

UCO29X

Salon reception duties

Unit reference number: D/507/5629

Level: 3

Guided Learning (GL) hours: 25

Overview

This unit is about carrying out salon reception duties. Learners will understand the key principles and salon requirements when carrying out reception duties.

Learners will develop the knowledge, understanding and skills to carry out reception duties, the safe handling of money including different payment types. Learners will also develop an understanding of the importance of effective communication. Learners will understand the services offered in the salon, products used and the responsibilities attached to resale. Learners will need to maintain a high level of health, safety and hygiene awareness and maintain a professional personal appearance throughout their salon reception duty.

Learning outcomes

On completion of this unit, learners will:

- LO1 Know the salon procedures for carrying out salon reception duties
- LO2 Know how to maintain the salon reception area when carrying out salon reception duties
- LO3 Understand the importance of effective communication when carrying out salon reception duties
- LO4 Be able to carry out salon reception duties

Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Portfolio
2. Summative practical assessment

1. Portfolio

Learners must produce a portfolio which contains assessed evidence covering all the theory assessment criteria in the unit. The portfolio must also contain evidence relating to the practical assessment criteria.

At a minimum the practical evidence contained in the portfolio for this unit must include:

- Three practical reception assessments carried out on three different days:
- Take three different payment types
 - Cash
 - Debit card
 - Credit card
 - Gift voucher
 - Loyalty card
- Make appointments
 - In person
 - Telephone
 - Electronically
- Deal with enquiries
 - In person
 - By telephone
 - Electronically
- Deal with clients who
 - Have different needs and expectations
 - Have a complaint

Evidence from the summative practical assessment should also be presented in the portfolio.

The portfolio is a requirement which must be completed prior to learners undertaking the summative practical assessment.

2. Summative practical assessment

Learners must carry out reception duties which will be observed and marked by centre assessors. Learners must achieve all assessment criteria in order to pass and achieve the unit.

The practical assessment must take place in a real or realistic working environment with real clients. At a minimum the practical assessment for this unit must cover:

- Dealing with a variety of salon reception enquiries. These may include
 - Opening hours of the salon
 - Student discount days
 - Discounted days for older clients
 - What product range is used in the salon

- Pricing enquiries
- Representatives from manufacturers/wholesalers wanting to make an appointment with the salon manager to supply products and services to the salon
- Potential staff asking if there are vacancies for employment
- Appointment bookings
- Amending an appointment
- Cancelling an appointment
- Deliveries of goods
- Payment types
 - Cash
 - Debit cards
 - Credit cards
 - Part cash/part debit card
 - Loyalty cards
 - Gift vouchers

Recorded professional discussion can also be used as an assessment method attached to the practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

Unit content

LO1 Know the salon procedures for carrying out salon reception duties

State the importance of personal presentation when carrying out salon reception duties:

Personal presentation is important in creating an overall good impression and promotes client satisfaction, repeat/new business and reputation for the stylist/therapist and salon. Learners must

- Present a positive image and attitude
- Ensure salon uniform requirements are adhered to. Each salon will have different requirements and expect learners to dress appropriately. As a general rule closed-in low heeled shoes should be worn. Where tights/stocking/socks are worn, these must be clean and free from ladders or holes. Smart non restrictive clothes for ease of movement, with sleeves/jewellery that does not touch client whilst service/treatment is provided. Other examples may include a set uniform or tee shirt with or without salon logo
- Have presentable and good personal hygiene including clean clothes, clean teeth and fresh breath
- Ensure they avoid a strong smell of tobacco, heavy perfume or aftershave
- Ensure they present good posture throughout the service/treatment
 - Whilst standing – weight evenly balanced
 - Whilst sitting – weight evenly distributed with seat height adjusted or positioned accordingly

Explain the procedures for preparing for salon reception duties:

A clean and hygienic reception area will help create an overall good impression to clients and prevent cross-infection.

Learners must know

- Salon procedure in receiving clients or visitors
 - In person
 - By telephone
 - Other methods, if used, e.g. email, texting
- The type of information required to make an appointment
- The common systems available to make an appointment such as manual (appointment book) or electronic (computer)
- Start and finish times for duty
- How to deal with expected/unexpected deliveries of products
- How to take messages
- How and where to stock the reception area with appropriate levels of stationery, including price lists and loyalty cards where appropriate
- The procedure for ensuring there are up to date magazines and style books available for the client to read while waiting for the service/treatment

Explain the importance of recognising relevant hazards and risks when carrying out salon reception duties:

Within a salon, safety is of paramount importance and learners must know how to recognise potential harm or injury that may occur. Learners will have knowledge of health and safety.

- Hazards – anything that has the potential to cause harm, e.g. wet salon reception floor caused by wet umbrellas
- Risks – a chance, high or low, that harm caused by the hazard will occur, e.g. someone may slip over on the wet floor caused by the wet umbrella

- Learners must
 - Work safely throughout the salon reception duty ensuring maintenance of electrical equipment is monitored
 - Make visual checks on electrical items for safe use
 - Dispose of waste appropriately to minimise risk of cross-infection and ensure it does not pose a risk to the environment

Explain the importance of accurate record keeping when carrying out salon reception duties:

Learners must understand the importance of record keeping, ensuring future services/treatments can be tracked along with sales receipts. Learners must

- Ensure that the record cards/electronic files contain accurate information regarding the clients' personal details
- Ensure history of treatments/services, including any specific products used and testing are up to date
- Ensure maintenance of electrical equipment record cards/files will verify equipment is safe to use and have latest information regarding
 - Testing, faults and general repairs for specific items
- Ensure safe storage of all receipts for services/treatments and product payments are stored according to salon requirements
- Ensure end of duties/day till receipts are totalled and reconciled

Explain the different types of payment methods available when carrying out salon reception duties:

Learners must know the different types of payment types the salon will accept. These may include

- Cash
- Debit cards
- Credit cards
- Loyalty cards
- Gift vouchers
- Learners must know
 - Type of payments that are authorised to be accepted
 - How to gain electronic authorisation for payment cards
 - How to identify and deal with discrepancies
 - Counterfeit payments
 - Invalid currency
 - Suspected stolen cheques, credit cards and payment cards
 - Invalid credit cards and payment cards
 - Incorrect completion of cheques
 - Payment disputes
 - How to deal with customers offering suspect tender or suspect non cash payments such as vouchers
 - The consequence of failing to process payments correctly
- Payment type examples
 - Cash, full payment for the service and products being made in cash. The learner must ensure that correct and valid tender is paid and that appropriate change is given when required. An example would be a client presents £30.00 for a £26.00 service; the learner must check the notes are genuine and give £4.00 change

- Debit card full payment for the service and products being made using a debit card; learners must know how to check the card presented for validity of date and how to process using the electronic machine
- Credit card. Learners must know if it is salon policy to make a charge for using credit cards. Learners must check the card presented for payment is in date and valid and confirm with the client the amount be charged to the card
- Part cash part debit card. Some clients may ask to make a payment using more than one method of payment. When carrying out reception duties the learner must demonstrate knowledge of how to take part payments in cash and by debit card. The learners must confirm with the client the amount to be paid using the two methods of payment and give appropriate change on the cash element of the transaction when required
- Loyalty cards are an effective way of generating client loyalty. Points are awarded when products and services/treatments are bought by the client and can be redeemed against future products and services/treatments. Learners must know how to redeem the loyalty card against the products and services/treatment and where applicable be able to take the loyalty card points as part payment of product and services/treatment bought. Learners must check the validity of the loyalty card and ensure there are appropriate points accrued to cover the service or ensure the correct balance owing is paid with cash or debit/credit card. When taking cash for the balance of the payment learners must ensure the tender is valid and appropriate change is given when appropriate. When the balance of the payment is being made on debit/credit cards learners must ensure the card is in date and valid
- Gift vouchers. Learners must know the salon procedure for both selling and redeeming gift vouchers. Some salons offer 'gift vouchers' which can be bought in specific monetary units e.g. £5 or £10 units. Such vouchers when redeemed by the client would be treated as 'cash'. In some instances no change would be offered against a voucher e.g. a client treatment is £14.50 and they offer a £15 gift voucher, the 50 pence change would not be given to the client

LO2 Know how to maintain the salon reception area when carrying out salon reception duties

Explain the importance of maintaining the salon reception area when carrying out salon reception duties:

Learners must understand the importance of maintaining the salon reception area when carrying out salon reception duties as it creates a positive impression to the client and helps promote business in the salon. Learners must understand the importance of their responsibilities whilst carrying out salon reception duties. Learners must

- Ensure the reception area is clean and tidy at all times
- Ensure the reception stationery is replenished as required, e.g. pens, message pads, loyalty cards, salon appointment cards and price lists
- Offer hospitality to the client as appropriate
- Ensure that magazines and style books are up to date

Explain the importance of making the records available prior to the service/treatment when carrying out reception duties:

Learners must know

- How to complete client records in accordance with the salon requirements
- The importance of gaining client consent
- The importance of accurate completion of records
- The importance of secure storage and security of client records
- The importance of confidentiality and the legal consequences if confidentiality is not maintained

Explain the importance in knowing salon pricing and products when carrying out salon reception duties:

Learners must know

- The services available, their duration and cost
- The products available for sale and their cost
- The importance of checking and identifying any defects in products as they are being processed for sale
- How to identify any current discounts and special offers such as “2 for 1” offers and vouchers
- How to complete and award loyalty points on loyalty cards
- How to issue and redeem gift vouchers (if used)

Explain the importance of maintaining the product display when carrying out salon reception duties:

Learners must explain why a well-stocked product display unit creates a good impression to the client. Learners must explain why products must be clean and free from dust with the packaging intact and fit for sale in accordance with the Sale of Goods Act.

Learners must

- Understand and ensure that a well-stocked product display increases opportunity for product sales and increasing salon revenue
- Understand that product sales generate customer loyalty to the salon brand
- Understand that the availability of products encourages clients to return to the salon to make purchases
- Ensure that product displays are checked, cleaned and maintain correct levels of stock

LO3 Understand the importance of effective communication when carrying out salon reception duties

Describe the different methods of communication when carrying out salon reception duties:

- Learners must know the importance and the types of communication procedures that might be used when carrying out salon reception duties
 - Verbal communication
 - Body language
 - Eye contact
 - By hand, e.g. written
 - Electronically, e.g. texting or emailing
- How and when to ask questions using
 - Open questions
 - Closed questions
- The importance of taking messages, how to process and who to pass message onto
 - Handwritten
 - Electronically

Explain the importance of effective communication when carrying out salon reception duties:

Learners must know the importance of effective communication in order to promote the salon's business. Learners must

- Provide communication by balancing the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
- Communicate effectively to suit the purpose of the discussion by keeping to the subject matter
- Speak clearly in a way that suits the situation adapting where needed to the background noise level
- Show they are listening closely to what is being said by nodding where appropriate and repeating back key words and phrases to demonstrate understanding
- Communicate effectively demonstrating knowledge of products and services offered by the salon
- Demonstrate knowledge of electronic communication (where used) by email or texting

Explain the importance of communicating with different client/visitor needs and expectations:

Learners must know the different types of clients or visitors who may enter the salon and how to communicate effectively.

- Clients
 - Clients with different needs and expectations may include
 - A client who is late for an appointment and expected the service still to take place
 - A client who is early for an appointment/arrived on wrong day
 - A client with a positive reaction to pre-service tests, e.g. how to deal with the client who still expects the service to take place despite a positive reaction
 - A client wishing to purchase products or gift vouchers
 - Complaints – should the complaint fall outside the limit of the receptionist's authority the client should be passed onto someone who is able to resolve the issue to the satisfaction of the client and the salon

- Visitors
 - Visitors to the salon may include
 - Representatives from product/wholesale companies
 - General enquires from members of the public requiring information on salon services or products displayed
 - 'Cold callers', e.g. representatives wishing to 'sell' products/goods
 - Family/friends picking up clients from the salon
 - Potential employees
 - Potential clients requiring information on promotions/special offers/ discount days

LO4 Be able to carry out salon reception duties

Use safe and hygienic working methods when carrying out salon reception duties:

Learners must demonstrate safe and hygienic working methods when carrying out reception duties. Learners must

- Keep the reception area clean, free from spills and dispose of waste promptly; where possible paper waste should be recycled
- Learners must ensure products do not cause harm or present a risk to the client, others or themselves
- Deal with any spills immediately to avoid likelihood of injury to self/others/client
- Use products and equipment for display according to COSHH regulations
- Use electrical appliances according to manufacturers' instructions
- Ensure electrical appliances are checked prior to use and are PAT tested
- Avoid trailing wires and other trip hazards
- Update client records

Use appropriate communication techniques when carrying out salon reception duties:

Learners must

- Demonstrate the importance of taking and recording messages and passing them on to the right person at the right time
- Demonstrate effective communication using verbal and non-verbal means
- Use effective questioning techniques
- Demonstrate giving the correct amount of attention to individuals whilst maintaining a responsibility towards other clients in busy trading periods
- Speak clearly in a way that suits the situation
- Show active listening skills
- Adapt what is said to suit different situations such as the amount said, the manner and tone of voice used.

Use effective communication when dealing with a variety of different client needs:

Learners must use effective communication techniques in dealing with a variety of different clients' needs. These may include

- Clients have different needs and expectations – examples would be a client who is late for an appointment and expects the appointment booked to go ahead or a client with a positive reaction to pre-service tests who expects the planned service/treatment to go ahead. The clients should be dealt with appropriately with alternative appointment or service/treatment to suit them and the stylist/therapist being offered
- Complaints – a client who has a complaint should be handled with empathy and understanding. Should the complaint fall outside the limit of the receptionist's authority the client should be passed onto someone who is able to resolve the issue to the satisfaction of the client and the salon. An example of this would be a client who is dissatisfied with a service/treatment. The receptionist should seek guidance from the stylist/therapist or manager and rebook the client for the service to be completed to the satisfaction of the client

- Learners will deal with a variety of enquiries and appointments, in person, on the telephone, electronically and, in some salons, texting
 - The type of enquiries may include
 - Appointments
 - Opening hours of the salon
 - Student discount days
 - Discounted days for older clients
 - What product range is used in the salon
 - Pricing enquiries
 - Representatives from manufacturers/wholesalers wanting to make an appointment with the salon manger to supply products and services to the salon
 - Potential staff asking if there are vacancies for employment
 - Clients booking an appointment
 - Clients wishing to amend a booking
 - Clients wishing to cancel an appointment

Demonstrate calculating and taking payments when carrying out salon reception duties:

- Use common methods of calculating payments including point of sale technology, i.e. electronic and computerised tills and physical calculations such as manual adding or using a calculator
- Demonstrate cash point security – storing of cash, keeping cash and other payments safe and secure
- Use correct methods to reconcile the till at end of reception duties

Use safe and effective methods when dealing with payments:

Learners must be able to process a variety of payment types which may include

- Cash
 - Full payment for the service and products being made in cash
 - The correct tender must be checked
 - The correct change must be given
- Debit/credit cards
 - Full payment for the service and products being made using a debit card
 - If there is a salon policy to make a charge for using credit cards
 - How to validate a credit/debit card e.g. checking the 'valid to' date to ensure the card is in date
- Part cash part debit card
 - Both parts of the transaction are valid
 - The amount of the transaction to be divided between the two payment methods i.e. the client has a service/treatment charge of £26.00. The client offers £10.00 in cash and asks for the balance to be charged to their debit/credit card. The learner must confirm that the balance of £16.00 is taken using a card payment
- Loyalty cards
 - The loyalty card is valid
 - Confirm the value of the loyalty card
 - Confirm the amount of the products or services/treatments being deducted from the loyalty card

- Where the total sale value exceeds the value of the loyalty card the balance of the payment to be made up from either cash or card payment if this conforms to salon policy. As an example, some salons may not accept part payment using loyalty card points. The learner must be aware of the salon's policy on this type of transaction
- Gift vouchers (if used)
 - Vouchers are processed as 'cash' against the service
- Debit or credit cards
 - Cards are processed accordingly ensuring full payment for the service and products being made is charged
 - Part cash part debit or credit card processes are accurately calculated. Some clients may ask to make a partial payment using more than one method of payment. When carrying out reception duties the learner must demonstrate knowledge of how to take part payments in cash and debit/credit card
- Loyalty cards
 - Loyalty cards are redeemed against products and services according to salon procedures. Learners must be able to credit the loyalty card against the products and services

Demonstrate the maintenance of stock display when carrying out salon reception duties:

Learners must demonstrate that the appropriate levels of stock are displayed on the product display units

- Learners must ensure the correct amounts of products are on display and in good order. Products must be clean, free from dust and meet the guidelines of the Sale of Goods Act. Products must be displayed following the salon policy and aerosol products must be displayed out of direct sunlight
- Any promotional products and offers are displayed and in date

Maintain accurate records when carrying out salon reception duties:

Learners must maintain accurate records including safe storage of all receipts in line with salon policy and process these with monies taken. Learners must

- Record changes in clients' personal details, e.g. telephone number or change of address
- Record results of tests, e.g. skin test
- Record factors limiting or affecting services, e.g. result of skin test
- Record products purchased for future reference
- Use precise and accurate language and ensure the record is completed in full
- Use legible handwriting if the record is handwritten
- Process receipts against treatments/services ensuring sales and products bought are recorded separately
- Ensure that other forms of payment are recorded, e.g. gift vouchers, loyalty cards

Employability skills to be demonstrated throughout the practical assessment

Communication:

- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions and offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, active listening
- Promote goodwill and trust by using good communication

Customer service:

- Have an awareness of the principles of customer service e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know who to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:

- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly, efficient use and correct disposal of consumables; recycle where possible
- Be aware of others and protect their 'space' when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all switches are turned off when electrical equipment is not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen, to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers

- Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
- Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics

Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge.

Learning outcome The learner must:	Assessment Criteria The learner can:
LO1 Know the salon procedures for carrying out salon reception duties	P1 State the importance of personal presentation when carrying out salon reception duties
	P2 Explain the procedures for preparing for salon reception duties
	P3 Explain the importance of recognising relevant hazards and risks when carrying out salon reception duties
	P4 Explain the importance of accurate record keeping when carrying out salon reception duties
	P5 Explain the different types of payment methods available when carrying out reception duties
LO2 Know how to maintain the salon reception when carrying out salon reception duties	P6 Explain the importance of maintaining the salon reception area when carrying out salon reception duties
	P7 Explain the importance of making the records available prior to the service/treatment when carrying out reception duties
	P8 Explain the importance of knowing salon pricing and products when carrying out salon reception duties
	P9 Explain the importance of maintaining the product display when carrying out salon reception duties
LO3 Understand the importance of effective communication when carrying out salon reception duties	P10 Describe the different methods of communication used when carrying out salon reception duties
	P11 Explain the importance of effective communication when carrying out salon reception duties
	P12 Explain the importance of communicating with different client/visitor needs and expectations
LO4 Be able to carry out salon reception duties	P13 Use safe and hygienic working methods when carrying out salon reception duties
	P14 Use appropriate communication techniques when carrying out salon reception duties
	P15 Use effective communication when dealing with a variety of different client needs
	P16 Demonstrate calculating and taking payments when carrying out salon reception duties
	P17 Use safe and effective methods when dealing with payments
	P18 Demonstrate the maintenance of stock display when carrying out salon reception duties
	P19 Maintain accurate records when carrying out salon reception duties

Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the practical assessment.

P13 Use safe and hygienic working methods when carrying out salon reception duties

Learners must ensure the reception area is kept clean, free from spills and dispose of waste promptly, where possible paper waste should be recycled. Learners must ensure products do not cause harm or present a risk to the client, others or themselves and deal with any spills immediately to avoid likelihood of injury to self, others or client. Learners must maintain products and equipment for display according to COSHH regulations and use electrical appliances according to manufacturers' instructions, ensuring electrical appliances are checked prior to use and are PAT tested. Learners must ensure trailing wires and other trip hazards do not present a risk.

P14 Use appropriate communication techniques when carrying out salon reception duties

Learners must demonstrate taking messages and passing them on to the right person at the right time whilst using effective communication, both verbal and non-verbal. The learners must know how and when to ask questions and be able to balance giving the correct amount of attention to individuals whilst maintaining a responsibility towards other clients in busy trading periods.

Learners must know how to say things that suit the purpose of the discussion and speak clearly in a way that suits the situation. Learners must demonstrate active listening skills and adapt what is said to suit different situations such as the amount said, the manner and tone of voice used.

P15 Use effective communication when dealing with a variety of different client needs

Learners must demonstrate taking messages and passing them on to the right person at the right time whilst using effective communication, both verbal and non-verbal. Learners must know how and when to ask questions and be able to balance giving the correct amount of attention to individuals whilst maintaining a responsibility towards other clients in busy trading periods.

Learners must know how to say things that suit the purpose of the discussion and speak clearly in a way that suits the situation. Learners must demonstrate active listening skills and adapt what is said to suit different situations such as the amount said, the manner and tone of voice used.

P16 Demonstrate calculating and taking payments when carrying out salon reception duties

Learner must be able to use common methods of calculating payments including point of sale technology, e.g. electronic and computerised tills and physical calculations such as manual adding or using a calculator.

Learners must be able to demonstrate cash point security being keeping cash and other payments safe and secure.

P17 Use safe and effective methods when dealing with payments

Learners must be able to process a variety of payment types.

When taking cash payments full payment for the service and products being charged must be made in cash and the correct tender must be checked and the correct change must be given.

When taking debit/credit cards learners must ensure that full payment for the service and products is taken using the debit/credit card and the debit/credit card is valid, e.g. the learner must check the 'valid to' date to ensure the card is in date and must know the salon policy on making a charge for using credit cards and where applicable make the appropriate charge. Learners must ensure that part cash part debit or credit card processes are accurately calculated. Some clients may ask to make a partial payment using more than one method of payment. When carrying out reception duties the learner must demonstrate knowledge of how to take part payments in cash and debit/credit card

When taking part cash part debit card learners must ensure that both parts of the transaction are valid and the amount of the transaction to be divided between the two payment methods had been agreed i.e. the client has a service/treatment charge of £26.00. The client offers £10.00 in cash and asks for the balance to be charged to their debit/credit card. The learner must confirm that the balance of £16.00 is taken using a card payment.

When taking payment using loyalty cards learners must ensure the loyalty card is valid and the learner has confirmed the value of the loyalty card. The learner must confirm the amount of the products or services/treatments being deducted from the loyalty card and where the total sale value exceeds the value of the loyalty card the balance of the payment is to be made up from either cash or card payment, if this conforms to salon policy. As an example, some salons may not accept part payment using loyalty card points.

The learner must be aware of the salon's policy on this type of transaction.

When taking gift vouchers (if used) learners must ensure that vouchers are processed as 'cash' against the service.

When taking loyalty cards learners must ensure that these are redeemed against products and services/treatments according to salon procedures. Learners must be able to credit the loyalty card against the products and services.

Learners must be able to use common methods of calculating payments including point of sale technology, such as electronic and computerised tills, and physical calculations such as manual adding or using a calculator. Learners must be able to demonstrate cash point security, keeping cash and other payments safe and secure and know the type of payments that are authorised to be accepted. Learners must know how to gain electronic authorisation for payment cards and know how to identify and deal with discrepancies.

P18 Demonstrate the maintenance of stock display when carrying out salon reception duties

Learners must demonstrate that the appropriate levels of stock are displayed on the product display units and ensure the correct amounts of products are on display and in good order. Learners must ensure that products are clean, free from dust and meet the guidelines of the Sale of Goods Act. Learners must ensure products are displayed following the salon policy and aerosol products must be displayed out of direct sun light.

Learners must ensure that any promotional products and offers are displayed and in date.

P19 Maintain accurate records when carrying out salon reception duties

Learners must maintain accurate records and record changes in clients' personal details and record results of skin tests prior to service. Learners must record factors limiting or affecting services/treatments and record products purchased. Learners must use precise and accurate language and ensure the record is completed in full using legible handwriting if the record is handwritten.

Learners must ensure that all till receipts including products purchased, services/treatments, discounts offered are recorded. Where errors or amendments are necessary from incorrect money processing, learners must ensure they follow the salon's procedures for reconciliation or cancelling payment, e.g. signature of two parties on till roll may be necessary.

Resources

The special resources required for this unit include access to a real or realistic working environment that supports the provision of hairdressing/beauty services. Learners must also have access to health and safety standards, manufacturers' instructions for patch testing products and any establishment protocols for manning the reception area.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency, professional methods of communication and use of products, tools and equipment
- Work experience within a commercial salon or pop-up salon in locations such as shopping malls, airports, supermarkets and hospitals so they can practise to hone their skills in a real and supervised environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories; research current trends; research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following units:

[UCO28M Health and safety in the salon](#)

Health and safety should be delivered second as it greatly underpins the present unit. Learners will be required to apply knowledge and understanding of health and safety to setting and dressing services when providing the service in a real or realistic working environment.