



Australian Government

SHBXCCS002 Provide salon services to clients

Release: 1

SHBXCCS002 Provide salon services to clients

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide a complete customer service experience.

It requires the ability to communicate with clients face-to-face or by telephone, schedule appointments, attend and respond to client complaints, and assist clients with special needs.

This unit applies to workers in personal service environments including beauty and hairdressing salons, nail salons and spas. In these environments, they make routine service decisions within a defined range.

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.

1. Receive clients.

PERFORMANCE CRITERIA

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

- 1.1 Welcome client to salon consistent with salon branding, market position and organisational policies and procedures.
- 1.2 Identify client customer service needs, reasonable requests, or refer to supervisor.
- 1.3 Source client records or start new record as required.
- 1.4 Enter client information in record system.
- 1.5 Direct client to designated service or waiting area.

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| 2. Provide customer service. | 2.1 Develop rapport and maintain contact with client during service delivery.
2.2 Identify or anticipate contingencies and take action to maximise client satisfaction.
2.3 Identify and act on opportunities to deliver additional levels of service beyond client's immediate request.
2.4 Encourage repeat custom through promotion of appropriate services and products.
2.5 Process sales, returns and refunds as required, according to organisational policies and procedures.
2.6 Farewell clients according to organisational policies and procedures. |
| 3. Schedule appointments for clients. | 3.1 Schedule appointments according to length of time required for services, availability of staff, and equipment space.
3.2 Confirm appointments with client and cancel or reschedule as required.
3.3 Record details in appointment system. |
| 4. Respond to client complaints. | 4.1 Establish nature of complaint and confirm with client.
4.2 Implement complaint resolution procedures as required.
4.3 Promptly refer unresolved complaints to supervisor.
4.4 Take opportunities to turn client dissatisfaction into high quality customer service.
4.5 Complete workplace documentation for client complaint.
4.6 Take follow-up action to ensure client satisfaction. |
| 5. Respond to clients with special needs. | 5.1 Identify clients with special needs through observation and questioning.
5.2 Convey a willingness to assist clients.
5.3 Promptly service client needs, or refer and redirect as required. |

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.

Skill

Description

Oral communication skills to:

- use open and closed probe questions to clarify and confirm client requirements and complaints.

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| Numeracy skills to: | <ul style="list-style-type: none">• calculate treatment times. |
| Planning and organising skills to: | <ul style="list-style-type: none">• deal with clients in a logical sequence so that clients are served effectively. |
| Teamwork skills to: | <ul style="list-style-type: none">• handover clients to colleagues for services. |
| Self-management skills to: | <ul style="list-style-type: none">• maintain discretion and client confidentiality. |
| Technology skills to: | <ul style="list-style-type: none">• operate telephone equipment• use electronic communication media• operate computer with salon software system to schedule appointments. |

Unit Mapping Information

SIBXCCS202A Provide service to clients

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SHBXCCS002 Provide salon services to clients

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role and:

- integrate hairdressing or beauty technical skills, and provide service to hairdressing or beauty clients for a minimum of twelve, three hour work periods that individually or in combination demonstrate:
 - accessing client records
 - appropriate verbal and non-verbal communication
 - correct telephone techniques
 - dealing with clients in a culturally appropriate manner
 - dealing with difficult or abusive clients
 - effective questioning and active listening techniques to establish client needs
 - face to face communication techniques
 - greeting and farewelling techniques
 - interpreting and maintaining client records
 - receiving clients and making appointments
 - resolving complaints with remedial actions
 - scheduling client appointments.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- principles of quality customer service and positive communication techniques:
 - voice tonality and volume
 - body language
- essential features, conventions and usage of these types of communication media:
 - telephone
 - email
 - letters
- industry expectations of hairdressing and beauty workers:
 - professional service standards
 - attitudes to working with clients

- ethics of professional behaviour
- personal presentation and hygiene standards
- federal, state or territory legislation relevant to providing salon service to clients:
 - anti-discrimination
 - consumer protection
 - privacy
 - work health and safety
- organisational policies and procedures:
 - communicating with clients
 - handling and resolving complaints
 - customer service techniques
 - personal grooming and presentation
 - product returns
 - promoting products and services
 - receiving clients
 - record keeping
 - sales and refunds
 - scheduling clients
 - work health and safety
- possible remedial actions for resolving client complaints:
 - complimentary service
 - fuller explanation
 - referral to supervisor
 - refund of charges
 - replacement of product
 - samples
- special packages of services
- special needs of client:
 - language needs and cultural understandings
 - mobility or other disability assistance
 - payment arrangements
- organisational processes and equipment:
 - client record system
 - functions and use of appointment system
 - functions and use of telephone
 - location of workplace areas and sections
 - message procedures for:
 - telephone
 - email
 - messages taken in person

- workplace product and service range.

Assessment Conditions

Skills must be demonstrated in a personal services salon environment; this can be:

- an industry workplace or
- a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different client service requirements, who have the expectation that the services provided reflect those of a commercial business
- relevant organisational policies and procedure manuals for customer service:
 - customer service techniques
 - personal presentation
 - complaint resolution.

Assessment must ensure use of:

- computer with salon software system
- reception desk
- retail display area
- telephone.

Assessment activities that allow the individual to:

- complete salon services within commercially realistic speed, timing and productivity requirements
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

Links

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