Australian Government

Department of Education, Employment and Workplace Relations

SIBXCCS202A Provide service to clients

Revision Number: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

SIBXCCS202A Provide service to clients

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to deliver a complete customer service experience to clients in a personal services environment. It includes reception duties, scheduling client services, responding to client complaints, and identifying and responding to clients' special customer service needs.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes the function of performing a range of customer service tasks in personal services environments, such as beauty salons, hairdressing salons, nail salons and spas.
Communication regarding client service needs may be face-to-face or by telephone.
The unit applies to both beauty operators performing treatments who may also undertake reception duties, and also to reception area staff.

Licensing/Regulatory Information

Not applicable.

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Pre-Requisites

Prerequisite units

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Receive clients.	1.1 ***Communicate*** with ***clients*** according to ***workplace policies and procedures***.
	1.2 Meet client customer service needs and reasonable requests or refer to a supervisor according to workplace policies.
	1.3 Source ***client records*** and establish new cards as required.
	1.4 Enter ***client information*** in ***record system*** according to workplace policies and procedures and ***relevant legislation and codes***.
	1.5 Direct client to designated area for specific beauty service.

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ELEMENT	PERFORMANCE CRITERIA
2 Deliver customer service to clients.	2.1 Identify or anticipate possible ***contingencies*** and take action to maximise client satisfaction.
	2.2 Recognise and act upon opportunities to deliver ***additional levels of service*** beyond client's immediate request.
	2.3 Farewell clients according to ***workplace policies and procedures***.
	2.4 Use positive verbal and non-verbal communication to develop rapport and maintain contact with client during customer service delivery.
	2.5 Encourage repeat custom by ***promotion of appropriate services and products*** according to workplace policies and procedures.
	2.6 Process sales, returns and refunds according to workplace policies and procedures.
3 Schedule clients.	3.1 Schedule appointments according to the length of time required for services, availability of staff, and space and workplace policies and procedures.
	3.2 Confirm appointments with client and record details on ***appointment system***.
4 Respond to client complaints.	4.1 Establish ***nature of complaint*** by active listening and questioning and confirm with client.
	4.2 Implement ***complaint resolution procedures*** when required according to workplace procedures.
	4.3 Promptly refer unresolved complaints to supervisor.
	4.4 Take opportunities to turn incidents of client dissatisfaction into a demonstration of high quality customer service in line with workplace policies and procedures.
	4.5 Complete workplace ***documentation*** regarding client dissatisfaction or complaint.
	4.6 Take follow-up action as necessary to ensure client satisfaction.

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ELEMENT	PERFORMANCE CRITERIA
5 Identify clients' special customer service needs.	5.1 Promptly identify clients with ***special needs*** or requirements by observation and questioning.
	5.2 Verbally and non-verbally convey a willingness to assist clients.
	5.3 Promptly service client needs, or refer or redirect as required.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

The following skills must be assessed as part of this unit:

- customer service skills to sell products and beauty services
- communication skills to receive and schedule clients, make appointments and resolve complaints, including:
  - listening and questioning techniques
  - verbal and non-verbal communication skills
  - negotiation techniques
  - greeting and farewelling techniques
  - dealing with clients in a culturally appropriate manner
  - telephone techniques
- conflict-resolution skills, including techniques for dealing with difficult or abusive clients
- literacy skills to access, interpret and maintain client records
- numeracy skills to calculate service and appointment times.

Required knowledge

The following knowledge must be assessed as part of this unit:

- clients' special needs
- workplace policies and procedures in regard to personal presentation, record keeping, sales, returns and refunds, receiving and scheduling clients, and making appointments
- workplace features, including:
  - workplace product and service range
  - location of workplace areas and sections
  - function and use of workplace telephone and appointment system
  - messages taken in person or by telephone
  - client record system
  - written record of complaints.

Evidence Guide

EVIDENCE GUIDE

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EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • applying workplace policies and procedures and safe work practices in regard to the provision of service to clients • effectively scheduling clients and making appointments • providing a consistently welcoming client environment by treating clients in a courteous, professional manner using culturally appropriate greetings and farewells • interpreting the nature of client complaints and taking appropriate action to resolve complaints • using effective questioning and active listening techniques to consult, reassure and negotiate with clients, while maintaining discretion and confidentiality • using time effectively.

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EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- an environment, which includes as a minimum:
  - reception desk
  - telephone
  - retail display area
  - computer with a salon software system
- relevant workplace documentation including:
  - manufacturer's equipment instructions
  - product instructions
  - workplace policy and procedure manuals, including customer service techniques, personal presentation, complaint handling and complaint resolution
- a range of clients with different service requirements.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

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EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of learners performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
  - making appointments for clients
  - providing advice on services for clients
  - identifying client special needs
  - responding to client complaints
- role play, written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of:
  - appointment planning
  - communication and problem solving
  - completion of workplace documentation relevant to the provision of service to clients
- third-party reports from technical experts.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBBCCS302A Advise on beauty services
- SIBXCCS201A Conduct financial transactions
- SIRXCOM001A Communicate in the workplace.

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Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Communication must include:

- personal
- telephone
- verbal and non-verbal
- culturally appropriate greetings and farewells.

Clients may include:

- new or regular clients with routine or special needs
- male or female clients
- people from a range of social, cultural and ethnic backgrounds with varying physical and mental abilities.

Workplace policies and procedures may include:

- communicating with clients
- customer service techniques
- promoting products and services
- handling complaints
- personal presentation
- record keeping
- scheduling clients
- sales and refunds
- complaint resolution.

Client records may include:

- online data
- paper-based cards.

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RANGE STATEMENT

Client information may include:

- type of treatments or services
- special client needs or requirements
- detailed treatment plans
- products used
- home-care products recommended and purchased
- duration of treatment
- date and time of treatment
- charges and method of payment
- name of staff providing treatment.

Record system may include:

- online data
- hard copy records.

Relevant legislation and codes may include:

- consumer law
- privacy law
- occupational health and safety regulations
- anti-discrimination legislation
- industry codes of practice.

Contingencies may include:

- delays
- unavailability of products
- dissatisfaction with a previous service or product.

Additional levels of service may include:

- extending the treatment period
- offering complementary beauty treatments
- offering home-care products
- providing information on new products or services
- offering hospitality.

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RANGE STATEMENT

Workplace policies and procedures may include:

- communicating with clients
- customer service techniques
- promoting products and services
- handling complaints
- personal presentation
- record keeping
- scheduling clients
- complaint resolution.

Promotion of appropriate services and products may include:

- complimentary services, treatments and products
- discounted services, treatments and products
- special packages of services, treatments and products
- seasonal offers of services, treatments and products
- trial or sample products.

Appointment system may include:

- online data
- paper-based appointment records.

Nature of complaint may include:

- price
- quality of service
- timeliness of service
- range of services.

Complaint resolution procedures may include:

- referral to manager
- provide a fuller explanation of product or treatment
- refund of charges
- repetition of beauty service
- replacement of product.

Documentation may be:

- electronic
- paper-based.

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RANGE STATEMENT

Special needs may include:

- contraindications to products or services
- mobility or other disability assistance
- language needs and cultural understandings
- payment arrangements.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Client Services

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