



# COURSE OUTLINE

## HST735

Prepared: Hairstyling Department    Approved: Martha Irwin

<b>Course Code: Title</b>	HST735: CLIENT SERVICES
<b>Program Number: Name</b>	6350: HAIRSTYLIST LEVEL I
<b>Department:</b>	HAIRSTYLIST
<b>Semester/Term:</b>	17F
<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>Vocational Learning Outcomes (VLO's):</b>  Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#1. Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.</p> <p>#2. Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.</p> <p>#3. Apply entrepreneurial skills to the operation and administration of a hair stylist business.</p> <p>#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.</p> <p>#5. Develop and use client service strategies that meet and adapt to individual client needs and expectations.</p> <p>#6. Select and administer preparatory procedures and/or treatments to the hair and scalp using individually selected products to meet the expectations of the client.</p>
<b>Essential Employability Skills (EES):</b>	<p>#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>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#3. Execute mathematical operations accurately.</p> <p>#4. Apply a systematic approach to solve problems.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p>



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#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.  
#10. Manage the use of time and other resources to complete projects.  
#11. Take responsibility for ones own actions, decisions, and consequences.

**General Education Themes:**

Social and Cultural Understanding  
Personal Understanding

**Course Evaluation:**

Passing Grade: 60%, D

**Evaluation Process and Grading System:**

Evaluation Type	Evaluation Weight
practical application and exam	50%
Theory tests,quizzes,workbooks	50%

**Books and Required Resources:**

Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition  
Publisher: Milady Binding Edition: 13th  
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:**

### Course Outcome 1.

Conduct an efficient and effective client consultation.

### Learning Objectives 1.

- Establish professional rapport with client
- Determine service plan to be recommended
  - Elicit salon service needs and preferences from client
  - Summarize needs and preferences for client



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- Recommend service solution and establish price
- Obtain client consent
- Document client information in salon records

### **Course Outcome 2.**

Apply relevant knowledge of anatomy to the design and performance of client services.

### **Learning Objectives 2.**

- Describe the anatomical features of the head as they relate to client services
- Analyze visual attributes of the client, such as head, face and body size and shape

### **Course Outcome 3.**

Describe the properties of the hair and scalp.

### **Learning Objectives 3.**

Identify structures of skin

- Define functions of skin
  - Identify structure of hair
  - Define stages of hair growth
  - Analyze physical attributes of client's hair:
    - o diameter
    - o density and distribution
    - o colour
    - o curl
    - o condition
    - o growth pattern
- cowlick and whorl
- 

### **Course Outcome 4.**



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4



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Analyze relationships between hair services and client attributes

### **Learning Objectives 4.**

recognize facial shapes  
body types

**Date:**

Wednesday, August 30, 2017

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