# COURSE OUTLINE: HST735 - CLIENT SERVICES

Prepared: Hairstyling Department
Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

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| **Course Code: Title** | HST735: CLIENT SERVICES |
| **Program Number: Name** | 6350: HAIRSTYLIST LEVEL I |
| **Department:** | HAIRSTYLIST |
| **Semesters/Terms:** | 20F |
| **Course Description:** | This course will enable the apprentice to communicate effectively with clients and co-workers. Costumer service strategies will develop the skills to meet individual needs and a loyal client base. |
| **Total Credits:** | 1 |
| **Hours/Week:** | 1 |
| **Total Hours:** | 8 |
| **Prerequisites:** | There are no pre-requisites for this course. |
| **Corequisites:** | There are no co-requisites for this course. |
| **Vocational Learning Outcomes (VLO's) addressed in this course:**<br><br>**Please refer to program web page for a complete listing of program outcomes where applicable.** | **6350 - HAIRSTYLIST LEVEL I**<br>VLO 1 Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.<br>VLO 2 Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.<br>VLO 3 Apply entrepreneurial skills to the operation and administration of a hair stylist business.<br>VLO 4 Adapt to various and changing technologies, applications and procedures in the hair styling industry, and develop and present a plan outlining future professional development.<br>VLO 5 Develop and use client service strategies that meet and adapt to individual client needs and expectations.<br>VLO 6 Select and administer preparatory procedures and/or treatments to the hair and scalp using individually selected products to meet the expectations of the client. |
| **Essential Employability Skills (EES) addressed in this course:** | 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.<br>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.<br>EES 3 Execute mathematical operations accurately.<br>EES 4 Apply a systematic approach to solve problems.<br>EES 5 Use a variety of thinking skills to anticipate and solve problems.<br>EES 6 Locate, select, organize, and document information using appropriate technology |

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.

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|  | and information systems. |
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|  | 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. |
| **Course Evaluation:** | Passing Grade: 60%, D |
|  | A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation. |
| **Books and Required Resources:** | Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition<br>Publisher: Milady Binding Edition: 13th<br>ISBN: 9781305774773<br><br>Milady Standard Cosmetology by Theory Workbook Milady<br>Publisher: Milady Binding Edition: 13th<br>ISBN: 9781934636664<br><br>Practical Workbook by Practical Workbook for Milady Standard Cosmetology<br>Publisher: Milady Binding Edition: 13th<br>ISBN: 9781285769479 |

**Course Outcomes and Learning Objectives:**

| Course Outcome 1 | Learning Objectives for Course Outcome 1 |
|---|---|
| 1. Conduct an efficient and effective client consultation. | 1.1 Establish professional rapport with client<br>1.2 Determine service plan to be recommended<br>1.3 Elicit salon service needs and preferences from client<br>1.4 Summarize needs and preferences for client<br>1.5 Recommend service solution and establish price<br>1.6 Obtain client consent<br>1.7 Document client information in salon records |
| **Course Outcome 2** | **Learning Objectives for Course Outcome 2** |
| 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<br>2.2 Analyze visual attributes of the client, such as head, face and body size and shape |
| **Course Outcome 3** | **Learning Objectives for Course Outcome 3** |
| 3. Describe the properties of the hair and scalp. | 3.1 Identify structures of skin<br>3.2 Define functions of skin<br>3.3 Identify structure of hair<br>3.4 Define stages of hair growth |
| **Course Outcome 4** | **Learning Objectives for Course Outcome 4** |
| 4. Analyze physical attributes of client`s hair | 4.1 Identify diameter<br>4.2 Identify density and distribution |

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|   | 4.3 Identify colour<br>4.4 Identify curl pattern<br>4.5 Identify hair condition<br>4.6 Identify growth pattern<br>4.7 Identify cowlicks and whorls |
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| **Evaluation Process and Grading System:** | **Evaluation Type** | **Evaluation Weight** |
|---|---|---|
|  | Practical | 30% |
|  | Theory | 70% |

| **Date:** | June 16, 2020 |
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| **Addendum:** | Please refer to the course outline addendum on the Learning Management System for further information. |

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