

1. Title	Carry out general spa procedures and consultation
2. Code	BEZZHC222A
3. Range	Master customer reception and communication skills, know about the types and effects of spa therapies/products provided by the organization, and attend to customers and answer relevant enquiries correctly at places providing spa therapies according to established guidelines of the organization.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<u>Performance Requirements</u>
	<p>6.1 Customer reception and communication skills for spa treatment</p> <ul style="list-style-type: none"> ◆ Know about basic customer reception and communication skills ◆ Understand the purpose and importance of good customer reception service and communication skills ◆ Be familiar with the types, effects and contraindications of spa therapies/products provided by the organization ◆ Understand the purpose, techniques and important points for customer consultation prior to spa treatment ◆ Know about the service procedures and important points for spa treatment <ul style="list-style-type: none"> • Pre-treatment <ul style="list-style-type: none"> ▸ Consult with customers ▸ Identify contraindications ▸ Make recommendations for treatments ▸ Help customers relax their mind and body • Make preparations for the treatment <ul style="list-style-type: none"> ▸ Settings of the room including the place for putting the towels ▸ Adjust the room temperature, lighting and water temperature, etc. ▸ Sequence of covering customers' body • Post-treatment <ul style="list-style-type: none"> ▸ Remind the customers of replenishing water ▸ Consult with customers on how they are satisfied with the service ◆ Understand the purpose and important points for filling out and maintaining customers' record card

	<p>6.2 Carry out spa service consultation and reception duties</p> <ul style="list-style-type: none"> ◆ Master good customer reception service and communication skills and provide quality service ◆ Master the types, effects and contraindications of spa therapies/products provided by the organization, and correctly answer relevant enquiries from the customers ◆ Correctly perform reception procedures before and after the, making sure that the customers is in relaxation, and complete and maintain the customers record card ◆ Refer complicated questions about spa treatment to a supervisor or the relevant person
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master good customer reception service and communication skills and basic knowledge of spa treatment; and</p> <p>(ii) Capable to fulfill customer reception duties before and after the treatment according to the established guidelines of the organization, and answer general enquires on spa treatment from the customers, ensuring that a comfortable spa treatment is provided.</p>
8. Remarks	