Course Code: Title	HSP143: CLIENT SERVICES 1
Program Number: Name	1054: HAIRSTYLING
Department:	HAIRSTYLIST
Semesters/Terms:	20F
Course Description:	This course will enable the student to develop and use client service strategies that meet and adapt to individual client needs and expectations.
Total Credits:	2
Hours/Week:	1
Total Hours:	15
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	HSP149, HSP150, HSP151, HSP152, HSP153, HSP154, HSP155, HSP156, HSP157, HSP158, HSP159, HSP160, HSP161, HSP162
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**1054 - HAIRSTYLING** VLO 5 Develop and use client service strategies that meet and adapt to individual client needs and expectations.
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. 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.

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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Course Evaluation:	Passing Grade: 50%, D
	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Other Course Evaluation & Assessment Requirements:	Attendance in all classes will be assessed and calculated in final grades. All hours of theory and practical must be completed to advance to the next semester
Books and Required Resources:	Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition Publisher: Milady Binding Edition: 13th ISBN: 9781305774773
	Practical Workbook by Practical Workbook for Milady Standard Cosmetology Publisher: Milady Binding Edition: 13th ISBN: 9781285769479
	Theory Workbook by Theory Workbook for Milady Standard Cosmetology 2016 Publisher: Milady Binding Edition: 13th ISBN: 9781285769455
	Hairstyling Supply Kit available for purchase in the bookstore

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 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
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 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. Analyze physical attributes of the hair, skeletal and muscular 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
Course Outcome 4	**Learning Objectives for Course Outcome 4**
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

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	Evaluation Type	Evaluation Weight
Evaluation Process and Grading System:	Practical	20%
	Theory	80%

Date:	June 29, 2020
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.

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