



## COURSE OUTLINE: HST735 - CLIENT SERVICES

Prepared: Hairstyling Department

Approved: Karen Hudson, Dean, 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>Academic Year:</b>	2024-2025					
<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>	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.					
<b>Course Evaluation:</b>	Passing Grade: 60%, D  A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.					
<b>Books and Required Resources:</b>	Milady Standard Cosmetology and Foundations bundle by Milady Title: Milady Standard Cosmetology 13th Edition Publisher: Milady Binding Edition: 14th ISBN: 9780357871492  Workbook package by Milady by Milady Publisher: Milady Binding Edition: 14th ISBN: 9780357922170					
<b>Course Outcomes and Learning Objectives:</b>	<table border="1"> <thead> <tr> <th>Course Outcome 1</th> <th>Learning Objectives for Course Outcome 1</th> </tr> </thead> <tbody> <tr> <td>1. Conduct an efficient and effective client consultation.</td> <td>           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         </td> </tr> </tbody> </table>	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 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	
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	<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>
Assignments	10%
Employability Skills	30%
Milady Workbook	20%
Quizzes and Exam	40%

**Date:** July 17, 2024

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