

Specification of Competency Standards
for the Beauty and Hairdressing
Unit of Competency.

Functional Area - Operational Management

Title	Fast Cut Hair Salon Operations, Safety, and Customer Relationship Management
Code	111546L3
Range	This UoC is applicable to fast cut hair salons. It enables practitioners to execute operational procedures, adhere to general safety rules for salon equipment, and handle customer service effectively.
Level	3
Credit	3
Competency	Performance Requirements Explain the relevant knowledge for fast cut hair salon operations and customer relationship management, including: • Salon operational requirements (reference may be made to relevant Hong Kong government information on business registration and company incorporation) ◦ Defining market positioning ◦ Location selection ◦ Capital requirements and budgetary control ◦ Equipment procurement and staff recruitment ◦ Business registration • Knowledge of general salon safety rules and regulations ◦ Explain general salon safety rules and relevant hygiene regulations. • Knowledge of customer relationship management principles ◦ Explain basic customer service protocols for a fast cut hair salon (e.g., staff grooming standards, interpersonal skills, characteristics of different customer types, interpreting customer behaviour and mood). ◦ Explain salon guidelines for handling customer complaints. Apply relevant knowledge within a standard hairdressing salon environment • Establish a fast cut hair salon in compliance with relevant legal regulations and business operational requirements • Apply public hygiene knowledge and operate equipment safely. ◦ Perform routine disinfection and sanitation work for general hairdressing premises, equipment, and tools correctly, in accordance with relevant hygiene laws and codes. ◦ Apply relevant rules and regulations to complete tasks assigned by supervisors and effectively prevent accidents resulting from safety negligence. • Apply customer relationship management techniques. ◦ Utilize effective interpersonal communication skills to establish and maintain high-quality customer service relationships and introduce or recommend suitable hair care products or speed haircut services to clients. ◦ Handle general customer complaints effectively in accordance with the salon's complaint handling guidelines, such as by calming emotions, offering compensation, making apologies, etc. Exhibit professionalism

	• Adhere to relevant public health ordinances. • Utilize good interpersonal communication skills to establish and maintain quality customer service relationships. • Comply with the Personal Data (Privacy) Ordinance when collecting customer information.
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply relevant knowledge to establish a fast cut hair salon and meet its operational requirements in compliance with relevant regulations. • Adhere to established personal and operational hygiene codes and relevant health regulations to perform daily disinfection and cleaning of the salon premises, equipment, and tools. • Comply with the general safety rules for salon equipment. • Employ customer relationship management techniques to maintain good relationships with clients. • Handle general customer complaints effectively according to the salon's established procedures.
Remark	