



**Course Name:** Level 2 Award in Salon Reception Duties

**Total Hours:** 24

**Qualification:** ITEC

**Course Requirement:** It is recommended that candidates should have achieved a basic level of education prior to commencing this course.

**Course Information:**

🕒 **Guided learning Hours:**

Be Able to Carry out Reception Duties - 24 hours

🕒 **Understand and explain the following topics:**

- Dealing with a variety of enquiries
  - Communicate and behave in a professional manner
  - Identify the nature of the enquiry
  - Maintain appropriate levels of reception stationary
  - Maintain a hygienic and tidy reception area
  - Procedures for taking messages for a variety of enquiries
  - State how to communicate and behave within a salon environment
  - List of salon services available, their duration and cost
  - The importance of dealing with enquiries promptly and politely
  - How to deal with enquiries that cannot be dealt with promptly
- Be able to book appointments:
    - Schedule appointments to meet with salon policy and client requirements
    - Confirm and record client appointment details
    - Deal with confidential information to meet with salon and legal requirements
    - How to make and record appointments
    - State the potential consequences of failing to record appointments or messages accurately
    - State the importance of passing on messages and appointment details to the appropriate colleagues
    - Outline the legislation designed to protect the privacy of client details
    - State the possible consequences of a breach of confidentiality



- Be able to deal with payment:
  - Calculate service costs accurately
  - Deal with payments for services and or products to meet with salon policy
  - Follow security procedures when handling payments
  - State how to process different methods of payment
  - Describe how to deal with problems that may occur with payments
  - Explain how to keep payments safe and secure

🕒 **Assignment Guidance**

- Explain the factors that influence your approach when dealing with clients