



Module "Client Oriented Communication and Service Skills and Problem Solving Skills" DESCRIPTION

General goal/s of the module	The module aims to promote the ability of learners to develop positive communication with the client in SPA & Wellness, ensuring a client-oriented approach, developing critical and analytical thinking capabilities, presentation, teamwork and problem-solving skills.
Objectives of the module (Intended Learning Outcomes)	After the module completion, the learner should be able to develop the skills below: <ol style="list-style-type: none"> 1. to determine the psychological type of the client; 2. to deliver the appropriate offer of SPA & Wellness services to clients according to their needs and considering general and professional ethics norms and present SPA & Wellness concept; 3. to categorize records of acquired information concerning clients' needs; 4. to conduct SPA's teamwork effectively, constructively cooperating in the team; 5. to solve problems in the team through effective decision-making; 6. to evaluate client service to internal clients by providing and continuously improving services to these clients.
Entry requirements (Pre-conditions)	The learners should have completed secondary education and be acquainted with client service skills, either knowledge through previous education or through work-based learning in relevant tourism businesses. No other module necessary to be completed for the uptake of the current
Assessment of the module	Final presentation: LO1-LO3 Practical work and test of knowledge through assessment exercises: LO4-LO7
Approximate realisation time/ Indicative (minimum) learning time (hours)	<i>Total: 155 hours, of which:</i> <ul style="list-style-type: none"> • <i>Theory (in the classroom/online): 51 hours</i>

- *Practise (at VET institution/online): 45 hours*
- *Practice (in the company /WBL): 31 hours*
- *Self-Study:28 hours*

Module " Client Oriented Communication and Service Skills; Problem Solving Skills" CONTENT

Intended Learning Outcomes	Content to be covered		Indicative (minimum) learning time (hours)				
	Main topic	Suggested Sub-Topics	Theory in the classroom /online	Practise at VET school/ online	Practice in the company /WBL	Self-study	Total
1. Learning outcome (subskill) <i>Is able to determine the client's psychological type</i> <i>Knows basic psychological types of individuals, psychological characteristics of clients</i>	1.1. Client's Psychological Type	1.1.1. Psychological Types of Individuals	2	2			4
		1.1.2. Psychological Characteristics of Individuals	2	2	2		6
		1.1.3. Peculiarities of Individuals	2	1	2		5
2. Learning outcome (subskill) <i>Is able to deliver the appropriate offer of SPA & Wellness services</i>	2.1. SPA & Wellness Concept and Delivery of Services Based on General and Professional Ethics Norms	2.1.1. Principles of Effective Oral Communication and Presentation	4	7	10	5	26
		2.1.2. Types of Communication (written communication; phone communication; face-to-face communication; social media use for communication with clients)	4	5	10	4	23
		2.1.3. Professional Ethics in SPA	3	2			5

<i>to clients according to their needs and considering general and professional ethics norms and present SPA & Wellness concept</i> <i>Knows SPA & Wellness concept (main aim, tasks, issues etc.); professional ethics norms for clients in service; principles of intercultural communication; building positive self-image</i>		Enterprises (Code of Ethics; Business and Professional ethics; Intercultural ethics)					
		2.1.4. Main Principles of Intercultural Communication	2	2		2	6
		2.1.5. Building Positive Self-image	2	2			4
		2.1.6. SPA & Wellness Concept	4	2		2	8
		2.1.7. Analysis of Various Client Service Situations, Communication Barriers	2	2			4
3. Learning outcome (subskill) <i>Is able to categorize records of acquired information concerning clients' needs</i> <i>Knows a customer</i>	Categorization of Records of Acquired Information Concerning Clients' Needs	3.1.1. Clients' Needs	2	2			4
		3.1.2. Principles and Technique of Clients' Database Development	2	2			4
		3.1.3. Loyalty Program for Clients' Succession.	1	3			4

<i>data base, verbal and non-verbal communication's role in the learning of client's needs and maintenance of sustainable relationship with clients; the necessity of function of loyalty program for clients.</i>							
4. Learning outcome (subskill) <i>Is able to conduct SPA's teamwork effectively, constructively cooperating in the team</i> <i>Knows the necessity of function of loyalty program for clients; the choice of conflict resolution techniques in the specific situation;</i>	Effective SPA's Team Work and Constructive Cooperation in the Team	4.1.1. The Essence of Communication Process	2	1	1	1	5
		4.1.2. The Basic Elements of Information Exchange	2	1	1	1	5
		4.1.3. Conflict Resolution Techniques	2	1	1	1	5
		4.1.4. The role of a team member and manager, its functions	2	1	1	1	5

<i>the role of a member, manager and its meaning in the team; the functions of a team member, team manager.</i>							
5. Learning outcome (subskill) <i>Is able to solve problems in the team through effective decision-making</i> <i>Knows principles of stress management; impacting factors and stages of decision making.</i>	Problem Solving in the Team Through Effective Decision-making	5.1.1. Problem Solving in the Team and Decision Making Within Own Competencies.	2	1		2	5
		5.1.2. Principles of Stress Management.	2	1		2	5
		5.1.3. Impacting Factors and Stages of Decision Making.	2	1		2	5
6. Learning outcome (subskill) <i>Is able to apply simple client care principles</i> <i>Knows basic client care principles;</i>	Simple Client Care Principles	6.1.1. Basic Client Care Principles (e.g. support clients as a team, listen to clients and their feedback, etc.).	1	1	1	1	4
		6.1.2. Dimensions of Client Service (client as a human taking into consideration procedures in place).	1	1	1	1	4

<i>dimensions of client service</i>							
7. Learning outcome (subskill) <i>Is able to evaluate client service to internal clients by providing and continuously improving services to these clients</i> <i>Knows relevant products and services, tools of obtaining internal clients' feedback, types of SPA services that are delivered and appropriate to internal clients</i>	Continuous Providing and Improvement of <i>Internal Clients</i> * Services * stakeholders who work inside or have a relationship with the enterprise, e.g. employees, suppliers, partners, stakeholders	7.1.1. Relevant Products and Services to Internal Clients.	1	1		1	3
		7.1.2. Tools to be Used in Order to Obtain Internal Client's Feedback.	1	1		1	3
		7.1.3. Types of SPA Services Delivered and Appropriate to Internal Clients.	1		1	1	3

Recommended Teaching/Learning strategies and methods:

(List interactive Teaching/Learning methods which motivate learners to study actively themselves and to change the teachers' function/role to an adviser or partner of learning process).

1. discussion;
2. problem-based learning;
3. project-based learning
3. brainstorming;

4. role-plays;
5. game-based learning

References and Sources used:

(List literature, books, articles, and others relevant sources that should be read by the learners/trainees).

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2.1.6. SPA & Wellness Concept

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REQUIRED RESOURCES for module "Client communication, scheduling, reservation" implementation

No	Resources <i>(identify with * the resources necessary in the company)</i>	Amount <i>(for each student, for small groups, for whole group, etc)</i>
1.	Technological equipment and tools	
1.1.	Multimedia projector and screen or large-size television.	1
1.2.	Computer, tablet or other portable electronic device (telephone).	1 for each student
1.3.	Internet connection.	1 for each computer, device
1.4.	The workplace of the learner for theoretical classes - table, chair.	1 for each student
1.5.	Whiteboard.	1
2.	Supplies, consumables, etc	
2.1.	Stationery - pen, ruler, pencil.	1 for each student
2.2.	Note paper set.	1 for each student
2.3.	Worksheets.	1 for each student according to the given tasks
2.4.	Set of markers for a whiteboard (4 colours).	1

* In the company