



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:	• interpret organisational procedures for meeting and greeting clients and preparing for service.
Oral communication skills to:	• 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>

Assessment Requirements for SHBXCCS009 Greet and prepare clients for salon services

Modification History

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

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:

- follow organisational procedures for meeting and greeting clients and preparing for them for service over four two hour work periods
- across those work periods, cumulatively prepare clients for at least four different treatments or services and consistently follow senior operator instructions.

Knowledge Evidence

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

- overview of the range of treatments and services offered by the salon to prepare clients for each
- features and functions of the salon booking system to interpret details of client bookings
- organisational procedures for meeting and greeting clients and preparing for service.

Assessment Conditions

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

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

Assessment must ensure use of:

- a senior operator from whom the individual can take instruction
- paying clients with different service requirements; these can be:
 - clients in a beauty, hairdressing or barbering industry workplace, or
 - clients in a simulated beauty, hairdressing, or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business
- sufficient customer traffic to allow for prioritisation of tasks so that customers are service effectively in a logical sequence
- a client reception area with a reception desk, client booking system and client waiting chairs

- beauty treatment, hairdressing or barbering services workstations with one adjustable client services chair per workstation
- clean client gowns or wraps
- clean client towels
- a range of reading materials for clients
- tea and coffee making facilities and a range of beverage options for clients
- organisational procedures for meeting and greeting clients and preparing for service.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have at least three years full time employment experience in the beauty, hairdressing or barbering industry where they have applied the skills and knowledge covered in this unit of competency; this cannot include any indentured traineeship or apprenticeship period.

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