



COURSE OUTLINE: HST735 - CLIENT SERVICES

Prepared: Hairstyling Department

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

Course Code: Title	HST735: CLIENT SERVICES
Program Number: Name	6350: HAIRSTYLIST LEVEL I
Department:	HAIRSTYLIST
Semesters/Terms:	18F
Course Description:	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.
Total Credits:	1
Hours/Week:	1
Total Hours:	8
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	6350 - HAIRSTYLIST LEVEL I
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.
	VLO 2 Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.
	VLO 3 Apply entrepreneurial skills to the operation and administration of a hair stylist business.
	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.
	VLO 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.
	Essential Employability Skills (EES) addressed in this course:
	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.



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- 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 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.

General Education Themes: Social and Cultural Understanding

Personal Understanding

Course Evaluation: Passing Grade: 60%, D

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	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
Course Outcome 2	Learning Objectives for Course Outcome 2
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
Course Outcome 3	Learning Objectives for Course Outcome 3
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 3.5 Analyze physical attributes of client's hair: - diameter - density and distribution - colour - curl - condition - growth pattern - cowlick and whorl

	Course Outcome 4	Learning Objectives for Course Outcome 4
	4. Analyze relationships between hair services and client attributes	4.1 recognize facial shapes 4.2 body types

Evaluation Process and Grading System:

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

Date:

September 18, 2018

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

