

1. Title	Handle customer enquiries on foot reflexology						
2. Code	BEZZHC209A						
3. Range	Know about the beauty effects and contraindications of foot reflexology and answer relevant enquiries from customers in beauty workplaces providing foot reflexology.						
4. Level	2						
5. Credit	6 (for reference only)						
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <table border="0"> <tr> <td style="vertical-align: top;">6.1</td> <td style="vertical-align: top;">Know about foot reflexology</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>◆ Know about the origin and development of foot reflexology</li> <li>◆ Know about human skeleton and physiological system in relation to foot reflexology</li> <li>◆ Know about the possible physiological responses during the initial stage of having foot reflexology</li> <li>◆ Know about the discomfort and strains of limbs commonly seen</li> <li>◆ Know about the beauty effects and contraindications of foot reflexology</li> <li>◆ Know how to ask the customers about their history of health for future reference</li> </ul> </td> </tr> <tr> <td style="vertical-align: top;">6.2</td> <td style="vertical-align: top;">Handle customers' enquiries on foot reflexology</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>◆ Master basic knowledge of foot reflexology, correctly explain to the customers the beauty effects and contraindications of foot reflexology and the possible physiological responses during the initial stage of having the treatment</li> <li>◆ Refer advanced enquiries to the supervisors or relevant experts</li> </ul> </td> </tr> </table>	6.1	Know about foot reflexology	<ul style="list-style-type: none"> <li>◆ Know about the origin and development of foot reflexology</li> <li>◆ Know about human skeleton and physiological system in relation to foot reflexology</li> <li>◆ Know about the possible physiological responses during the initial stage of having foot reflexology</li> <li>◆ Know about the discomfort and strains of limbs commonly seen</li> <li>◆ Know about the beauty effects and contraindications of foot reflexology</li> <li>◆ Know how to ask the customers about their history of health for future reference</li> </ul>	6.2	Handle customers' enquiries on foot reflexology	<ul style="list-style-type: none"> <li>◆ Master basic knowledge of foot reflexology, correctly explain to the customers the beauty effects and contraindications of foot reflexology and the possible physiological responses during the initial stage of having the treatment</li> <li>◆ Refer advanced enquiries to the supervisors or relevant experts</li> </ul>
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to correctly explain to customers the beauty effects and contraindications of foot reflexology and answer relevant enquiries from customers; and</p> <p>(ii) Capable to refer advanced enquiries to the superiors or relevant experts.</p>						
8. Remarks							