

Specification of Competency Standards of the Beauty and Hairdressing Industry

Unit of Competency

Functional Area: Marketing & Customer Service

Title	Receive Customers
Code	105395L1
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to receive customers and handle their enquiries politely in daily work according to the organization's code of practice for customer service.
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge of receiving customers <ul style="list-style-type: none"> • Understand the importance of good service attitude, including: appearance, politeness, attentiveness, respect, sincerity, etc. • Know about procedures of handling customers, including: handling appointments, telephone enquiries and difficult customers, and managing customer records • Understand the prices of different hairdressing service and products and the procedures and effects of treatments • Understand the importance of a comfortable, hygienic and tidy environment 2. Receive customers <ul style="list-style-type: none"> • Apply good communication skills to receive customers and handle their appointments and enquiries politely according to the organization's code of practice for customer service <ul style="list-style-type: none"> • Record the appointment slots, details, hairstylists designated, etc., and confirm clearly with the customers and inform the hairstylists of the arrangements • Make re-arrangement for customers late for appointments • Ask and confirm hairdressing services required • Arrange hair stylists • Help customers wear protection gown and lead them to appropriate seats • Maintain customer records and set up new customer files 3. Exhibit professionalism <ul style="list-style-type: none"> • Show respect for personal privacy when handling personal data of customers • Apply interpersonal communication skills to build and maintain quality customer service relations
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Apply good communication skills to receive customers and handle their enquiries and appointments politely according to the organization's code of practice for service.
Remark	