|  |  |  |  |
| --- | --- | --- | --- |
| Title | **Manage the Salon** | | |
| Level | **3** | **Credits** | **5** |

|  |  |
| --- | --- |
| Purpose | Able to manage Salon well lit, ventilated, infection free, hygienic, timely operational, clean and skill fully. |

|  |  |
| --- | --- |
| Classification ISCED | 1012 Hair and beauty services |

|  |  |
| --- | --- |
| Available grade | Competent / Not yet competent |

|  |  |
| --- | --- |
| Modification history | N/A |

| **CompetencyUnit** | **PerformanceCriteria** | **Knowledge andUnderstanding** |
| --- | --- | --- |
| **A-1: Managetime effectively**  This unit covers theskills and knowledgerequired for the individual inthe beauty & personalcare industry to usetime effectively andefficiently and be able to setthe right priorities asper nature ofwork. | * 1. Perform a given task on time according tothe defined methodology/salon standards and quality planof the salon and standard time for eachservice   2. Set work priorities according to salonrequirements and workflow   3. Formulate time schedule with duration requiredfor each service to be rendered like facial,waxing, bleachingetc | * 1. Importance of punctuality in theworkplace   2. Describe standard service times accordingto industrystandards   3. Describe time management plans accordingto salon requirements andworkflow   4. Explain time schedule, describing durationfor eachservice |
| **A-2:Communicate effectively ina workplace.**  This unit covers theskills and knowledgerequired foreffective communication withthe colleagues andcustomers in a professionalmanner. | * 1. Communicate effectively within the rules ofthe workplace/salon while interacting with teammembers, management.   2. Apply verbal and non-verbal communicationskills effectively to convey messages clearly and respondto guests/customers and team members’queries.   3. Listen/receive and interpret information from clients/ colleagues / management correctly for reportingin   written or oralform.   * 1. Communicate with problematicguests/customers calmly andprofessionally.   2. Use appropriate workplace language andrelated technicalvocabulary.   3. Communicate information regarding thesalon services | * 1. Describe salon’s rulesregarding communication.   2. Importance of effective communicationskills including listeningskills.   3. Describe work place and profession(Beauty therapy) relatedvocabulary. |
| **A-3: Work in ateam.**  This unit covers theskills and knowledgerequired in buildingand maintaining teamworkfor an effectiverelationship with colleagues andsalon staff. Strong team workis akeytobusinessdevelopment anda positive attitude iscrucial for smoothoperation. | * 1. Support and promote team spirit andmotivation.   2. Perform work according to assigned rolesand responsibilities.   3. Work within a team hierarchy according totask delegation.   4. Handle contingencies with the teammembers.   5. Support team disciplineprocedures. | * 1. Importance of teamwork.   2. Explain the advantages of teamworkto achieve organizationgoals. |
| **A-4: Procuresalon furniture,tools, equipmentand products.**  This unit describesthe skills andknowledge required to selectsuitable furniture, tools,equipment and beauty productsafter market researchwith respect to qualityand prices. | * 1. Prepare a list of items required for the salon suchas furniture, tools, equipment and beautyproduct.   2. Prepare a time line for buying each item(short, middle and long term planning) with respect toits demand andneed.   3. Ensure by matching with interior design ofsalon.   4. Conduct market research with respect to qualityand price peritem.   5. Decide best and price worth productwithout   compromisingquality.   * 1. Procure listeditems.   2. Manage daily, weekly and monthly maintenanceof equipment and tools (especially of allelectrical equipment).   3. Manage required repair to avoidinconvenience duringtreatments.   4. Maintain UPS/ and or generators for constant flowof electricity. | * 1. Describe different tools andequipment required for beautytherapy.   2. Importance of time line plan accordingto demand and need ofitems.   3. Importance of Interior design and colorpallet for procurement of salon furniture, toolsand equipment.   4. Importance of operational manualsof machines like Facial machine, Foot spa,Facial steamer and waxing heaters.   5. Describe safety measures and taking outwires from electric sockets to avoid accidents likefire.   6. Explain the procedure of storing machineryto reuse after properlycleaning.   7. Importance of customer needs andcomfort. |
| **A-5: Makeappointments and promoteproducts andservices.**  This unit describesthe skills andknowledge required fortaking appointments bythe receptionist. This unitalso involves knowledgeand skills to promoteservices, products and deals toclients. | * 1. Listen to the service requirement of the clientwith attention and the preferred appointment date &time.   2. Check the availability of services in terms ofdate andtime.   3. Inform the client about availability of date & time& fill in the appointment diaryaccordingly.   4. Inform clients of any change in the appointment,with reasons, and adjust appointment asnecessary.   5. Display promotional material about the productsand services at the reception area forcustomers.   6. Communicate the price orservice/product information to the client in a convincing mannerfor getting new clients and retaining the existingclients.   7. Record/ register customers’comments.   8. Make appointments of Client keeping inview availability of time on specific days and dates,especially   on the occasions of Eid or busy week ends inwedding seasons.  **P-9** Maintain diary for appointments ofClients. | * 1. Importance of regional languagesto communicate easily withclients.   2. Describe standard times for differentservices according to industrystandards.   3. Importance of updating of appointmentdiary.   4. Importance of promotional material anddeals.   5. Explain Prices of different beautytherapy services and products according toindustry standards. |
| **A-6: Maintainclient’s record.**  This unit describesthe skills andknowledge required intaking, keeping andmaintaining client records withrespect to previousbeauty-care services taken and alsoa brief personalmedical history such asallergies, heart problemsand asthma etc. Clientrecord information helpsin planning anddesigning suitabletreatment procedures for theclient. | * 1. Obtain and record the requiredinformation froma new client on client record card by askingquestions about their medical history and beauty and personalcare services previouslyavailed.   2. Update the client record card of anexisting customer.   3. Analyze the information obtained from the clientand suggest suitable treatment procedures andservices.   4. Record the results of procedures applied tothe client, the responses and reactions for analysis andplan future treatment course for theclient. | * 1. Explain common health ailments andtheir impact on any beauty treatmentprocedures.   2. Explain contra-indications to variousbeauty clinic treatments.   3. Describe basic remedies to safeguardthe client from adverse effects of atreatment.   4. Explain the system of recordkeeping.   5. Importance of consultationform. |
| **A-7: Maintainworkplace security.**  This unit describesthe skills and knowledgefor dealing withmaintaining security of theworkplace including staff,workplace equipment andvisiting clients. | * 1. Conduct a security evaluation of thepremises.   2. Develop an emergency plan andprotocols (evacuation, calling emergency services, theftetc)   3. Hire security services including securitypersonnel with related equipment (security cameras,monitoring equipment, sensors and weaponsetc.)   4. Identify and Follow fire and evacuationprocedures in simulatedconditions.   5. Deal with hazards within own area ofresponsibility following salonpolicy   6. Follow salon policy forsecurity | * 1. Explain hiring procedures for securityservices for theworkplace.   2. Explain fire and evacuationprocedures: raising alarm, alarm types, staffresponsibilities, alarms, fire doors, firefighting equipment, firstaid points, fire exits, evacuationprocedures.   3. Explain hazards and risks: Trailing wires,faulty electrical equipment, slipperysurfaces, obstructions to access andegress.   **K-4** Importance of maintaining the securityof belongings/ importance and need of securityguard etc. |
| **A-8: Maintainrevenue and expenses ofsalon**.  This unit describesthe skills andknowledge required torecord transactions withclients, issue expensevouchers and handle of cashor equivalents. | * 1. Record transactions with clients by issuing billof services.   2. Receive cash from clients for the services availedat the salon as per price list / discountsoffered.   3. Record the name of the salon staff who dealtwith theclient.   4. Issue expense vouchers for daily purchasesof salon supplies / othermaterial   5. Receive payment through cheques and forwardto theaccountant.   6. Make purchase from local market onemergency basis in case any material or product is exhaustedto give uninterrupted services toClient.   7. Take voucher of expenses incurred and placingin proper file subsequently handing over tomanagement. | * 1. Importance of management policyregarding billing to customers & dailyexpenses.   2. Importance of basic mathematicsfor generating invoice for the services as per pricelist   3. Explain the importance of discountpackages.   4. Describe stock details of productsand knowhow of ordering short items found instock.   5. Explain the basics of cashhandling. |
| **A-9: Prepare workstation.**  This unit describesthe skills and knowledgeto prepare workstationfor any kind ofsalon treatment. This unitdoes not deal withproviding treatment. | * 1. Prepare the receptionarea.   2. Receive client record from the receptionistand select the place and product for treatmentaccordingly.   3. Inform the supervisor/ expert about thelast treatment/ history of client and precautions orcontra- indications, ifany.   4. Make available fresh linens, gown,head-band, equipment andtools.   5. Select correct product as per requiredtreatment   6. Handle client’smood.   7. Prepare client for thetreatment. | * 1. Importance of preparing the receptionarea.   2. Procedures of workstationpreparations.   3. Describe the importance of productselectionand appropriateness for the requiredtreatment.   4. Describe the procedures of preparing theclient for differentservices. |
| **A-10:Reorganize workstation.**  This unit describesthe skills and knowledgefor reorganizingthe workstation afterthe completion ofprevious treatment andpreparing for nextclient. | * 1. Escort client to the receptionarea.   2. Hand over client’s record toreceptionist.   3. Dispose off waste in appropriatemanner.   4. Remove used linens, gowns and head-bands.   5. Sterilization and sanitization of usedtools/ equipment.   6. Clear and reorganize the workstation for thenext client. | * 1. Describe waste disposalmethods.   2. Importance of inventory and recordkeeping.   3. Explain the procedure of sterilizationand sanitization of used tools/equipment.   4. Importance of reorganize the workstationfor the nextclient. |