



COURSE OUTLINE: HSP122 - CLIENT SERVICES 2

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

Course Code: Title	HSP122: CLIENT SERVICES
Program Number: Name	1054: HAIRSTYLING
Department:	HAIRSTYLIST
Academic Year:	2023-2024
Course Description:	This course enables the student to communicate effectively with clients and co-workers. Students develop a customer service plan to create consistency in the client experience. This plan includes value added services that create client retention and upgraded sales. Customer service strategies are practiced on how to recruit and retain a clientele. Students also learn how to interpret consultation information to provide a specific service and maintenance plan to exceed client expectations.
Total Credits:	1
Hours/Week:	1
Total Hours:	14
Prerequisites:	HSP112
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	<p>1054 - HAIRSTYLING</p> <p>VLO 5 Develop and use client service strategies that meet and adapt to individual client needs and expectations.</p>
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 3 Execute mathematical operations accurately.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p>



EES 10 Manage the use of time and other resources to complete projects.
 EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Books and Required Resources:

Cosmetology and Foundations bundle by Milady
 Publisher: Milady Binding Edition: 14th Edition
 ISBN: 9780357871492

Workbook package by Milady
 Publisher: Milady Binding
 ISBN: 9780357922170

Hairstyling Supply Kit available for purchase in the bookstore

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Demonstrate a thorough client needs assessment with home care recommendations.	1.1 Communicate with client to determine expectations 1.2 Perform a visual hair and scalp inspection 1.3 Apply relevant knowledge of principles and elements of design to determine client needs 1.4 Utilize various media to determine expectations 1.5 Confirm client understanding of expectations 1.6 Schedule next appointment based on maintenance of client's hair 1.7 Recommend home care routine and products based on client's hair
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Apply customer service techniques for client recruitment and retention.	2.1 Understand the importance of a customer service care plan 2.2 Demonstrate customer service techniques for unforgettable experiences 2.3 Apply efficient and effective communication to meet client's expectations
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Apply appointment booking techniques using a variety of technologies.	3.1 Participate in ticket upgrading 3.2 Research alternative salon software applications 3.3 Utilize various media sources to build clientele 3.4 Demonstrate rebooking strategies

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	30%
Employability skills	30%
Milady workbook	20%
Quizzes and exams	20%



Date:

June 27, 2023

Addendum:

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

