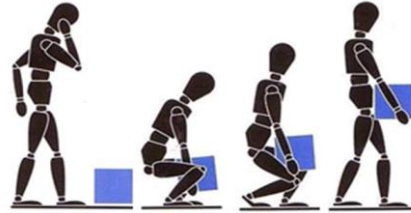


### Data Protection Act



Collecting and storing client and staff data safely. Store in a safe place. Destroy when not needed

### Manual Handling Operations Regulation



Moving objects safely without injuring your self

### Trades Description Act



You must not tell the client incorrect information about products prices and services

### Fire Precaution Work Place Regulation

Follow fire evacuation procedures



Health and Safety First Aid Regulation  
Well stocked first aid box

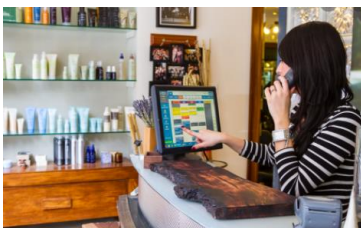


### Payments

Cash, cheque voucher & card



### Salon booking systems



Computer bookings  
Written bookings

### Information needed

Clients name, contact number, service / treatment required, stylist therapist preferred, time, date



## Features at reception

Price list

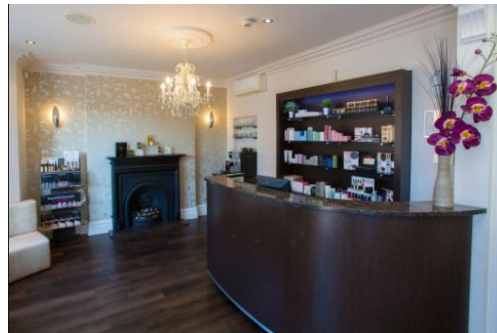
Retail products

Stationary

Card machine

Magazine

Waiting chairs



Flowers

Coat hooks

Computer

Drinks machine

Posters



Communication

Good / poor



### Receptionist Role

Answer the telephone

Take messages

Book appointments

Sell products

Cash up



Service (Hair)	Treatment (Beauty)
Blow-dry B/D	Facial
cut	Manicure Mani
Shampoo & set S/S	Pedicure Pedi
foils	makeup

