

Unit summary sheet

Unit G4: Fulfil salon reception duties

Unit code: Y/600/1264

Credit: 3

Unit aim

This is a job ready unit which is competency based. This unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an 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. Evidence from simulated activities may be used to produce performance evidence for the following but only when naturally occurring performance evidence cannot be obtained for:
Methods of payment range variables - 'cash equivalents', 'cheque' and 'payment cards' and handling the types of payment discrepancies listed:
 - a) invalid currency
 - b) invalid card
 - c) incorrect completion of cheque
 - d) suspected fraudulent use of payment card
 - e) payment disputes
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. These observations must cover all four main outcomes of this unit.
4. The learner must show that they have:
 - i. handled 3 of the 4* types of people:
 - a) who have different needs and expectations
 - b) who appear angry
 - c) who may be confused
 - d) who have a complaint.
 - ii. handled 2 of the 3* types of enquiries:
 - a) in person
 - b) by telephone
 - c) electronically.
 - iii. handled both types of appointment
 - a) in person
 - b) by telephone.

- iv. obtained all the appointment details:
 - a) client's name
 - b) client's contact details
 - c) service required
 - d) estimated price
 - e) date
 - f) time
 - g) member(s) of staff booked for service.
- v. handled all the methods of payment
 - a) cash
 - b) cash equivalents
 - c) cheque
 - d) payment cards.
- vi. dealt with all the types of discrepancy.
 - a) invalid currency
 - b) invalid card
 - c) incorrect completion of cheque
 - d) suspected fraudulent use of payment card
 - e) payment disputes.

* However, the learner must prove to the assessor that they have the necessary knowledge, understanding and skills to be able to perform.

- 5. It is likely most evidence of the learners 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. This unit requires mandatory written questions in accordance with the HABIA Assessment Strategies for Hairdressing and Barbering.

Additional information

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

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G4 Fulfil salon reception duties	
Learning outcome 1: Be able to maintain the reception area	
Assessment criteria:	
1.1 keep the reception area clean and tidy at all times	
1.2 maintain the agreed levels of reception stationery	
1.3 make sure that product displays have the right levels of stock at all times	
1.4 offer clients hospitality to meet the salon's client care policies.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G4 Fulfil salon reception duties	
Learning outcome 2: Be able to attend to clients and enquiries	
Assessment criteria:	
2.1 attend to people promptly and in a polite manner	
2.2 correctly identify the purpose of the enquiry	
2.3 confirm appointments and promptly inform the relevant person	
2.4 refer 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 accurate information clearly	
2.7 give confidential information only to authorised people	
2.8 balance the need to give attention to individuals whilst ensuring others are not left without attention.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G4 Fulfil salon reception duties	
Learning outcome 3: Be able to make appointments for salon services	
Assessment criteria:	
3.1 deal with all requests for appointments politely and promptly	
3.2 accurately identify client requirements for the service requested	
3.3 schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time	
3.4 confirm that the appointment details are acceptable to the client	
3.5 record appointment details accurately, clearly and to meet the salon's requirements.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G4 Fulfil salon reception duties	
Learning outcome 4: Be able to handle payments from clients	
Assessment criteria:	
4.1 accurately total charges to the client	
4.2 inform clients of charges clearly and in a courteous manner	
4.3 visually inspect purchases for condition and quality as they are processed for payment	
4.4 establish the client's method of payment and acknowledge receipt of payments	
4.5 make sure accepted payments are correct	
4.6 record information about the sale accurately, clearly and to meet the salon's requirements	
4.7 gain authorisation for accepting non-cash payments when the value exceeds the limit they are able to accept	
4.8 tactfully inform clients when authorisation cannot be obtained for non-cash payments	
4.9 identify and resolve, where possible, any discrepancies in payments within the limits of own authority	
4.10 refer payment discrepancies which cannot be resolved promptly to the relevant person for action	
4.11 give the correct change and issue receipts when required by clients	
4.12 follow cash point security procedures at all times	
4.13 identify and report low levels of change in time to avoid shortages.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Knowledge evidence record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
Unit title: G4 Fulfil salon reception duties	
Learning outcome 5: Know salon and legal requirements	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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
5.1 summarise the salon's procedures for <ul style="list-style-type: none"> - maintaining confidentiality - taking messages - making and recording appointments - dealing with suspected fraud - authorising non-cash payments when these are 'over limit' - client care at reception 			
5.2 explain the limits of their own authority when <ul style="list-style-type: none"> - maintaining the reception area - attending to people and enquiries - making appointments - dealing with payments and discrepancies 			
5.3 describe the consequences of breaking confidentiality			
5.4 identify who to refer to with different types of enquiries			
5.5 identify the person in the salon to whom reception problems should be referred			
5.6 describe relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act.			

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

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
Unit title: G4 Fulfil salon reception duties	
Learning outcome 6: Know communication methods	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
6.1 explain the importance of taking messages and passing them on to the right person at the right time			
6.2 explain the importance of effective communication to the salon's business			
6.3 describe how and when to ask questions			
6.4 explain how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods			
6.5 describe how to say things that suit the purpose of your discussion			
6.6 describe how to speak clearly in a way that suits the situation			
6.7 explain how to show they are listening closely to what people are saying			
6.8 explain how to adapt what to say to suit different situations			

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

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
Unit title: G4 Fulfil salon reception duties	
Learning outcome 7: Know salon services, products and pricing	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
7.1 explain the services available, their duration and cost			
7.2 describe the products available for sale and their cost			
7.3 describe what to look for to identify any defects in products as they are being processed for sale (eg damage, loose packaging, cracked and/or leaking containers etc)			
7.4 explain how to identify any current discounts and special offers (eg 2-for-1 offers, coupons, etc.)			
7.5 Identify what and how much 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

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
Unit title: G4 Fulfil salon reception duties	
Learning outcome 8: Know how to calculate and take payments	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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
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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
8.1 describe common methods of calculating payments including point of sale technology and physical calculations			
8.2 describe how to keep cash and other payments safe and secure			
8.3 describe the types of payment that they are authorised to accept			
8.4 explain how to gain electronic authorisation for payment cards			
8.5 explain how to identify suspected counterfeit payments			
8.6 explain how to identify suspected stolen cheques, credit cards and payment cards			
8.7 describe how to deal with customers offering suspect tender or suspect non-cash payments			
8.8 describe the consequences of failure to handle payments correctly			

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

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
<p>Unit title: G4 Fulfil salon reception duties</p> <p>Learning outcome 9: 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>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
9.1 explain the importance of making appointments correctly			
9.2 describe the common systems available for making appointments within the hairdressing industry, eg manual and electronic.			

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:

Assessment requirements record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)		
Learner:		
Assessor:		
Unit title: G4 Fulfil salon reception duties		
Performance(s) observed by the assessor	<i>(Assessor to sign each time performance is observed)</i>	<i>(Assessor to insert date each time performance is observed)</i>
Observation 1 Observing all four main outcomes		
Observation 2 Observing all four main outcomes		
Observation 3 Observing all four main outcomes		
Assessment requirements:		
<ul style="list-style-type: none"> • Participated in all the types of learning opportunities listed. <ul style="list-style-type: none"> a) handled three of the four* types of people <ul style="list-style-type: none"> i. who have different needs and expectations ii. who appear angry iii. who may be confused iv. who have a complaint. b) handled two of the three* types of enquiries <ul style="list-style-type: none"> i. in person ii. by telephone iii. electronically. c) handled both types of appointment <ul style="list-style-type: none"> i. in person ii. by telephone. d) obtained all the appointment details <ul style="list-style-type: none"> i. client's name ii. client's contact details iii. service required iv. estimated price v. date vi. time vii. member(s) of staff booked for service. e) handled all the methods of payment <ul style="list-style-type: none"> i. cash ii. cash equivalents iii. cheque iv. payment cards. f) dealt with all the types of discrepancy. <ul style="list-style-type: none"> i. invalid currency ii. invalid card iii. incorrect completion of cheque iv. suspected fraudulent use of payment card v. payment disputes. <p>* However, the learner must prove to the assessor that they have the necessary knowledge, understanding and skills to be able to perform.</p>		

Feedback/comments:

Learner's signature:

Date:

Assessor's signature:

Date:

Externally set mandatory question paper(s)

	<i>First sitting</i>	<i>Second sitting (if required)</i>	<i>Third sitting (if required)</i>
Paper 1 mark (% achieved)			
Paper 2 (% achieved, if required)			
Date examination was held			
<p>I can confirm that the learner achieved 100% on the mandatory areas of questioning for the unit being undertaken.</p> <p>This consists of at least 70% achieved in one sitting of the paper, with any questions incorrectly answered, reassessed by a variety of means (eg oral questioning, a repeat of the written questions, assignments).</p>			
Assessor's signature:		Date:	