information about services is clear and accurate and supported by materials, for example, leaflets	Information about services is clear, accurate, and supported by materials, for example, leaflets. Prompts and responds to client questions, making suitable suggestions
<b>13</b> Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner



Image courtesy of iStockphoto.com/lissart



# Comment form

## Unit 216 Salon reception duties

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

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