



## COURSE OUTLINE: HST735 - CLIENT SERVICES

Prepared: Hairstyling Department

Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

<b>Course Code: Title</b>	HST735: CLIENT SERVICES
<b>Program Number: Name</b>	6350: HAIRSTYLIST LEVEL I
<b>Department:</b>	HAIRSTYLIST
<b>Semesters/Terms:</b>	21F
<b>Course Description:</b>	This course will enable the apprentice to communicate effectively with clients and co-workers. Customer service strategies will develop the skills to meet individual needs and a loyal client base.
<b>Total Credits:</b>	1
<b>Hours/Week:</b>	1
<b>Total Hours:</b>	8
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Essential Employability Skills (EES) addressed in this course:</b>	<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> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>
<b>Course Evaluation:</b>	<p>Passing Grade: 60%, D</p> <p>A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.</p>
<b>Books and Required Resources:</b>	Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition Publisher: Milady Binding Edition: 13th

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 2021-2022 academic year.



SAULT COLLEGE | 443 NORTHERN AVENUE | SAULT STE. MARIE, ON P6B 4J3, CANADA | 705-759-2554

ISBN: 9781305774773

Milady Standard Cosmetology by Theory Workbook Milady  
Publisher: Milady Binding Edition: 13th  
ISBN: 9781934636664

Practical Workbook by Practical Workbook for Milady Standard Cosmetology  
Publisher: Milady Binding Edition: 13th  
ISBN: 9781285769479

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
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 Elicit 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 Obtain client consent 1.7 Document client information in salon records
<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. Describe the properties of the hair and scalp.	3.1 Identify structures of skin 3.2 Define functions of skin 3.3 Identify structure of hair 3.4 Define stages of hair growth
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
4. Analyze physical attributes of client's hair	4.1 Identify diameter 4.2 Identify density and distribution 4.3 Identify colour 4.4 Identify curl pattern 4.5 Identify hair condition 4.6 Identify growth pattern 4.7 Identify cowlicks and whorls

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Practical	30%
Theory	70%

**Date:**

July 26, 2021

**Addendum:**

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

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 2021-2022 academic year.



SAULT COLLEGE | 443 NORTHERN AVENUE | SAULT STE. MARIE, ON P6B 4J3, CANADA | 705-759-2554