

VJs Salon – Front Desk / Reception Skills Quiz

Name:

Phone:

Email:

1. What steps would you take to book an appointment in the Mind Body (or equivalent) booking application when a client calls on the phone to make an appointment?
2. How do you find the appropriate service in Mind Body (or equivalent) to match a customer’s request?
3. What are three primary booking computer applications used in salons?
4. When a client buys a product, what steps do you use in Mind Body (or equivalent) to account for and collect payment for the sale?
5. When a client arrives in the salon, name the first three things you must do.
6. How do you know what the total bill will be for services from the service provider?
7. Jessica bought products worth $68.00. The sales tax is 8.5% but she had a 20% off coupon. How much did Jessica pay for the products?
8. If you have to put a phone call on hold, what is the longest time that you make them wait and what steps do you take if the hold time is longer than expected?
9. In Mind Body (or equivalent) how would you book multiple services with different service providers for a client?
10. (100-35) +65 = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attach your competed quiz to an email and send it to: [VJSkillsQuiz@gmail.com](mailto:VJSkillsQuiz@gmail.com)