



## COURSE OUTLINE: HSP150 - CLIENT SERVICES 2

Prepared: Hairstyling Department

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

<b>Course Code: Title</b>	HSP150: CLIENT SERVICES 2
<b>Program Number: Name</b>	1058: HAIRSTYLING
<b>Department:</b>	HAIRSTYLIST
<b>Semesters/Terms:</b>	19W
<b>Course Description:</b>	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.
<b>Total Credits:</b>	1
<b>Hours/Week:</b>	1
<b>Total Hours:</b>	15
<b>Prerequisites:</b>	HSP140, HSP141, HSP142, HSP143, HSP144, HSP145, HSP146, HSP147, HSP148
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>This course is a pre-requisite for:</b>	HSP157, HSP158, HSP159, HSP160, HSP161, HSP162
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>1058 - HAIRSTYLING</b>
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 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.
<b>Essential Employability Skills (EES) addressed in this course:</b>	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 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.
	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.

**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.

**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

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

Hairstyling Supply Kit available for purchase in the bookstore

**Course Outcomes and Learning Objectives:**

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Demonstrate a client consultation for a cutting service.	1.1 Communicate with client to determine expectations 1.2 Perform a visual hair and scalp inspection 1.3 Apply relevant knowledge of principles and elements of design to determine client needs 1.4 Utilize various media to determine final look 1.5 Confirm client understanding of final look
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Prepare client for service maintaining health and safety procedures for all materials, tools and work places.	2.1 Drape client for protection of clothing 2.2 Prepare hair for service
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Demonstrate selection of tools, equipment and products to meet client service expectations.	3.1 Apply relevant knowledge of tools to select for service 3.2 Apply relevant knowledge of product composition and performance to select for service 3.3 Demonstrate competent use of selected tools and products to perform services
Course Outcome 4	Learning Objectives for Course Outcome 4
4. Replicate current trends utilizing technical skills and product knowledge.	4.1 Participate in upgrading 4.2 Research current trends 4.3 Utilize various media sources 4.4 Demonstrate current trends in salon services

**Evaluation Process and**

Evaluation Type	Evaluation Weight	Course Outcome Assessed
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**Grading System:**

practical application and exam	50%	
projects, research	50%	

**Date:**

September 28, 2018

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

