COURSE OUTLINE: HSP120 - ENTREPREN SKILLS 1

Prepared: Hairstyling Department
Approved: Karen Hudson - Dean

Course Code: Title	HSP120: ENTREPRENEURIAL SKILLS 1
Program Number: Name	1054: HAIRSTYLING
Department:	HAIRSTYLIST
Academic Year:	2025-2026
Course Description:	The content of this course gives the students the knowledge of daily salon operation responsibilities. This course focuses on effective communication within the workplace with both staff and clients. Students practice management skills to build their confidence in public relations, team building and organization. Students also learn about professional first impressions including cover letters and resumes. Sales and visual merchandising for retail is introduced to enhance the student`s understanding of building a business.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	HSP111, HSP113
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	HSP130, HSP310
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 3 Apply entrepreneurial skills to the operation and administration of a hair stylist business.
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 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
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:	2 hours of class time, 1 hour independent study.
Books and Required	Cosmetology and Foundations bundle by Milady

Resources:	Publisher: Milady Binding Edition: 14th Edition ISBN: 9780357871492 Workbook package by Milady Publisher: Milady Binding ISBN: 9780357922170 Scissors Makes Cents by Kelly Cahen Publisher: Davro Press ISBN: 9781734452464 * Extra resourse suggested, not required Hairstyling Supply Kit available for purchase in the bookstore

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Describe the fundamentals of salon business operation and organization	1.1 Apply effective management and organizational skills 1.2 Apply effective communication skills to establish professional rapport with clients and co-workers 1.3 Adhere to professional ethics in the workplace 1.4 Perform customer service duties including greeting, reception duties, appointment management and financial transactions
Course Outcome 2	**Learning Objectives for Course Outcome 2**
2. Apply seeking employment techniques	2.1 Determine target market 2.2 Identify ideal salon for work 2.3 Research salon policies and dress code 2.4 Develop and write cover letter and resume 2.5 Practice interview protocols
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Describe upselling and ticket upgrading techniques, describe advantages and benefits of products and services recommended based on client`s needs	3.1 Apply soft sell procedures 3.2 Inform client of current salon promotions 3.3 Inform client of related salon services available 3.4 Recommend services based on your knowledge and understanding of hair 3.5 Demonstrate closing techniques for retail products 3.6 Recommend home maintenance and products based on desired results
Course Outcome 4	**Learning Objectives for Course Outcome 4**
4. Apply conflict resolution techniques to the operation and administration of a hairstyling business	4.1 Assess situation 4.2 Recognize an escalating situation 4.3 Demonstrate problem solving techniques 4.4 Negotiate solutions 4.5 Identify alternative options 4.6 Document events

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	20%

	Employability skills	40%
	Milady workbook	10%
	Quizzes and exams	30%

Date:	October 17, 2025
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.