



## COURSE OUTLINE: HSP112 - CLIENT SERVICES I

Prepared: Hairstyling Department

Approved: Karen Hudson, Chair, Community Services and Interdisciplinary Studies

<b>Course Code: Title</b>	HSP112: CLIENT SERVICES 1
<b>Program Number: Name</b>	1054: HAIRSTYLING
<b>Department:</b>	HAIRSTYLIST
<b>Academic Year:</b>	2023-2024
<b>Course Description:</b>	This course enables students to develop client service strategies that demonstrate professional communication. In this course students will implement customer service, conflict resolutions and client retention techniques. Using effective communication skills, the students will also gain skills to conduct an efficient consultation.
<b>Total Credits:</b>	1
<b>Hours/Week:</b>	1
<b>Total Hours:</b>	14
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>This course is a pre-requisite for:</b>	HSP122
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>1054 - HAIRSTYLING</b>
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.
	VLO 5 Develop and use client service strategies that meet and adapt to individual client needs and expectations.
<b>Essential Employability Skills (EES) addressed in this course:</b>	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
	EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 4 Apply a systematic approach to solve problems.
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.



	EES 10 Manage the use of time and other resources to complete projects. EES 11 Take responsibility for ones own actions, decisions, and consequences.
<b>Course Evaluation:</b>	Passing Grade: 50%, D  A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	Employability skills in all classes will be assessed and calculated in final grades.
<b>Books and Required Resources:</b>	Cosmetology and Foundations bundle by Milady Publisher: Milady Binding Edition: 14th Edition ISBN: 9780357871492  Hairstyling Supply Kit available for purchase in the bookstore  Workbook package by Milady Publisher: Milady Binding Edition: 14th ISBN: 9780357922170

<b>Course Outcomes and Learning Objectives:</b>	<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
	1. Conduct an efficient and effective client communication.	1.1 Establish professional rapport with client 1.2 Determine service plan to be recommended 1.3 Identify salon service needs and preferences from client 1.4 Summarize needs and preferences for client 1.5 Recommend service solution and establish price 1.6 Understand the importance to obtain client consent 1.7 Apply documentation procedures to obtain client information in salon records 1.8 Apply customer service training for various types of communication
	<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
	2. Apply relevant knowledge of anatomy to the design and performance of client services.	2.1 Describe the anatomical features of the head as they relate to client services 2.2 Analyze visual attributes of the client, such as head, face and body size and shape
	<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
3. Analyze physical attributes of the hair, and skeletal system.	3.1 Apply relevant knowledge of anatomy to the design and performance of client services. 3.2 Describe the properties of the hair and scalp	
	<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
	4. Apply communication and customer service techniques for client retention	4.1 Understand reception desk etiquette 4.2 Demonstrate proper telephone communication and etiquette 4.3 Discuss how to handle client complaints 4.5 Understanding salon software

4.6 Utilizing social media for salon recruitment  
4.7 Demonstrate the ability to accommodate clients with disabilities

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Assignments	20%
Employability skills	30%
Milady workbook	20%
Quizzes and exam	30%

**Date:**

June 27, 2023

**Addendum:**

Please refer to the course outline addendum on the Learning Management System for further information.

