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| Title | **Receive the client** | | |
| Level | **2** | **Credits** | **2** |

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| Purpose | These competency-standards will ensure that the trainee is competent in using the skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client and generally communicating with them whilst questioning them to find out what they require. |

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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** | **Tools and Equipment** |
| **B1: Greet the client** | **P1.** Greet your client respectfully and in a friendly manner  **P2.** Accurately identify client requirements for the service requested  **P3.** Allow the client sufficient time to explain their requirements  **P4.** Use appropriate body language while dealing with client  **P5.** Ask relevant questions in a way your client will understand  **P6.** Use visual aids to present clients with suitable alternative ideas to help them reach a decision  **P7.** Clarify your understanding of client’s requirements  **P8.** Encourage your client to ask questions regarding the treatment they need and areas of which they are unsure  **P9.** Accurately identify and clearly confirm your client’s wishes for services and products. | **K1.** Explain the importance of welcoming the client  **K2.** Explain the methods of greeting the client  **K3.** Describe your salon’s standards for appearance and behavior  **K4.** Highlight the important features and benefits of products and services to the client  **K5.** Define why appropriate body language is important while dealing with client  **K6.** Explain how to give the appropriate information of salon services to make the client prepare for the service | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |
| **B2: Communicate with client:** | **P1.** Make recommendations that are suitable for your client  **P2.** Communicate with your client in a way that makes them feel valued and respected | **K1.** Discuss Your salon’s rules and procedures regarding the methods of communication you use | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:** |

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|  | **P3.** Select the most appropriate way of communicating | **K2.** Explain the importance of taking and recording | * Paper |
| with your client | messages and passing them on to the right person | * Pencil |
|  | at the right time | * Eraser |
| **P4.** Recognize information that your client might find |  | * Sharpener |
| complicated and make sure the client fully understands | **K3.** Tell the importance of effective communication | * Pen |
| the information | to the salon’s business | * Notebook |
| **P5.** Conduct all communications with your client in a | **K4.** Describe how can you Keep your client |  |
| manner that maintains goodwill, trust and confidentiality | informed and reassured |  |
| **P6.** Clearly state the likely cost and duration of the | **K5.** Recognize when a client is angry or confused |  |
| agreed services to your client |  |  |
|  | K6. Explain why effective communication is |  |
| **P7.** Collect the data of client and offer them discount | important for your salon's business |  |
| deals |  |  |
|  | **K7.** Explain how to adopt suitable action according |  |
|  | to different situations (e.g. your manner and tone of |  |
|  | voice, dealing with those with sight or hearing |  |
|  | difficulties) |  |
|  | **K8.** How to show you are listening closely (e.g. by |  |
|  | body language) and responding appropriately (ask |  |
|  | questions to show interest) |  |
| **B3: Behave in a professional manner with the** | **P1.** Explain clearly to your client the reasons why their needs or expectations cannot be met  **P2.** Treat your client courteously and helpfully at all | **K1.** Explain the effects of positive and negative behavior  **K2.** Describe the various types of professional | **Non Consumables:**   * Computer * Printer * Internet |
| **client:** | times  **P3.** Adapt your behavior to respond effectively to different client behavior  **P4.** Respond promptly to a client seeking assistance  **P5.** Maintain standards of decorum, good manners and | behaviors that could be used in common situations. in professionalism  **K3.** Explain how to create balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods | **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |
|  | social behavior and maintain a competent professional | **K4.** Summarize how positive behavior is the good |  |
|  | manner | tool of marketing |  |

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| **B4: Respond to the client’s needs:** | **P1.** Give your client the information they need about the services or products offered by saloon  **P2.** Identify and confirm your client’s expectations  **P3.** Respond promptly and positively to your clients’ questions and comments  **P4.** Allow the client sufficient time to explain their requirements  **P5.** Ask relevant questions in a way your client will understand  **P6.** Accurately identify and clearly confirm your client’s wishes for services and products  **P7.** Agree services, products and outcomes that are acceptable to your client to meet their needs | **K1.** Explain the impact of giving prompt response to client’s needs  **K2.** Your salon’s guidelines for how to recognize what your client wants and respond appropriately  **K3.** Explain how and when to ask questions  **K4.** Your salon’s standards for timeliness in responding to client questions and requests for information  **K5.** Explain how the information regarding services should be given according to salon procedures and client’s demand | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |
| **B5: Set the appointments** | **P1.** Schedule appointments in a way that satisfy the client, the stylist and ensure the most productive use of salon time  **P2.** Deal with all requests for appointments politely and promptly  **P3.** Identify client requirement for the service requested  **P4.** Confirm that the appointment details are acceptable to the client  **P5.** Record appointment details accurately, clearly and to meet salon’s requirements | **K1.** Describe the appointment booking system  **K2.** Explain why it is important to make appointments accurately  **K3.** Identify the common systems available for making appointments within Hair industry ( e.g. Manual or electronic)  **K4.** Describe the interpersonal skills to make appointments  **K5.** Explain How appointments are made in person  /on telephone | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |