CUSTOMER SERVICE/SHOP MANAGEMENT I - PUBLIC
Course Syllabus

Course Number: COSM-0068A                OH LAP Credit: No
OCAS Code: 9479 - Customer Service
Course Length: 30 Hours
Career Cluster: Human Services
Career Pathway: Personal Care Services
Career Major(s): Cosmetologist - Public

Pre-requisite(s): 
Course Description: (Hours per student are set by the Oklahoma State Board of Cosmetology licensure guidelines.)
The student will learn the basics of customer service and how to manage a salon.


Course Objectives: A. Demonstrate effective salon business etiquette
1. List the two ways in which you may go into business for yourself
2. List the factors to consider when opening a salon.
3. Name and describe the types of ownership under which a salon may operate.
4. Explain the importance of keeping accurate business records.
5. Discuss the importance of the reception area to a salon’s success.
6. Demonstrate good salon telephone techniques.
7. List the most effective forms of salon advertising.

1 ODCTE Objective
All unmarked objectives are TTC instructor developed.

Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures: 1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy-five (75%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
### Description of Classroom, Laboratories, and Equipment:

Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

### Available Certifications/College Credit

The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

### College Credit Eligibility:

The student must maintain a grade point average of 2.5 or better.