

BEAUTY THERAPY ASSIGNMENT 16

Client Care and Communication in Beauty-Related Industries T102

Describe and explain the factors which influence client care and communication in beauty-related industries.

You must include

- how to adapt methods of communication to suit the client and her/his needs
- the meaning of the term 'professionalism'
- the importance of respecting 'personal space' when dealing with a client
- the importance of providing clear recommendations to the client
- the importance of adapting retail sales' techniques to meet the requirements of the client
- methods of improving working practices
- how to resolve a complaint made by a client

Your assignment must be presented in **Word** format as a piece of **continuous writing**: in **sentences and paragraphs**. The required count is **1000 – 1500 words**. Spelling and punctuation should be such that your meaning is clear.

You may use the following to support your response

- charts
- graphs
- diagrams
- other forms of pictorial presentation.