

**Domain****HAIRDRESSING****Title:****Provide reception and administrative services in a hairdressing salon****Level: 2****Credits: 4****Purpose**

This unit standard specifies the competencies required to provide reception and administrative services in a hairdressing salon. It includes procedures for welcoming, receiving and attending to clients, receiving and making telephone calls and recording information, keeping and processing workplace records, calculating final price for services rendered and products purchased by clients, receiving record and storing stock and receiving payments and securing cash. 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.
    - Unit 639 - *Process incoming and outgoing calls 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:
  - '*specifications*' refers to any, or all of the following: manufacturers' product instructions and recommendations, workplace specific requirements.
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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Welcome, receive and attend to clients**

#### **Performance Criteria**

- 1.1 Procedures and information required for welcoming, receiving and attending to clients are identified and sourced in line with workplace procedures.
- 1.2 Clients are welcomed 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.
- 1.5 Clients' information is sourced and recorded in line with workplace procedures.

### **Element 2: Receive and make telephone calls and record information**

Calls may include but are not limited to contact with clients, delivery services, product distributors, and product manufacturers.

#### **Performance Criteria**

- 2.1 Procedures and information required for receiving and making telephone calls and recording information are identified and sourced in line with workplace procedures.
- 2.2 Calls are answered and the caller is identified. Reason for call is established in line with workplace procedures.
- 2.3 Calls are made in line with workplace procedures.
- 2.4 Information is recorded in line with workplace requirements.
- 2.5 Follow-up calls regarding confirmation or reminders of appointments, general enquiries, product enquiries are made in line with workplace requirements.
- 2.5 Telephone directories usage regarding emergency services, faulty line, dialling codes, telephone numbers, medical and government are demonstrated.

### **Element 3: Keep and process workplace records**

### **Performance Criteria**

- 3.1 Procedures and information required for keeping and processing workplace records are identified and sourced in line with workplace procedures.
- 3.2 The importance of maintaining workplace records is explained with examples of consequences.
- 3.3 Client record cards are filled in line with workplace processes and procedures.
- 3.4 Stock record keeping system is maintained in line with workplace procedures.
- 3.5 Final transactions and record are filled and kept in a secure place.

### **Element 4: Calculate final price for services rendered and products purchased by clients**

#### **Performance Criteria**

- 4.1 Procedures and information required for calculating final price for services rendered and products purchased by clients are identified and sourced in line with workplace procedures.
- 4.2 Client's payment is calculated and assured of the amount and issued with change if there is any.
- 4.3 Sold items are recorded in line with workplace procedures.
- 4.4 Cash is received in line with workplace procedures.
- 4.5 Cash is prepared for banking and/or stored in line with workplace procedures.

### **Element 5: Receive, record and store stock**

#### **Performance Criteria**

- 5.1 Procedures and information required for receiving recording and storing stock are identified and sourced in line with workplace procedures.
- 5.2 Received stock is checked against order form for accuracy.
- 5.3 Discrepancies on the order are reported within the agreed timeframe and to the responsible person.
- 5.4 Signed delivery documents are attached to the order form.
- 5.5 Completed documentations are filed in line with workplace procedures.
- 5.6 Stock items are stored in correct positions and in line with manufactures requirements.

## **Element 6: Receive payments and secure cash**

### **Performance Criteria**

- 6.1 Procedures and information required for receiving payments and securing cash are identified and sourced in line with workplace procedures.
- 6.2 Cash is received in line with workplace procedures.
- 6.3 Correct change is issued to the client.
- 6.4 Cash received is secured in line with workplace procedures.
- 6.5 Cash is prepared for banking in line with workplace procedures and security requirements.

### **Registration Data**

<b>Subfield:</b>	Beauty Services
<b>Date first registered:</b>	July 2010
<b>Date this version registered:</b>	July 2010
<b>Anticipated review:</b>	July 2015
<b>Body responsible for review:</b>	Namibia Training Authority