

Assist with Salon Reception Duties: Knowledge and Understanding

Salon and Legal Requirements

1. What are your procedures for:

a. Maintaining Confidentiality

Under Data Protection Act the client information stored electronically or manually should be kept secure and should not be given to anyone else and only provide to client upon request. This information must be up to date and only relevant to business use.

b. Taking Messages

When taking messages must make sure that it should be clear and accurate and written down it helps to save time and message is delivered in its original words. Messages should be taken on 'memo' pad and details include:

Name of person message from

Name of person message for

Time and date

Original message

Contact details if essential

c. Making and Recording Appointments

Appointment cards should be neat and tidy, when making appointment make sure to record client name, contact detail in case of emergency. The date and time of treatment and how long would it take and also the name of the therapist. Make sure the information is correct before giving the appointment card to client.

d. Client care at reception

Welcome the client and make them comfortable inform the client if they need to wait, record the arrival time of client after treatment ask the client if happy with the treatment. Arrange the next appointment if necessary and ask the client to purchase any products greet them at the door and keep the client record card up to date.

2. What are your limits on:

a. Maintaining the Reception Area

Reception area should be maintained responding and dealing with clients and visitors. Keeping the reception area clean and tidy, keeping eyes on retail section, dealing with enquiries and other problems making appointments and processing payments.

b. Attending to people and enquiries

In salon most of the people coming in for enquiries are about the services offered, therefore receptionist must have details of all the treatments offered, products and price list. Receptionist should be aware of enquiries that need to be dealt by qualified person, provide the right information to the person and take message accurately and pass to the relevant person in original order.

c. Making Appointments

Make sure to write client name and contact details on the appointment card and the name of the therapist the date and time of treatment, the type of treatment. The information should be accurate.

3. What are the consequences of breaking confidentiality?

Breaking the confidentiality means breaching the law in result of which employer can sack you from the job, in worse consequences client might prosecute the person for breaching the confidentiality.

4. How would you deal with?

a. New Clients

New clients require extra time to discuss about their personal details and type of treatment willing to take. New client need a consultation before having any treatment to know about any problems and contra-indication this is essential to know because if the client has any problem they can discuss during consultation and the therapist can advice the client in right direction.

b. Regular Clients

Regular clients doesn't need consultation as the therapist already have their information but I willing to have different treatment than may require test before treatment. Some time regular client gets contra-action which needs to be dealt with by qualified therapist.

c. Appointments

Keep record all the appointments, and when making appointment it should be written clearly with pencil in case need to make changes. While making appointment the name of client, time and date of treatment and name of therapist should be noted in the appointment which help to safe time when client come for treatment.

d. Other Business

All the other businesses should be deal with in professional environment; it should always relate to profession and should not discuss personal matters. Good business relationship leads to improve the reputation of business which is mainly built on the trust, respect and common interest.

5. Whom should you refer to if you had problems at reception, give one example.

It is not always receptionist duty to deal with problems often refers to the person who is responsible most of the time it is supervisor duty to deal with the problems. Receptionist should refer to the supervisor or manager if there is the problem at reception Example: A client not happy with the product purchased and asking for refund receptionist should ask the supervisor who than will check the product closely and possibly refund the money.

6. Research the Data Protection Act and list 2 main requirements for this act?

The Data Protection Act 1984 stated that people or business who use personal data must be register with the Data Protection Registrar stating the reason why holding the data. The two requirement for this act are personal data should be accurate and kept up to date. Personal data should only be held for specific and lawful purpose.

Communication

7. Why is it important to take messages and passing them to right person at the right time?

It is essential to take messages and pass to the right person at right time as it helps to save time responding to messages sometimes messages are confidential so should be keep safe and delivered to the right person.

8. Why is it important to have effective communication?

Effective communication is important to project the professional image of the salon which helps to develop trust and confidence in the person itself and also influence the salon image.

9. (10, 11) List the few questioning techniques

There are two types of questioning.

Closed questions which mean you only have to answer in a word i.e. yes or no.

Example: Have you had treatment at the salon before?

Open questions which mean getting full and detailed answer, open questions are better to get more detail about the clients.

Probing questions means asking more about and include how, why, where, who etc.

Ask one question at a time and wait for reply, ask the question in the polite manner and keep asking the question until you get satisfied.

12. (13) Show ways in which you are listening closely to what people are saying to you.

The ways listening closely to people are:

- Take interest what people are saying
- Concentrate with the speaker is saying
- Do not distract until the speaker stop
- Ask question to check understanding of your self and the speaker
- Take notes if necessary.

Being a goods listening one should avoid

- Not paying attention
- Deciding in advance no point listening
- External distraction
- Thinking what you going to reply in return
- Listening only what you want to hear.

14. Describe positive body language

- Good body gesture, by putting you back straight
- Use positive hand movements avoid pointing fingers and folding arms across chest.
- Keep your facial expression positive and smile on face
- Maintain good eye contact when speaking or listening
- During conversation keep reasonable space between yourself and the other person. Being closer can make the person feel intimidate.

Salon Services, Products and Pricing

15. Research the services available at your local salon and the duration of the service.

services	Duration
• Hair cut and blow dry	25 minutes
• Semi hair Straightening	20 minutes
• Hair cut and Set	45 minutes
• Hair High lights	145 minutes
• Eye brow threading	10 minutes
• Upper lip threading	10 minutes
• Full face threading	45 minutes
• Full body wax	130 minutes
• Eyes lash and tinting	1 hour
• Eye Lash perming	1 hour
• Luxury Prescription facial	1 hour
• Massage back neck and shoulder	30 minutes
• Massage Face, neck Shoulder	30 minutes
• Full Body Massage	1 hour

16. At the same salon list the products for sale and its costs

Products	Prices
Brand Dermalogica	
• Toner 250ml	£16.00
• Soothing protection spray 250 ml	£18.00
• Skin smoothing cream 100 ml	£28.00
• Gentle cream exfoliate	£28.00
• Gentle soothing booster	£32.00
• Intensive eye repair cream	£26.00

17. What procedure would you follow when identifying faults in products?

If the product is faulty this should be taken back to the salon, and ask the receptionist or supervisor that the product is faulty. The client should be dealt politely and replace the product with the new product but if client ask for refund than after examining the product refund should be given to client.

18. List the Stationary items that should be kept at the reception area

- Forms, letter paper and envelope
- Pen, pencil, a ruler and eraser
- Note/message pad
- Calculator
- Bill head/receipt pads
- Address and telephone book

Making Appointments

Why is it important to make appointment correctly? From the salon you have done your research on create a sample of their appointments book – ensuring that you follow the Data Protection Act.

It is important to make appointment correctly in order to save your time and client time.

Appointment book sample

Date Monday 23 rd March 2009

Time	Therapist1	Therapist 2	Therapist3	Therapist4
9:30 am				
10:00 am				
10:30 am				
11:00 am				
11:30 am				
12:00 pm	Lunch			
12:30 pm				Lunch
13:00 pm		Lunch	Afternoon Off	
13:30 pm				
14:00 pm				
14:30 pm				
15:00 pm				
15:30 pm				
16:00 pm				

