

I. COURSE DESCRIPTION:

Upon successful completion the student will have the ability to demonstrate operational skills, financial transactions, marketing strategies and effective customer service skills.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Describe roles and responsibilities associated with employees and apprentices.Potential Elements of the Performance:

- Complete training agreement
- Review training documents such as the National Occupational Analysis (NOA), training standards
- Legal responsibilities, health and safety, Ontario employment standards

2. Perform customer service duties including greeting, reception duties, appointment management and financial transactions.Potential Elements of the Performance:

- Execute customer service duties, including
 - answering phone
 - greeting client by name
 - completing financial transactions
- Describe the benefits of good customer services, such as:
 - upselling
 - client retention
 - creating a valuable salon experience
- Practice salon policies to answer, resolve or re-direct inquiries and/ or concerns

- Describe appointment management practices, including:
 - booking services
 - time management
 - pre-booking techniques
 - use of electronic calendars
 - Demonstrate pre-booking techniques
 - Document services rendered on client card according to privacy act
 - Complete client financial transactions
 - maintain and balance a float
 - execute credit and debit transactions
 - mentally calculate change for clients
 - Use checklist to reconcile daily financial records
3. **Apply effective communication skills to establish professional rapport with client and co-workers.**
Potential Elements of the Performance:
- Practice active listening techniques
 - Interpret non-verbal communication
 - Speak clearly and concisely
 - Demonstrate constructive feedback techniques
4. **Apply effective time management and organizational skills.**
Potential Elements of the Performance:
- Define time management
 - Prioritize services through effective time management
 - Develop time management skills and strategies:
 - determine relevance to profession
 - identify priorities
 - identify time allocation for services

5. **Adhere to professional ethics in the workplace.**

Potential Elements of the Performance:

- Define professional ethics:
 - be courteous to clients
 - perform salon services at a high level of competency
- Follow and interpret employer's code of professional conduct

III. TOPICS:

1. National Occupational Analysis review
2. Organizational skills
3. Mathematical operations
4. Communication skills
5. Time management

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Milady Textbook
 Milady Workbooks
 Pivot Point Textbook and Study Guide
 Binder, paper, pens and calculator

V. EVALUATION PROCESS/GRADING SYSTEM:

Theory	40%
Practical	40%
Final Assessment	20%

Students must achieve a 50% grade average in each component to meet Ministry and program standards.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

VI. SPECIAL NOTES:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. *It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.*

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.