



G4 *salon* *reception*

The reception is one of the most important areas of the salon and the receptionist has one of the most important roles. A good receptionist will help the salon to run smoothly and efficiently, making the most of their time in order to maximise the profits of the salon. This unit covers the important skills of welcoming clients and visitors,

dealing with enquiries, making customers' appointments and handling payments. Over the course of this unit, your communication skills will develop so that you can deal with different people, including those who appear to be angry, confused and those who are making a complaint.



Unit G4 (City & Guilds Unit 019)

Fulfil salon reception duties

Optional

This unit has four outcomes.

Outcome 1

Maintain the reception area

Outcome 2

Attend to clients and enquiries

Outcome 3

Make appointments for salon services

Outcome 4

Handle payments from clients



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The receptionist is usually the first member of staff that a client sees as they enter the salon and the last as they leave, so they have a vital role in making clients feel good about their visit to the salon.

Maurice Lister

”

Evidence requirements

You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe you on at least **three** occasions, covering all four main outcomes of this unit. You must do correctly all the things listed under ‘What you must do’ on the sign-off sheets that follow.

Evidence from simulated activities may be used to produce performance evidence, but only when naturally occurring performance evidence cannot be obtained for the following methods of payment – cash equivalents, cheque and payment cards – and for all the types of payment discrepancy. This is because you may not come across all the different methods of payment or all the different discrepancies and you may need to show in some other way that you would know what to do if these situations did occur. Your assessor will advise you on how to collect your evidence through simulated activities, if you need to do this. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Handled two of the following types of enquiries:

in person

by telephone

electronically

Handled all the methods of payment:

cash

cash equivalents

cheque

payment cards

Handled three of the following types of people:

those who have different needs and expectations

those who appear angry

those who may be confused

those who have a complaint

Handled both types of appointments:

in person

by telephone

Obtained all the following appointment details:

client's name

client's contact details

service required

estimated price

date

time

member(s) of staff booked for service

Dealt with all the following types of discrepancies:

invalid currency

invalid card

incorrect completion of cheque

suspected fraudulent use of payment card

payment disputes

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

Communication

Salon services, products and pricing

Calculating and taking payments

Making appointments

This will be completed through written and oral questioning by your assessor, or by an online GOLA test. For details of what you must know, see pages 154–156.



Salon reception

Useful words

Some terms that you will come across in this unit are explained below.

Fraudulent card A card that has been stolen or is a fake.

Hospitality This covers welcoming the client, offering refreshments and magazines, and making sure the client is comfortable.

Invalid card A card that has expired or has been refused due to lack of funds in the client's bank account or because the client has exceeded their credit limit.

Payment discrepancies When there is a problem with a payment. Reasons for this may be an invalid credit/debit card or if you suspect that the card is fraudulent.

Payment dispute When the client disagrees with what they are being asked to pay.

Hints and tips

Avoid asking, 'Have you got an appointment?', as this can sound blunt and cold. Instead, for a new client say, 'Welcome to the salon, how may I help you?', or for an existing client say, 'Hello Mrs X, it's lovely to see you again'.



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times).

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain the reception area

- a Ensure the reception area is clean and tidy at all times
- b Maintain the agreed levels of reception stationery
- c Ensure that product displays have the right levels of stock at all times
- d Offer clients hospitality to meet your salon's client care policies

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

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“

Customer care begins the moment a client enters the salon. Each salon visit begins at the reception.

Ruth Langley

”

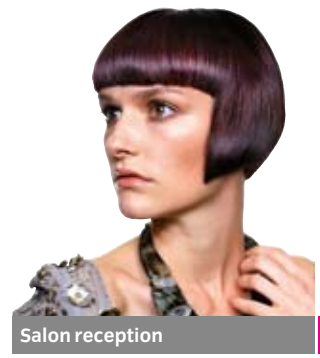


Each telephone call is an opportunity to build your salon's business.

Outcome 2

Attend to clients and enquiries

- a Attend to **people** promptly and in a polite manner
- b Correctly identify the purpose of **enquiries**
- c Confirm appointments and promptly inform the relevant person
- d Promptly refer **enquiries** which cannot be dealt with to the relevant person at the right time *
- e Record messages correctly and pass them to the relevant person at the right time
- f Give accurate information clearly
- g Give confidential information only to authorised people **
- h Balance the need to give attention to individuals whilst ensuring others are not left without attention



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

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“
*Smile as you dial!
 Your voice is the
 only tool you have
 when on the phone.*
 Ruth Langley
 ”



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must do (continued)

Hints and tips

Only try to deal with enquiries that need technical knowledge if you have enough experience in that technical process.

Outcome 3

Make appointments for salon services

- a Deal with all requests for **appointments** politely and promptly
- b Accurately identify client requirements for the service requested
- c Schedule appointments in a way that satisfies the client and the stylist, and ensures the most productive use of salon time
- d Confirm that the **appointment details** are acceptable to the client
- e Record **appointment details** accurately, clearly and to meet your salon's requirements

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

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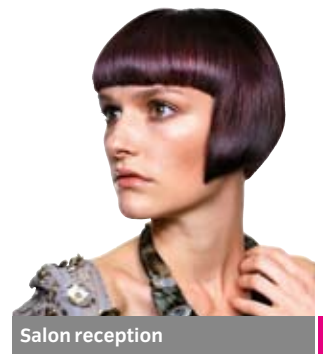
staff holidays should be entered in the appointment book as soon as they're confirmed.

Outcome 4

Handle payments from clients

- a Accurately total charges to the client
- b Inform clients of charges clearly and in a courteous manner
- c Visually inspect purchases for condition and quality as they are processed for payment *
- d Establish the client's **method of payment** and acknowledge receipt of payments
- e Ensure accepted payments are correct
- f Record information about the sale accurately, clearly and to meet your salon's requirements
- g Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept **
- h Tactfully inform clients when authorisation cannot be obtained for non-cash payment ***
- i Identify and resolve, where possible, any **discrepancies** in payments within the limits of your own authority ****
- j Promptly refer payment **discrepancies** which you cannot resolve to the relevant person for action *****

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Hints and tips

The telephone is the pulse of the business. Reception duties are the heart of the business. Both coordinate the entire salon and are essential for its smooth running.



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must do (continued)

- k Give the correct change and issue receipts when required by clients
- l Follow cash point security procedures at all times
- m Identify and report low levels of change in time to avoid shortages

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

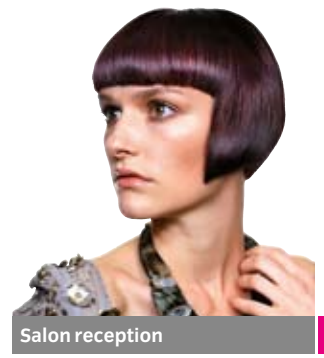
- * Covered by observation Date
- Covered by oral questioning Date
- ** Covered by observation Date
- Covered by oral questioning Date

- *** Covered by observation Date
- Covered by oral questioning Date
- **** Covered by observation Date
- Covered by oral questioning Date
- ***** Covered by observation Date
- Covered by oral questioning Date

Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must cover



Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

People

Tick the types of clients that you have dealt with during your observations.

Three of the four types of people must be dealt with, and you must prove to your assessor that you know how you would deal with the fourth.

	1	2	3		
People who have different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who appear angry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who may be confused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enquiries

Tick the types of enquiries that you have dealt with during your observations. **Two** of the three types of enquiries must be dealt with, and you must prove to your assessor that you know how you would deal with the third.

	1	2	3		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointments

Tick the types of appointments that you have handled during your observations. **Both** types of appointments must be handled.

	1	2	3		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must cover (continued)

Appointment details

Tick the appointment details that you have obtained during your observations. **All** appointment details must be obtained.

	1	2	3		
Client's name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client's contact details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimated price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member(s) of staff booked for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Methods of payment

Tick the methods of payment that you have handled during your observations. **All** methods of payment must be handled. Simulated activities are allowed.

	1	2	3		
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cash equivalents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cheque	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Discrepancies

Tick the types of discrepancies that you have dealt with during your observations. **All** types of discrepancies must be dealt with. Simulated activities are allowed.

	1	2	3		
Invalid currency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invalid card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incorrect completion of cheque	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspected fraudulent use of payment card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment disputes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Comment form

Unit G4



Salon reception

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

3



“
First impressions count and will always count.
Ruth Langley
”



Knowledge sign-off sheet

Unit G4 Fulfil salon reception duties

What you must know

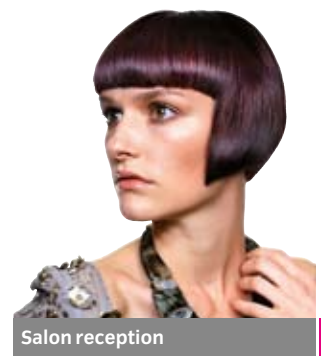
You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online GOLA test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
Salon and legal requirements		
1	your salon's procedures for: <ul style="list-style-type: none"> – maintaining confidentiality – taking messages – making and recording appointments – dealing with suspected fraud – authorising non-cash payments when these are 'over limit' – client care at reception – personal safety 	E3
2	the limits of your authority when: <ul style="list-style-type: none"> – maintaining the reception area – attending to people and enquiries – making appointments – dealing with payments and discrepancies 	E3
3	the consequences of breaking confidentiality	E3
4	who to refer to with different types of enquiries	E3
5	the person in your salon to whom you should refer reception problems	E3
6	relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act	E3
Communication		
7	the importance of taking messages and passing them on to the right person at the right time	E3
8	the importance of effective communication to the salon's business	E3
9	how and when to ask questions	E3

Continues on next page

You need to understand:	Evidence type
10 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	E3
11 how to say things that suit the purpose of your discussion	E3
12 how to speak clearly in a way that suits the situation	E3
13 how to show you are listening closely to what people are saying to you	E3
14 how to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)	E3
Salon services, products and pricing	
15 the services available, their duration and cost	E3
16 the products available for sale and their cost	E3
17 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)	E3
18 how to identify any current discounts and special offers (eg 2-for-1 offers, coupons, etc)	E3
19 what and how much stationery should be kept at your reception area	E3



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“
*As a hairdresser, you are
 always ‘on stage’.*
 Ruth Langley
 ”



Knowledge sign-off sheet

Unit G4 Fulfil salon reception duties

What you must know (continued)

You need to understand:	Evidence type
Calculating and taking payments	
20 common methods of calculating payments including point of sale technology and physical calculations	E3
21 how to keep cash and other payments safe and secure	E3
22 the types of payment that you are authorised to accept	E3
23 how to gain electronic authorisation for payment cards	E3
24 how to identify suspected counterfeit payments	E3
25 how to identify suspected stolen cheques, credit cards and payment cards	E3
26 how to deal with customers offering suspect tender or suspect non-cash payments	E3
27 consequences of failure to handle payments correctly	E3
Making appointments	
28 the importance of making appointments correctly	E3
29 the common systems available for making appointments within the hairdressing industry (eg manual and electronic)	E3
Tick if E3 was a GOLA test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date



