

Unit ID: 634

Domain

HAIRDRESSING

Title:

Welcome clients and establish service to be rendered

Level: 1

Credits: 7

Purpose

This unit standard specifies the competencies required to welcome clients and establish service to be rendered. It includes procedures for receiving and establishing a professional relationship with clients, preparing the client for the service to be rendered, receiving and dealing with appointments and consulting clients in a professional manner whilst analysing the treatment area. This unit standard is intended for those who work as hairdressers.

Special Notes

1. Entry information:

Prerequisite

- Unit 632 – *Apply personal health and safety routines in a hairdressing salon environment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which hairdressing operations are carried out.

3. All procedures associated with the use of tools, equipment and products shall comply with manufacturers' specifications and/or workplace guidelines and instructions.

4. Glossary of terms:

- *professional manner*' refers to ethical standards, commitment to service, personal and interpersonal skills, body language, tone of voice, posture and personal appearance.
- *'specifications'* refers to any, or all of the following: manufacturers' product instructions and recommendations, workplace specific requirements
- *'verbal'* refers to any means of communication associated with spoken words
- *'basic telephone etiquettes'* refers to appropriate manner of answering a telephone.

5. Performance of all elements in this unit standard must comply with industry standards.

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, No. 11, 2007
- Occupational Health and Safety Regulations No. 18, 1997 and all subsequent amendments.

7. This unit standard applies to all type of hairs and range of people from different social, cultural or ethnic backgrounds.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Receive and establish a professional relationship with clients

Performance Criteria

- 1.1 Procedures and information required for receiving clients and establishing a professional relationship are identified and sourced in line with workplace procedures.
- 1.2 Clients are welcomed and introduction is made in line with workplace procedures.
- 1.3 Clients' identity is ascertained and their requirements are verified.
- 1.4 Clients are escorted to the consultation area.

Element 2: Prepare the client for the service to be rendered

Range

Personal belongings may include but are not limited to jewellery, handbags, parcels and packages.

Performance Criteria

- 2.1 Procedures and information required for preparing the client for the service to be rendered are identified and sourced in line with workplace procedures.
- 2.2 The client is assisted to remove appropriate clothing where required.
- 2.3 Client's personal belongings are recorded and safely stored in line with workplace procedures.
- 2.4 Client is made comfortable in line with workplace procedures.

Element 3: Receive and deal with appointments

Range

Appointment may include but are not limited to appointment made in person and/or telephonically.

Performance Criteria

- 3.1 Procedures and information required for receiving and dealing with appointments are identified and sourced in line with workplace procedures.
- 3.2 Telephone is answered in a professional manner.
- 3.3 If information is sought, the client's enquiry is responded in line with workplace procedures.
- 3.4 Estimated time required for each service is conveyed to the client verbally.
- 3.5 Procedures for completing the appointment book are demonstrated in line with workplace procedures.

Element 4: Consult with clients in a professional manner whilst analysing the treatment area

Performance Criteria

- 4.1 Procedures and information required for consulting clients in a professional manner whilst analysing the treatment area clients are identified and sourced in line with workplace procedures.
- 4.2 Client consultation is conducted in a professional manner.
- 4.3 The specific requirements are established through questioning.
- 4.4 The client's hair is examined physically and/or visually.
- 4.5 Where applicable suggestions are made to client regarding their requirements.
- 4.6 Information is recorded in line with workplace instructions.

Registration Data

Subfield:	Beauty Services
Date first registered:	July 2010
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Anticipated review:	July 2015
Body responsible for review:	Namibia Training Authority