

## SESSION PLAN

Sector : HEALTH, SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES  
Qualification Title : HILOT (WELLNESS MASSAGE ) NCII  
Unit of Competency : PROVIDE PRE-SERVICE TO CLIENT  
Module Title : PROVIDE PRE- SERVICE TO CLIENT

### A. INTRODUCTION

This unit describes the knowledge,skills and attitude required to deliver preparatory services to hilot wellness clients,including receiving clients,making appointments and responding to client complaints.

### B. LEARNING ACTIVITIES

#### LO 2.1 SCHEDULE OF CLIENTS

Core Concepts:

#### Telephone Etiquette:

- Answering calls professionally and promptly.
- Proper greetings and introductions.
- Taking and relaying messages accurately.
- Handling difficult callers.
- Ending calls politely.
- Using hold and transfer features appropriately.
- Voice clarity and tone.

#### Listening Skills:

- Active listening techniques (paying attention, showing you're listening, providing feedback, deferring judgment, responding appropriately).
- Identifying barriers to effective listening.

- Empathic listening.
- Asking clarifying questions.
- Summarizing and paraphrasing.

**Non-Verbal Communication:**

- Importance of body language in communication.
- Different types of non-verbal cues (facial expressions, eye contact, posture, gestures).
- Interpreting non-verbal signals.
- Impact of non-verbal cues on phone conversations (tone of voice, pauses).

**Preparation of Appointment Schedule:**

- Understanding the purpose of an appointment schedule.
- Gathering necessary information for scheduling.
- Using different scheduling tools (digital calendars, physical planners).
- Organizing and prioritizing appointments.
- Confirming appointments.
- Managing changes and cancellations.

**Appointment Setting:**

- Understanding different scheduling methods (phone, online, in-person).
- Accurate recording of client information and preferences.
- Managing appointment availability and conflicts.

**Client Communication:**

- Confirming appointments and providing necessary information.
- Handling appointment changes and cancellations.
- Addressing client inquiries and concerns.

No	Learning Content	Method	Presentation	Practice	Feedback	Resources	Time (Approx.)
1.	<b>Telephone Etiquette</b>	Interactive Lecture, Role-Playing, Group Discussion	<ul style="list-style-type: none"> <li>- Overview of professional phone manners.</li> <li>Importance of clear and concise communication.</li> <li>Examples of good and bad greetings.</li> <li>Tips for taking and relaying messages accurately.</li> <li>Handling difficult callers (cultural sensitivity in the Philippines).</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Role-Playing:</b> Participants practice answering and making phone calls in various scenarios (e.g., taking messages, transferring calls, handling complaints).</li> <li>- <b>Scenario Analysis:</b> Discussing how to handle specific phone etiquette challenges common in the Philippines.</li> </ul>	<ul style="list-style-type: none"> <li>- Facilitator observation and immediate feedback during role-playing.</li> <li>Group discussion on effective and ineffective approaches.</li> <li>Sharing of best practices relevant to the local context (e.g., common Tagalog greetings and phrases).</li> </ul>	<ul style="list-style-type: none"> <li>- Handout with key telephone etiquette tips and common phrases in English and Tagalog.</li> <li>Scenario cards for role-playing.</li> <li>Whiteboard or flip chart for discussion points.</li> </ul>	30 minutes
2.	<b>Listening Skills</b>	Interactive Lecture, Pair Exercises, Group Discussion	<ul style="list-style-type: none"> <li>- Defining active listening.</li> <li>Identifying barriers to effective listening (considering local communication styles).</li> <li>Techniques for active listening: paying attention, showing understanding, asking clarifying questions.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Pair Exercise:</b> One participant speaks about a simple topic while the other practices active listening techniques.</li> <li>- <b>Summarizing and Paraphrasing:</b> Participants practice summarizing and paraphrasing what they hear from a short audio clip or a partner.</li> </ul>	<ul style="list-style-type: none"> <li>- Facilitator observation and feedback during pair exercises.</li> <li>Peer feedback on listening skills during pair activities.</li> <li>Group discussion on common listening challenges and how to overcome</li> </ul>	<ul style="list-style-type: none"> <li>- Handout with active listening techniques and tips.</li> <li>Short audio clips for listening practice (consider local accents).</li> <li>Worksheet for summarizing and paraphrasing.</li> </ul>	30 minutes

			Importance of empathy in conversations.		them in the Philippines.		
3.	<b>Non-Verbal Communication</b>	Interactive Lecture, Observation, Group Discussion, Demonstration	<p>- Importance of body language in communication (considering cultural nuances in the Philippines).</p> <p>Different types of non-verbal cues (facial expressions, eye contact, posture, gestures).</p> <p>Interpreting non-verbal signals in different contexts. Impact of non-verbal cues on phone conversations (tone of voice, pauses).</p>	<p><b>- Observation:</b> Participants observe short video clips or role-play scenarios focusing on non-verbal cues.</p> <p><b>Practice:</b> Participants practice using positive non-verbal cues in simulated interactions.</p> <p><b>Group Discussion:</b> Analyzing the meaning of different non-verbal signals within the Philippine cultural context.</p>	<p>- Facilitator observation during practice sessions. Group discussion on interpretations of non-verbal cues.</p> <p>Highlighting cultural differences in non-verbal communication within the Philippines.</p>	<p>- Handout with examples of non-verbal cues and their interpretations (with cultural considerations).</p> <p>Short video clips demonstrating non-verbal communication.</p> <p>Examples of effective and ineffective body language in different professional settings in the Philippines.</p>	30 minutes
4.	<b>Preparation of Appointment Schedule</b>	Interactive Lecture, Demonstration, Individual/Group Exercise, Discussion	<p>- Importance of a well-organized appointment schedule. Gathering necessary information for scheduling effectively.</p>	<p><b>- Individual Exercise:</b> Participants create a sample appointment schedule based on the information provided.</p> <p><b>Group Exercise:</b> Participants work together to create a</p>	<p>- Review of the created sample schedules by the facilitator. Group discussion on best practices for scheduling and time management.</p>	<p>- Sample appointment scheduling templates (digital or physical). Case study scenarios for creating schedules.</p>	30 minutes

			<p>Introduction to different scheduling tools (digital calendars, physical planners). Steps for organizing, prioritizing, and confirming appointments. Handling changes and cancellations professionally.</p>	<p>schedule for a hypothetical scenario, considering prioritization and time management. <b>Demonstration:</b> Using a digital calendar tool (if applicable) or showing examples of well-structured physical planners.</p>	<p>Sharing of tips and tricks for effective scheduling relevant to the local work environment.</p>	<p>Information on common scheduling practices in professional settings in the</p>	
5.	<b>Appointment Setting</b>	<p>Lecture with examples and scenarios.</p> <p>Demonstration of scheduling software/systems.</p>	<p>Slideshows with scheduling best practices.</p> <p>Examples of effective appointment booking scripts.</p>	<p>Role-playing appointment booking scenarios.</p> <p>Creating sample appointment schedules.</p>	<p>Trainer feedback on role-playing performance.</p> <p>Review of sample schedules for accuracy.</p>	<p>Sample appointment forms.</p> <p>Scheduling software/calendar examples.</p>	30 minutes
6.	<b>Client Communication</b>	<p>Interactive discussions on communication strategies.</p> <p>Case studies of challenging client interactions.</p>	<p>Examples of professional email and phone communication.</p> <p>Guidelines for handling cancellations and reschedules.</p>	<p>Simulating client communication scenarios.</p> <p>Drafting confirmation and reminder messages.</p>	<p>Trainer feedback on communication skills.</p> <p>Peer review of written communication.</p>	<p>Sample confirmation and reminder templates.</p> <p>Communication etiquette guidelines.</p>	30 minutes

## **LO 2.2 Conduct preliminary services to clients'**

Core Concepts:

### **1. Effective Customer Service**

- Understanding the Customer
- Communication Skills Building Rapport
- Problem Solving and Conflict Resolution
- Product/Service Knowledge
- Professionalism and Etiquette
- Empathy and Patience
- Exceeding Expectations
- Handling Diverse Customers
- Customer Feedback and Improvement

### **2. Workplace Policies and Procedures**

- Company Values and Mission
- Code of Conduct and Ethics
- Health and Safety Regulations
- Employee Rights and Responsibilities
- Operational Procedures
- Communication Protocols
- Data Privacy and Security
- Leave and Attendance Policies Grievance Procedures
- Emergency Procedures

### **3. Record Keeping:**

- Maintaining accurate and organized appointment records.
- Using scheduling tools and systems effectively.
- Ensuring client confidentiality.

### **4. Preliminary Service Procedures**

- Preparation and Setup
- Customer Greeting and Welcome
- Initial Assessment/Consultation
- Information Gathering
- Following Checklists
- Safety Checks
- Explaining the Process
- Ensuring Customer Comfort
- Verification and Confirmation
- Adherence to Protocols

### **5. Hilot Wellness Products, Services, and Programs**

- Understanding Traditional Hilot Principles
- Identification of Hilot Techniques
- Knowledge of Herbal Remedies
- Understanding the Body's Energy Systems
- Product Knowledge
- Service Delivery
- Client Consultation and Assessment
- Program Design

- Hygiene and Sanitation
- Respect for Cultural Practices

**6. Client Consultation:**

- Gathering client information (medical history, current conditions, etc.).
- Understanding client needs and expectations.
- Explaining the hilot process.

**7. Preparation of the Environment:**

- Ensuring cleanliness and hygiene.
- Setting up the massage area (appropriate lighting, temperature, etc.).
- Preparing necessary tools and materials (oils, linens, etc.).

**8. Client Preparation:**

- Providing clear instructions to the client.
- Ensuring client comfort and privacy.
- Proper draping techniques.

No	Learning Content	Method	Presentation	Practice	Feedback	Resources	Time
1	Effective Customer Service	Role-playing, Case Studies, Group Discussions	PowerPoint presentations, Video demonstrations, Interactive scenarios	Simulated customer interactions, handling different customer scenarios, and Problem-solving exercises	Instructor observation, Peer feedback, Self-assessment, Customer feedback (if applicable), Quizzes/Assessments on customer service principles	Customer service manuals, Training videos, Online customer service platforms, Role-play scenarios, and Case studies of successful and unsuccessful customer interactions.	37.5 minutes



2	<b>Workplace Policies and Procedures</b>	Lecture, Reading assignments, Q&A sessions, Scenario analysis	Employee handbooks, Policy documents, Flowcharts, Infographics, Online modules	Reviewing and understanding specific policies, applying policies to hypothetical situations, and Policy quizzes	Quizzes, Policy comprehension checks, Supervisor review of understanding, Policy adherence audits	Employee handbooks, Company intranet, Policy documents, HR guidelines, and Legal resources related to employment.	37.5 minutes
3.	<b>Preparation of the Environment</b>	Demonstration and explanation.  Practical exercises.	Visual aids of a properly prepared massage area.  Explanation of sanitation and hygiene protocols.	Setting up a mock massage area.  Practicing sanitation procedures.	Trainer evaluation of setup procedures.  Checklists for sanitation standards.	Sanitation guidelines.  Massage table and supplies.	37.5 minutes
4.	<b>Preliminary Service Procedures</b>	Demonstration, Step-by-step instructions, Practical exercises	Demonstration videos, Visual aids (e.g., checklists, diagrams), Standard operating procedures (SOPs)	Practicing service greetings, Preparing service areas, Gathering necessary tools and materials, Following checklists	Observation by trainer/supervisor, Checklist completion review, Peer feedback, Self-assessment of adherence to procedures	Standard operating procedures (SOPs), Service checklists, Training manuals, Equipment manuals, Visual guides for service setup.	37.5 minutes
5.	<b>Client Consultation</b>	Lecture with interactive discussions.  Role-playing scenarios.	Slideshows with key information and examples.  Demonstrations of effective communication techniques.	Simulated client interviews.  Developing client intake forms.	Trainer feedback on role-playing performance.  Peer review of intake forms.	Client intake forms. Communication skills handouts.	37.5 minutes
6.	<b>Record Keeping</b>	Demonstration of record-keeping methods.	Examples of organized appointment records.  Discussion of relevant data protection regulations.	Creating and maintaining mock appointment records.	Trainer evaluation of record-keeping accuracy.  Review of data entry skills.	Sample appointment logs.  Example of electronic scheduling programs.	37.5 minutes

		Explanation of data privacy and confidentiality.		Practice data entry into scheduling software.			
7.	<b>Client Preparation</b>	Demonstration of draping techniques.  Explanation of client comfort and safety.	Visual aids of proper draping.  Discussion of ethical considerations.	Practicing draping techniques on a mannequin or fellow student.  Simulating client interaction.	Trainer evaluation of draping skills.  Feedback on client interaction.	Draping materials.  Ethical guidelines.	37.5 minutes
8.	<b>Hilot Wellness Products, Services, and Programs</b>	Lecture, Demonstration, Hands-on practice, Experiential learning	Presentations with product information, Demonstration of techniques, Brochures and marketing materials, and Client testimonials	Practicing Hilot massage techniques, Identifying different herbs and oils, Understanding the benefits of various treatments, Designing basic wellness programs	Instructor observation and feedback during practice, Peer feedback, Client feedback (if applicable), Knowledge quizzes	Information on traditional Hilot practices, Product catalogs, Ingredient lists, Training manuals for Hilot techniques, Client intake forms, Brochures, and marketing	37.5 minutes

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