

**ST131**  
**Client Services**

**1 Credit**

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## ST131 Version: 1



## Client Services

### Calendar Description

This course provides the student with an overview of the requirements of client communication and customer client service in a salon environment.

### Rationale

This is a required course for the Hairstyling program. In order to effectively work with the public, students must exemplify professional customer service skills that benefit them in their stylist and client relationship. Topic areas emphasize the importance of client consultation, record keeping and client aftercare. Particular focus is also given to appropriate and respectful client care and communication that is in accordance with industry standards of professionalism.

### Prerequisites

None

### Co-Requisites

None

### Course Learning Outcomes

Upon successful completion of this course, students will be able to

1. gather client information to ensure predictable results for all clients.
2. complete and keep accurate client records.
3. recommend and prescribe professional hair care products for client's home use.
4. apply the skills required to communicate in the hairstyling industry.

### Resource Materials

#### ***Required Text(s):***

Milady. (2016). *Milady Standard Cosmetology* (13<sup>th</sup> edition). ISBN- 13-9781285769417.

Milady. (2016). *Milady Standard Cosmetology Theory workbook* (13<sup>th</sup> edition).

ISBN 13-9781285769455

Milady. (2016). *Milady Standard Cosmetology Practical workbook* (13<sup>th</sup> edition).

ISBN 13-9781285769479

**Reference Text(s):**

None

**Conduct of Course**

Lectures, videos, class discussions, simulation labs, and guest speakers are used to deliver the course content. Participation is necessary.

**Evaluation Procedures**

Assignments	50%
Exams	50%

**Grade Equivalents and Course Pass Requirements**

*A minimum grade of C+ (65%) is required to pass this course.*

Letter	F	C+	B-	B	B+	A-	A	A+
Percent Range	0-64	65-69	70-74	75-79	80-84	85-89	90-94	95-100
Points	0.00	2.30	2.70	3.00	3.30	3.70	4.00	4.00

**Attendance**

Regular attendance is essential for success in any course. A student is required to attend **all** classes, laboratory times (open salon), and examinations, as these hours are compulsory to meet the 1400 hours as outlined by Alberta Industry and Trade to complete a hairstyling program. Absence for any reason does not relieve a student of the responsibility of completing course work and assignments to the satisfaction of the instructor. In accordance with Lakeland College Policy, **if a hairstyling student is absent for 50 hours for any portion of the program (theory or lab/open salon classes)**, the instructors will fill out an absence report and forward it to the program Chair for appropriate follow-up action. Unexcused or unreported absences may be cause for dismissal from the program.

Absence for any reason does not relieve a student of the responsibility of completing course work and assignments to the satisfaction of the instructor. In cases of repeated absences due to

illness, the student may be requested to submit a medical certificate. Instructors have the authority to require attendance in classes.

## **Course Units/Topics**

### **Section A: Client Consultation**

1. The factors to determine a successful consultation.
2. The phases to successfully perform a consultation.
3. The procedural steps to successfully perform a consultation.

### **Section B: Client Records**

1. The type of client information to record.
2. How to complete and use a client record card or data base.
3. How to use and complete a client release forms/statement.

### **Section C: Service Consultation**

1. The factors that determine a successful service consultation.
2. Hair and scalp analysis procedures.
3. Chemical service testing procedures.
4. Color service testing procedures.

### **Section D: Client Aftercare**

1. Client needs and recommend the best products for home use.
2. How to prescribe professional hair products.

### **Section E: Communication**

1. All elements of verbal and non-verbal communication.
2. Active listening skills.
3. Professional conversation and topics to avoid.
4. Rapport and how it is used to improve relations with others.
5. The factors that influence good human relations in the workplace.
6. How to identify personality patterns and personality type indicators.
7. The procedures in greeting a client.



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