# CUSTOMER SERVICE/SHOP MANAGEMENT

## Course Syllabus

<table>
<thead>
<tr>
<th>Course Number:</th>
<th>COSMA-0127</th>
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<tbody>
<tr>
<td>OCAS Code:</td>
<td>9479 – Customer Service</td>
</tr>
<tr>
<td>Course Length:</td>
<td>180 Hours</td>
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<tr>
<td>Career Cluster:</td>
<td>Human Services</td>
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<td>Career Pathway:</td>
<td>Personal Care Services</td>
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<tr>
<td>Career Major(s):</td>
<td>Cosmetologist</td>
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### Pre-requisite(s):

(Hours per student are set by the Oklahoma State Board of Cosmetology licensure guidelines.)

### Course Description:
The student will learn the basics of customer service and how to manage a salon.

### Textbooks:

### Course Objectives:

A. Describe the qualities that help a new employee succeed in a service profession.
B. List the habits of a good salon team player.
C. List the principles of selling products and services in the salon.
D. Discuss the essentials of becoming test-wise.
E. Explain the steps involved in preparing for employment.
F. Write and achievement-oriented resume and prepare an employment portfolio.
G. List the two ways in which you may go into business for yourself.
H. Explain the importance of keeping accurate business records.
I. List the most effective forms of salon advertising.
J. Demonstrate how to do a successful employment interview.
K. Students practice for state board test.

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%.
**CUSTOMER SERVICE/SHOP MANAGEMENT**

**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.