



COURSE OUTLINE

HSP150

Prepared: Hairstyling Department Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	HSP150: CLIENT SERVICES 2
Program Number: Name	1058: HAIRSTYLING
Department:	HAIRSTYLIST
Semester/Term:	17F
Course Description:	This course will enable the student to communicate effectively with clients and co-workers. Customer service strategies will develop the skills to meet individual needs and build a loyal client base. Interpretation of consultation information will enable students to develop and execute client specific service plan to meet client needs.
Total Credits:	1
Hours/Week:	1
Total Hours:	15
Prerequisites:	HSP140, HSP141, HSP142, HSP143, HSP144, HSP145, HSP146, HSP147, HSP148
This course is a pre-requisite for:	HSP157, HSP158, HSP159, HSP160, HSP161, HSP162
Vocational Learning Outcomes (VLO's): 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>#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>
Essential Employability Skills (EES):	<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>



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#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
 #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
 Science and Technology

Course Evaluation: Passing Grade: 50%, D

Other Course Evaluation & Assessment Requirements: Attendance in all classes will be assessed and calculated in final grades. All hours of theory and practical must be completed to advance to the next semester.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
practical application and exam	50%
projects, research	50%

Books and Required Resources:

Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition
 Publisher: Milady Binding Edition: 13th
 ISBN: 9781305774773

Practical Workbook by Practical Workbook for Milady Standard Cosmetology
 Publisher: Milady Binding Edition: 13th
 ISBN: 9781285769479

Salon Fundamentals by Salon Fundamentals Book Set
 Publisher: Pivot Point International Inc. Edition: 3rd
 ISBN: 9781934636664
 Study Guide included in set

Theory Workbook by Theory Workbook for Milady Standard Cosmetology 2016
 Publisher: Milady Binding Edition: 13th
 ISBN: 9781285769455

Course Outcomes and

Course Outcome 1.



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Learning Objectives:

Demonstrate a client consultation for a cutting service.

Learning Objectives 1.

- Communicate with client to determine expectations
- Perform a visual hair and scalp inspection
- Apply relevant knowledge of principles and elements of design to determine client needs.
- Utilize various media to determine final look
- Confirm client understanding of final look

Course Outcome 2.

Prepare client for service maintaining health and safety procedures for all materials, tools and work places.

Learning Objectives 2.

- Drape client for protection of clothing
- Prepare hair for service

Course Outcome 3.

Demonstrate selection of tools, equipment and products to meet client service expectations.

Learning Objectives 3.

- Apply relevant knowledge of tools to select for service
- Apply relevant knowledge of product composition and performance to select for service
- Demonstrate competent use of selected tools and products to perform services

Course Outcome 4.

Replicate current trends utilizing technical skills and product knowledge.



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Learning Objectives 4.

- Participate in upgrading
- Research current trends
- Utilize various media sources
- Demonstrate current trends in salon services

Date:

Wednesday, August 30, 2017

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