COURSE OUTLINE: HSP150 - CLIENT SERVICES 2

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

Course Code: Title	HSP150: CLIENT SERVICES 2
Program Number: Name	1054: HAIRSTYLING
Department:	HAIRSTYLIST
Semesters/Terms:	21W
Course Description:	This course will enable the student to communicate effectively with clients and co-workers. Customer service strategies will develop the skills to meet individual needs and build a loyal client base. Interpretation of consultation information will enable students to develop and execute client specific service plan to meet client needs.
Total Credits:	1
Hours/Week:	1
Total Hours:	15
Prerequisites:	HSP141, HSP143, HSP144, HSP145, HSP146, HSP147, HSP148
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	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 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. 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 3 Execute mathematical operations accurately. 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

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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	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: 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. 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

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

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

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