



Australian Government

SHBXCCS009 Greet and prepare clients for salon services

Release: 1

SHBXCCS009 Greet and prepare clients for salon services

Modification History

Supersedes and is equivalent to SHBXCCS003 Greet and prepare clients for salon services.

Application

This unit describes the performance outcomes, skills and knowledge required to meet, greet and prepare clients for a range of beauty treatments, hairdressing or barbering services.

This unit applies to assistants who work in beauty, hairdressing or barber salons under close supervision and with guidance from more experienced or senior operators. They use little judgement and follow procedures and instructions specified by the senior who will manage the client service.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Client Services

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Welcome arriving clients.
 - 1.1. Welcome client promptly, warmly and by name, if known, according to organisational procedures.
 - 1.2. Focus attention completely on the client.
 - 1.3. Advise client of waiting time for commencement of service.
 - 1.4. Make client comfortable and offer beverages and reading material.
 - 1.5. Notify senior operator of clients' arrival.
2. Prepare clients for senior operators.
 - 2.1. Show client to relevant service area and ensure client is safely and comfortably seated.
 - 2.2. Advise client that senior operator will consult prior to service.
 - 2.3. Confirm, with senior operator, service to be provided.
 - 2.4. Select and apply clean wraps and towels of suitable size for client and to suit planned service.
 - 2.5. Check client comfort and offer additional beverages and reading material.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">interpret organisational procedures for meeting and greeting clients and preparing for service.
Oral communication skills to:	<ul style="list-style-type: none">ask open and closed probe questions and actively listen to clarify and confirm service instructions and check client comfort.

Unit Mapping Information

Supersedes and is equivalent to SHBXCCS003 Greet and prepare clients for salon services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>