CUSTOMER SERVICE/SHOP MANAGEMENT II - PUBLIC
Course Syllabus

Course Number: COSM-0068B
OHLAP Credit: No
OCAS Code: 9479 – Customer Service
Course Length: 70 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.

Textbooks: 

Course Objectives:
A. Develop Your Professional Image.
1. Outline the importance of self-analysis.
2. Explain the importance of color and demonstrate color analysis.
3. List the guidelines of good grooming for the successful cosmetologist.
4. Demonstrate the posture a cosmetologist should have to avoid muscle aches and back strain.
5. Explain the key elements of wardrobe planning.
6. Describe the personality traits necessary for success in the personal service industry.

B. Develop Your Salon Business.
1. Explain the nature of personal service work and describe what this means in your chosen profession.
2. Demonstrate your preparation for the state board examination.
3. Outline the steps you should take to get your first job.
4. Describe how professional ethics are important to the operations of the salon and outline the benefits of ethics to you as a stylist.
5. List ways of building a clientele.
6. List ways to recommend and retail professional salon products.
7. Explain the different methods of compensation for cosmetologists. What employee benefits will you look for during your job search.
8. List the tax responsibilities of a regular employee and those of an employer.
9. List the important factors you should consider during the planning stage of opening your own salon.

C. Demonstrate 80% competency in comb out/hairstyling, hair shaping, hairstyling/wet set, permanent wave, chemical texture services, facial and manicuring.
1. Comb out State Board Set which reflects:
   a. Roll 5-9 rollers on base, half base, off base placement on top of head.
   b. Set back of head in brush wave pattern consisting of alternating rows of clockwise and counterclockwise half base/halfstem pin curls.
   c. When styling, backcomb or tease top section of head at scalp and...
2. Demonstrate the safe and proper use of the various tools of haircutting.
   a. Section hair on head for a basic 4 or 5 section hair cut with controllable
      subsections and partings.
   b. Display razor guard on razor while establishing guideline using the
      razor and cutting at least ½ inch of hair.
   c. Complete haircut with shears, cutting at least ½ inch, and
      demonstrating a definite degree of elevation in the haircut, while
      displaying safety procedures in the handling of shear during service,
      (palming the shear).
   d. Demonstrate proper use of thinning shear with one stroke of cutting
      vertically through the hair shaft.

3. Demonstrate the techniques of finger waving, pin curl placement and roller curl
   placement.
   a. Horizontal finger waving which includes 3 troughs and 2 distinct ridges
      from ear to ear.
   b. Pin curls placed in diagonal arc “C” shaping on left side of head toward
      the face demonstrating on base/no stem pin curl, half base/half stem
      pin curl, off base/full stem pin curl.
   c. Roller curls demonstrated in State Board Set.

4. Demonstrate a permanent wave procedure without application of wave
   solution.
   a. Demonstrate safety precautions used to protect you and client. Wet
      the hair, comb in straight and section into nine subsections.
   b. Sub section to conform to size of rods in the crown area with clean and
      clearly defined sub section partings.
   c. Wrap at least six perm rods using 2 large, 2 medium, and 2 small rods
      using a double or book end wrap without fish hook ends.

5. Demonstrate procedure of applying chemical relaxer retouch, bleach/lightener
   virgin application, tint to dark virgin hair application, and bleach/lightener
   retouch application.
   a. Demonstrate proper sectioning of the head into four equal quadrants.

6. Demonstrate a chemical relaxer retouch using a brush application.
   a. Subsection quadrant A using ⅛ inch straight, clean and clearly defined
      partings.
   b. Apply protective base to the hairline, neck, ears and scalp.
   c. Apply product and smooth with the back of the comb to the new growth
      only.
   d. Hold hair gently in a controllable manner.

7. Demonstrate a bleach/lightener virgin application.
   a. Subsection the hair in 1/8 inch straight, clean and clearly defined
      partings.
   b. Apply bleach/lightener to the new growth area only.
   c. Hold the hair gently in a controllable manner without stretching,
      packing or excessive pressure.

8. Demonstrate tint to dark.
   a. Subsection the hair into ¼ inch straight, clean and clearly defined
      partings.
   b. Apply tint product from scalp extending through ends of the hair shaft.
   c. Hold the hair gently in a controllable manner without stretching,
      packing or excessive pressure.

9. Demonstrate a bleach/lightener retouch application.
   a. Subsection the hair in 1/8 inch straight, clean and clearly defined
      partings.
   b. Hold the hair gently in a controllable manner without stretching,
      packing or excessive pressure.

10. Demonstrate plain facial with manipulation in the following massage
    movements: effleurage, petrissage, friction, percussion/tapotement, including
    vibration between each manipulation/movement.
    a. Drape the client using protection for the hairline and clothing
b. Cleanse the face thoroughly.
c. Apply emollient cream for manipulation/movements and demonstrate at least one manipulation in each of the five specific massage movements.
d. Remove cream and apply astringent followed with moisturizer.

11. Demonstrate a plain manicure with a hand massage on one hand.
   a. Set up the manicure table appropriately with sanitizer for implements.
   b. Remove all traces of polish. File d shape the nails.
   c. Soak the nails in a bowl, apply cuticle remover and push back the cuticle. Nip cuticles where needed.
   d. Perform a hand and arm massage.
   e. Apply polish smoothly using three quick strokes, without streaks and with cuticle area free of polish.

D. The following Options are Approved for Work-Based Experience (WBE) in all Programs:
   1. Clinical: In most cases, a group of students assigned to worksites with the instructor being available onsite.
   2. Cooperative Education: A paid part-time work experience in which the student is released from school for part of the day.
   3. Enterprise: A small business operated within the program that replicates a business in the larger community.
   4. Expert in Residence: An industry expert visits the school to work with students and instructors, and may host them at worksite (also may be online “visits”).
   5. Internship: An on-the-job training experience that is highly selective and intensive. May require a commitment to additional training beyond high school or subsequent employment at the worksite, which may include mentoring or online experience. And service learning.
   6. Integrated Project: A special project integrating studies/experiences from two or more program areas of TTC, exploring career directions and connections.
   7. Salon/Cosmetologist Observation: A student “shadows” an employee at a worksite to learn about a particular skill, occupation or industry.
   8. Industry Transitional Visit: Students visit industry to link careers to classroom study.

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.
## CUSTOMER SERVICE/SHOP MANAGEMENT II - PUBLIC

<table>
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<tr>
<th>Available Certifications/College Credit</th>
<th>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.</th>
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<tbody>
<tr>
<td>College Credit Eligibility:</td>
<td>The student must maintain a grade point average of 2.5 or better.</td>
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