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| Name of the Unit: | **Contact with customers: Welcome and look after the customers before, while and after the treatment** |  |
| Reference to the qualification: | **Hairdresser** |
| Area of work tasks: Working in the salon  | EQF-level: 4 | DQR-level: 4 |
| Description of the Unit: < brief overview of the steps, required to fulfill the task>She/He is able to welcome customers in a salon, is able to attend to the customers before, while an after the treatment. |
| Knowledge (Wissen) | Skills (Fähigkeiten)  | Competence (Kompetenzen) |
| He/she is knows:* the significance of correct association with customers
* how to use words of welcome
* the different types of customers
* how to use verbal and nonverbal communication
* the zones of individual distances
* models of communications
* service provisions
* the importance of hygienic work practices within the salon
* techniques of questioning and active listening
* the use of a PC as a worktool
* the behavior in public
* the words of goodbye
 | He/she is able to:* correspond with customers and staff using foreign-language terms
* plan and realize salon activities
* make appointments with customers

(even on the telephone)* bring the customer to their place and offer service provisions
* be on time
* ask for personal dates and wishes for the treatment
* take complains and react in the right way
* say goodbye to the customer
* plan, organize and structure salon work
* communicate with others
* work in a team
* to communicate verbal and nonverbal
 | He/she is able to:* express and receive situation-based criticism
* communicate with colleagues
* plan and realizing salon activities (welcome, take a seat, wash hair, say goodbye, etc.)
* to solve problems
* control results of salon activities
* work and cooperate in a team
* be flexible during the work at a salon
* work independent
* take responsibility
* be creative with special guest enquiries
* take care for their personal appearance and behave
* look after the customers in a respectful way
* communicate with customers in a adequate way
* consider their communication skills in a foreign language very carefully
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| Additional information: The traines have to write daily reports about their working process and have to present the results at school. |
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