



**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.<br>2.2 Identify or anticipate contingencies and take action to maximise client satisfaction.<br>2.3 Identify and act on opportunities to deliver additional levels of service beyond client's immediate request.<br>2.4 Encourage repeat custom through promotion of appropriate services and products.<br>2.5 Process sales, returns and refunds as required, according to organisational policies and procedures.<br>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.<br>3.2 Confirm appointments with client and cancel or reschedule as required.<br>3.3 Record details in appointment system.                                                                                                                                                                                                                                                                                                                            |
| 4. Respond to client complaints.          | 4.1 Establish nature of complaint and confirm with client.<br>4.2 Implement complaint resolution procedures as required.<br>4.3 Promptly refer unresolved complaints to supervisor.<br>4.4 Take opportunities to turn client dissatisfaction into high quality customer service.<br>4.5 Complete workplace documentation for client complaint.<br>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.<br>5.2 Convey a willingness to assist clients.<br>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: | <ul style="list-style-type: none"> <li>use open and closed probe questions to clarify and confirm client requirements and complaints.</li> </ul> |

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

## 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>