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| Title | **Greet and deal clients with good communication skills** | | |
| Level | **2** | **Credits** | **5** |

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| Purpose | These competency-standards ensure that the trainee will be competent in communication skills, customer services, team work and best suitable services to the client. |

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| Classification ISCED | 1012 Hair and beauty services |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **H-1: Communicate with Client to know their need.**  This unit specifies the communication with client according to their need. | P1-Identify the service required by client to make appointment according to the clients requirements.  P2-Communicate the price, services and the products that will be used to the clients.  P3-Operate the computer to E-mail the client.  P4-Demonstrate the use of the telephone for making appointments.  P5-Update the diary using salon standard procedures.  P6-Communicate fluently in Urdu or local language to clients to the clients’ satisfaction.  P7-Design promotional material and packages of different services and products provided by the salon with price. | K1-Explain and write the list of services with price.  K2-Explain the Importance of effective communication. K3-Describe the Procedure of computer and telephone.  K4-State the importance of knowledge of different languages (Urdu, English and local) for running the salon.  K5-Explain the importance of Maintenance of diary mentioning phone number and the e-mail address of clients etc.  K6-Explain the importance of promotional material for salon  K7-Identify the importance of promotional material and packages of different services .products with price |

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| **H-2:Assess actual requirement of Client**  This unit specifies the assessment of actual requirement of client. | P1-Assess the specific needs of the client including any disability or old age.  P2-Identify the client’s skin problem of the client. P3-Explain necessary safety procedures of salon  P4-Motivate and convince the clients for treatment of skin problems. Assist the client to select the appropriate range of services and treatments to meet their needs and requests.  P5 Recognize the first aid procedures to deal with - adverse effects. | K1-Explain the basic guidelines to give treatment to disabled and old age clients as per their requirements.  K2-Describe the factors for evaluating problems of clients.  K3-Identify the Safety procedures used in salon.  K4-Explain the importance of Professional attitude to convince clients for treatment.  K5-Describe the first aid procedures to deal with adverse reactions and contraindications. |
| **H-3: Explain the services offered in Salon.**  This unit specifies the services offered in saloon. | P1-Clarify  the requirements of the client  P2-illustrate to the client complete range of services available in the salon | K1-Explain the Services offered in salon  K2-Identify the Suitable products for different kinds of skin |
| **H-4: Suggest best suitable treatment as per Client’s need.**  This unit specifies the best suitable treatment of client according to their need. | P1-Identify the client’s skin condition according to industry standard classifications whether oily, dry, combination, wrinkled and sensitive.  P2-Select suitable product and procedure required for relevant skin treatment according to industry standard procedures and manufacturers specifications.  P3-Suggest suitable treatment to the client. | K1-Explain different types of skin whether oily, dry, combination, wrinkled and sensitive.  K2-Describe appropriate procedure and techniques as per client’s needs  K3-Explain the products suitable for different kinds of skin.  K4-Explain the suitable skin treatments to clients. |

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| **H-5: Sell your services and products.**  This unit specifies the services and products offered in salon | P1-Describe the complete range of products and services with price list.  P2-Develop and design promotional material promoting the salon products and services (banners, posters flyers, leaflets, brochures).  P3-Prepare advertisement for electronic, print and social media, photo albums, skin care, magazines and booklets.  P4-Share and discuss promotional material and package with the customers.  P5-Communicate the price of services and products to client in a convincing manner for getting new clients and maintaining the existing. | K1-Explain the Complete range of products and services available in market with prices.  K2-Describe the detail of the salon promotional packages.  K3-Explain and develop promotional material for salon.  K4-Explain the importance of preparing effective advertisement for electronic and social media for salon.  K5-Identify the detail of promotional packages with prices. |
| **H-6: Offer customers additional services.**  This unit specifies the additional services offered in salon. | P1-Describe the details of additional salon services suitable for the client.  P2-Demonstrate and Convince the clients for essential additional services.  P3- Satisfy the clients to whom the services are rendered. | K1-Identify the details of additional services offered to clients.  K2-Describe the techniques to handle the client professionally and convincing for additional services.  K3-Explain the importance of professional and friendly behavior. |

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| **H-7: Delight the Customer for long term relation.**  This unit specifies the satisfaction of the customer for long time relation. | P1-Receive the customer with smile and lead to the work station pleasantly.  P2- Demonstrate ways to maintain the interest of client while waiting when all work stations are busy.  P3-Makecustomers appointments carefully in accordance with service requirements, time flow and salon capacity.  P4-Interact with customer using appropriate words according to age group and the status of customer.  P5-Maintain relationship by sending Eid cards, new year cards to regular clients. | K1-Describe the importance of pleasant conversation with the clients.  K2- Describe methods for making client comfortable in waiting when all work stations are busy.  K2-Explain the importance of maintaining diary.  K3-Define the role of Professional behavior towards the client.  K4-Recognize the importance of Maintenance of list of addresses of regular clients. |
| **H-8: Work as Team**  This unit specifies the importance of working in a team. | P1-Explian role of supporting and coordinating with team members.  P2-Describe a team hierarchy of salon according to the task delegation.  P5-Perform work according to the assigned roles and responsibilities.  P4- Develop a plan for division of work load among team.  P3- Prepare target plan to achieve goal by team work. | K1-Describes the roles of friendly Team work.  K2-Explain the importance of Positive behavior in salon.  K3-List and explain administrative chart and knowledge of duties category wise.  K4-Explain the importance of division of workload.  K5-Explain the advantages of team work to achieve organizational goals. |