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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 | | |
| Additional information:  The traines have to write daily reports about their working process and have to present the results at school. | | | | | |
| Developed by: Claudia Polzer | | | | | |