

**ASSIGNMENT FEEDBACK SHEET**

Student Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Assessors Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Qualification Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­

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| **Assessors Comments** |
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| **COMPETENT/NOT YET COMPETENT** | **RE-SUBMISSION - COMPETENT/NOT YET COMPETENT** |
| Assessors Name: | Assessors Name: |
| Assessor Signature: | Assessor Signature: |
| Date: | Date: |
| Student Signature: | Student Signature: |
| Date: | Date: |
| IV Sampled: | IV Sampled: |

**UG211G4 Fulfill salon reception duties**

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| **Assignment overview: Please word-process**   * Please include a title page. NVQ LEVEL 2 BEAUTY- NAME- UNIT * List where you have gathered your evidence in a bibliography i.e: Websites- [www.beautynews.co.uk](http://www.beautynews.co.uk), Books: Lorraine Nordman 6th Edition |

**1. Why is it important to maintain confidentiality when you are taking messages and making and recording appointments? (5 a)**

**2. Describe the consequences of breaking confidentiality? (5c)**

**3. Describe relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act ? (5e)**

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| **Sale Of Goods Act 1977 Amended 1995** |  |
| **Supply of Goods And Services Act 1994** |  |
| **Resale Prices Act 1964 And 1976** |  |
| **Data Protection Act** |  |

**4. Explain the importance of taking messages and passing them on to the right person at the right time? (6a)**

**5. Explain the importance of effective communication to the salon’s business? (6b)**

**6. What is body language? Explain how to show you are listening closely to what people are saying, what body language would you need to display? (6e)**

**7. What types of products are available for sale within the salon? Describe? (7b)**

**8. How would you identify any defects (what would you look for in the packaging etc.) in products as they are being processed for sale? (7c)**

**9. Why are the benefits of providing discounts and special offers ? (7d)**

**10. Where would you keep cash and other payments safe and secure ? (8b)**

**11. Explain how to identify suspected counterfeit payments? (8e)**

**12. Describe how to deal with customers offering suspect tender or suspect non-cash payments ? (8f)**

**13 . Describe the consequences of failure to handle payments correctly? (8g)**