



Image courtesy of Walsall College

216

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, as well as 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 achieve 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	
Or tick if covered by a GOLLA online test	

What you must do	Grade	Points
Task 2a: first observation		
Task 2b: second observation		

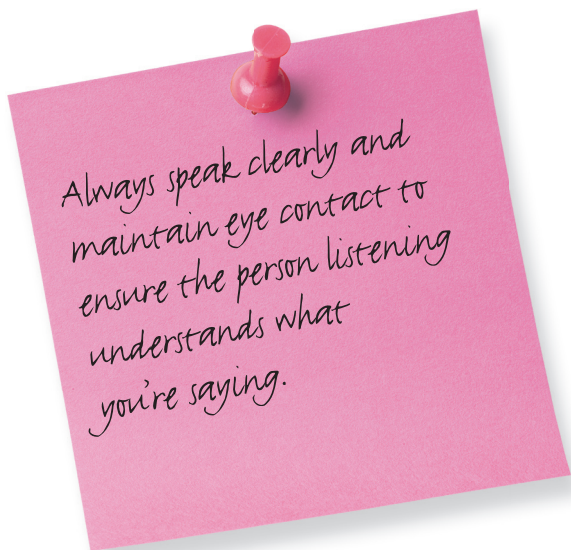
Conversion chart

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

Total points for graded tasks
 Divided by
 =

÷ 2

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



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' rights 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

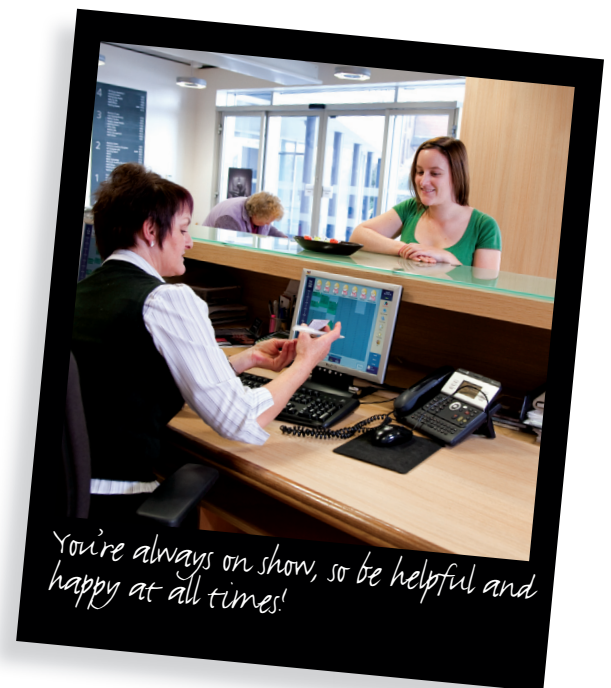
Currency from another country, or old versions of coins and notes, that cannot be used.

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 happy at all times!

Revision tip

When processing a credit card payment, the client will be asked to enter their PIN number. It is a good idea to look away at this point, to give the client some privacy.



Follow in the footsteps of... *Georgina McKinney* “

Georgina's mother was in the beauty therapy industry and often worked from home. Georgina loved watching her carry out the various treatments and began to ask lots of questions. When she went to Bournemouth and Poole College she started her Level 1 VRQ in Beauty Therapy and loved it! She progressed to level 2 and particularly enjoyed facials. Georgina has been offered a job at the Marriot Highcliffe Hotel in Bournemouth. After gaining a few years' experience she would love to travel the world finding out about different treatments and products. **Look for the pink quote marks to see what she has to say to you!**

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 appointment 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



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 duties

a First observation						b Second observation					
1						1					
1	2	3	1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	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	1	2	3	1	2	3

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
2 Identify the nature of the enquiry	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
3 Handle requests for services in a prompt and polite manner	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

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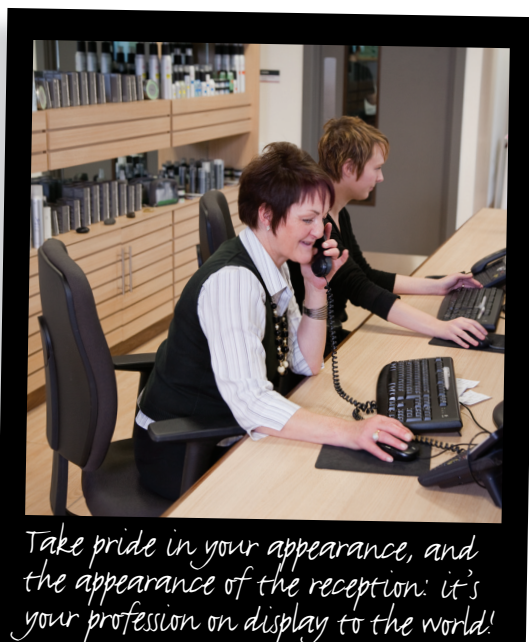


Image courtesy of Walsall College

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The first time working on the reception is nerve-racking as everything seems to happen at once. Take a deep breath to keep yourself calm.

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 the previous page.

	1 mark	2 marks	3 marks
4 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
13 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Example: 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

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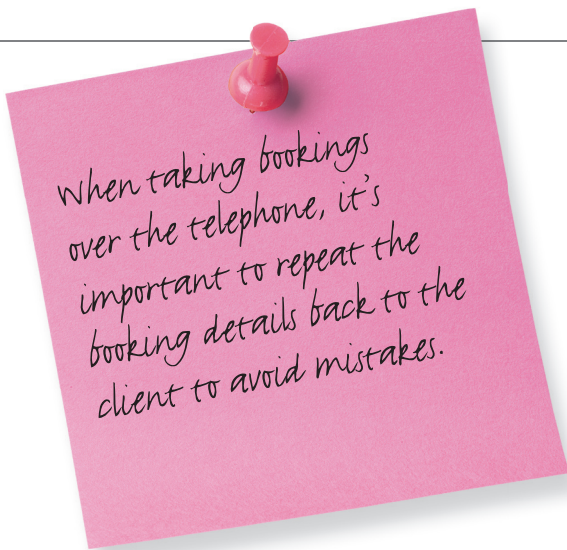
When booking an appointment that may be a little out of the ordinary, always go and ask either the Senior Receptionist or Therapist before confirming with the client.



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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Don't be afraid to ask a client at the reception to wait for a moment whilst you answer the phone. Then explain to the person on the phone that you will be with them as soon as possible, once you've dealt with the person at reception.





