

B.Voc. (Global Professional in Beauty & Aesthetics)

Semester: II

10

Paper Title: Salon & Customer Care

Paper Code: GP-106

Credits: 06

Job Role: *Front Desk Officer, Beauty Advisor, Aesthetician, Pedicurist/Manicurist, Makeup Artist, Beauty Therapist, Shampooer and Hair Therapist, Salon Owner.*

Objectives: After completion of the paper, students will be able to :

1. To increase students understanding of the importance of salon and customer care
2. To promote safe hygienic and healthy work practices.
3. To develop students communications and interpersonal skills.
4. To provide opportunities for students to practice reception skills specific to the service industry.
5. To familiarize students with salon planning and design.
6. To develop students awareness of professional training and career opportunities within the cosmetic industry.
7. Consulting with clients to determine their needs and preferences.

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
2. Examiner will set a total of NINE questions comprising two questions from each unit, including Question No.1 (compulsory) of short answer type covering the whole syllabus.
3. The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
4. All questions carry equal marks.

UNIT-I

The Salon Business: introduction, location of a salon, ways to improve profitability, types of ownership.

Salon professional: Roles and duties, **Work ethics.** Importance of maintaining a healthy life style-exercise, image, rest.

UNIT-II

Reception skills: Role and duties of a receptionist, enter appointments in an appointment book for various services, answering phone calls, accept different types of payments, complete a gift voucher, display of stock to promote sales, Elimination of expired products

UNIT-III

Ergonomic principles: Foot, leg, hand, wrist, hips, knees, neck, back, shoulder, chest; Ergonomically designed salon equipment's-availability, benefits, design.

Safety and Waste Management: Potential safety hazards found in a hair salon, potentially hazardous substances found in salons, safe and hygienic disposal of waste, safe use of hair equipment's, fire preventions and firefighting equipment's, fire evacuation procedure for a salon.

UNIT-IV

Salon Design: Features of good salon design, furnishing and equipment's for a hair salon, layout and décor for a hair salon

Life skills: self-awareness, decision making, social skills, counselling skills.

References:

- Nordmann L., *Beauty Therapy, The Official Guide to Level 2*, Macmillan
- Rigazzi-Traling, I., *Creating an Excellent Salon*, Holdder & Stoughton

ACTIVITY ON WORK ETHICS

Date 29 -01 -2024

Resource Person:- Anuradha batta
Harpreet Kaur

Report The lecture on work ethics was delivered by
Mrs Anuradha batta and Mrs Harpreet Kaur

To students that Work ethic is a set of values guiding professional behavior, encompassing integrity, responsibility, quality, discipline, and teamwork Developing and following a code of ethics for your salon business helps you set the tone for your employees, reassure your clients that you have their best interests at heart, and establish your salon as a reputable, professional place of business. Your code of ethics should cover employee behavior within the salon, treatment of your customers, and interactions with other salon.

Number of faculty present 4

Number of students 66



