

## Unit summary sheet

### **Unit G2: Assist with salon reception duties**

**Unit code:** F/600/1257

**Credit:** 4

#### **Unit aim**

This is a job ready unit which is competency based. This unit is about helping with salon reception duties. The learner will have to show they can keep the reception area neat and tidy, greet people entering the salon, deal with their questions and make straightforward appointments. Using good communication skills when people come into the salon, or telephone the salon, is a very important part of this unit.

#### **Assessment requirements**

The assessment of this unit needs to meet the requirements within the HABIA Hairdressing and Barbering Assessment Strategies.

1. Simulation is not allowed for any performance evidence within this unit.
2. The learner must practically demonstrate in their work situation that they have met the standards for fulfilling salon reception duties.
3. The Assessor will observe these aspects of the learners performance on at least three occasions, two of which will cover making appointments.
4. The learner must show that they have:
  - handled face to face and telephone enquiries
  - made appointments over the telephone and face to face with clients
  - recorded all the appointment details listed:
    - a) client's name and contact details
    - b) service
    - c) date
    - d) time
    - e) member of staff booked for service.
5. It is likely most evidence of the learner's performance will be gathered from the observations made by the assessor, but the learner may be required to produce other evidence to support their performance if the assessor has not been present.
6. No mandatory written questions are required with this unit.

#### **Additional information**

The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

## Learning outcome achievement record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering (QCF)</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> G2 Assist with salon reception duties	
<b>Learning outcome 1:</b> Be able to maintain the reception area	
<b>Assessment criteria:</b>	
1.1 keep the reception area clean and tidy at all times	
1.2 keep product displays clean, neat and tidy at all times	
1.3 report promptly low levels of reception stationery and retail products on display to the relevant person	
1.4 remove any faulty products promptly from display and report them to the relevant person	
1.5 offer clients hospitality following the salon's client care policies.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Learning outcome achievement record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> G2 Assist with salon reception duties	
<b>Learning outcome 2:</b> Be able to attend to clients and enquires	
<b>Assessment criteria:</b>	
2.1 treat all people making enquiries in a positive and polite manner	
2.2 identify correctly the purpose of the enquiry	
2.3 confirm appointments and promptly inform the relevant member of staff	
2.4 refer any enquiries promptly that cannot be dealt with to the relevant person for action	
2.5 record messages correctly and pass them to the relevant person at the right time	
2.6 give all information clearly and accurately	
2.7 give confidential information only to authorised people.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Learning outcome achievement record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> G2 Assist with salon reception duties	
<b>Learning outcome 3:</b> Be able to help to make appointments for salon services	
<b>Assessment criteria:</b>	
3.1 deal with all requests for appointments politely and promptly	
3.2 identify client requirements	
3.3 make appointments within the limits of own authority to satisfy the client and salon requirements	
3.4 pass requests for appointments outside own authority promptly to the relevant person for action	
3.5 confirm appointment details are correct and acceptable to the client	
3.6 make sure all appointment details are accurate, recorded in the right place and easy to read.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Knowledge evidence record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> G2 Assist with salon reception duties</p> <p><b>Learning outcome 4:</b> Know salon and legal requirements</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is <b>important to read the knowledge requirements in relation to expectations and requirements of your job role.</b></p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
4.1 state the salon's procedures for <ul style="list-style-type: none"> <li>- maintaining confidentiality</li> <li>- taking messages</li> <li>- making and recording appointments</li> <li>- client care at reception</li> </ul>			
4.2 state the limits of own authority when <ul style="list-style-type: none"> <li>- maintaining the reception area</li> <li>- attending to people and enquiries</li> <li>- making appointments</li> </ul>			
4.3 state the consequences of breaking confidentiality			
4.4 identify who to refer different types of enquiries to			
4.5 identify the person in the salon to whom problems should be referred			
4.6 state the confidentiality requirements within the Data Protection Act (general awareness only required at this level).			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> G2 Assist with salon reception duties</p> <p><b>Learning outcome 5:</b> Know methods of communication</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is <b>important to read the knowledge requirements in relation to expectations and requirements of your job role.</b></p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
5.1 state the importance of taking messages and passing them on to the right person at the right time			
5.2 state the importance to the salon's business of effective communication			
5.3 state how and when to ask questions			
5.4 state how to say things that suit the purpose of the discussion			
5.5 state how to speak clearly in a way that suits the situation			
5.6 state how to listen closely to what people are saying			
5.7 state how to adapt what to say to suit different situations			
5.8 state how to show positive body language.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> G2 Assist with salon reception duties</p> <p><b>Learning outcome 6:</b> Know salon services, products and pricing</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
6.1 state the services available and their duration			
6.2 state the salons products available for sale and their cost			
6.3 describe what to look for to identify any faults in products as they are being prepared for sale			
6.4 state what and how much reception stationery should be kept at the reception area.			

### Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**



## Knowledge evidence record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> G2 Assist with salon reception duties</p> <p><b>Learning outcome 7:</b> Know how to make appointments.</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
7.1 state the importance of making appointments correctly.			
<b>Feedback/comments:</b>			
The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.			
<b>Learner's signature:</b>		<b>Date:</b>	
<b>Assessor's signature:</b>		<b>Date:</b>	
<b>Internal verifier's signature:</b>		<b>Date:</b>	

Assessment requirements record

<b>NVQ title and level: Level 1 NVQ Certificate in Hairdressing and Barbering</b>		
<b>Learner:</b>		
<b>Assessor:</b>		
<b>Unit title: G2 Assist with salon reception duties</b>		
<b>Performance(s) observed by the assessor</b>	<i>(Assessor to sign each time performance is observed)</i>	<i>(Assessor to insert date each time performance is observed)</i>
<b>Observation 1</b> Make appointment 1		
<b>Observation 2</b> Make appointment 2		
<b>Observation 3</b> Fulfil salon reception duties		
<b>Assessment requirements:</b>		
<ul style="list-style-type: none"> <li>• participated in all the types of learning opportunities listed.             <ul style="list-style-type: none"> <li>a) handled face to face and telephone enquiries</li> <li>b) made appointments over the telephone and face to face with clients</li> <li>c) recorded all the appointment details listed:                 <ul style="list-style-type: none"> <li>i. client's name and contact details</li> <li>ii. service</li> <li>iii. date</li> <li>iv. time</li> <li>v. member of staff booked for service.</li> </ul> </li> </ul> </li> </ul>		

<b>Feedback/comments:</b>	
<b>Learners's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>