

Task Title: Hairstylist Communicating with a Customer

# OALCF Cover Sheet – Practitioner Copy

**Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No

**Task Description:** The learner will answer questions and give information to someone who wants to make an appointment at a hair salon.

**Main Competency/Task Group/Level Indicator:**

* Find and Use Information/Read continuous text/A1.1
* Communicate Ideas and Information/Interact with others/B1.1

**Materials Required:**

* Conversation partner (instructor)

# Notes for Instructors/Practitioners

# Ask your learner questions about salon booking procedures, available times, and pricing. Refer to the salon information under Learner Information.

Suggested questions you can ask your learner:

* Hi, I’m in town today and I would like to have my hair cut. Do you have anything available this afternoon?
* I can’t find any information about how much your services cost. Where can I find this information?
* How many hair stylists work here? Are the prices different?
* I want to get my hair cut on Sunday. What are your hours?
* If I change my mind, what is your cancellation policy?

# Learner Information

People often walk into hair salons to ask questions about services or to make an appointment.

Read the information about “Queen Street Hair Salon”.

**Queen Street Hair Salon**

* No walk-ins. All hair services are by appointment only.
* The salon is very busy and all stylists are usually full for at least the next month. Apprentices usually have more availability than senior stylists.
* Customers may make an appointment by phone, using the online booking system on the salon website (QueenStreetHair.ca), or in person at the salon.
* All appointments require 24 hours’ notice to cancel or change. Otherwise, the customer will be charged a $25 cancellation fee.
* The last appointment of the day is scheduled at 4pm Monday-Thursday and 5pm on Friday.
* Saturday appointments are from 9am-noon only.
* Salon prices are all listed on the website, as well as on a printed card available at the front desk of the salon. Copies of this card can be given to customers.
* There are currently two apprentices and five full-time stylists. Prices change based on stylist seniority. This information is on the website and the printed price card.

# Work Sheet

**Task 1: Listen to questions asked by a customer (your instructor) and respond as a hairstylist working at the front desk of the salon.**

Answer: No written response required here.

Task completed: Yes:

# Answers

**Task 1: Listen to questions asked by a customer (your instructor) and respond as a hairstylist working at the front desk of the salon.**

Answers will vary somewhat but should at least contain the following information:

C - Hi, I’m in town today and I would like to have my hair cut.  Do you have anything available this afternoon?

Answer: There are no walk-ins. All hair services are by appointment only.

C - I can’t find any information about how much your services cost.  Where can I find this information?

Answer: Salon prices are all listed on the website, as well as on a printed card available at the front desk of the salon. Copies of this card can be given to customers.

C - How many hair stylists work here?  Are the prices different?

Answer: There are currently two apprentices and five full-time stylists. Prices change based on stylist seniority.

C - I want to get my hair cut on Sunday.  What are your hours?

Answer: The salon is not open on Sundays. (Learner would determine this by noting that hours are given for Monday-Friday, and Saturday, but not for Sunday.)

C - If I change my mind, what is your cancellation policy?

Answer: All appointments require 24 hours’ notice to cancel or change. Otherwise, the customer will be charged a $25 cancellation fee.

# Performance Descriptors

| Level | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
| --- | --- | --- | --- | --- |
| A1.1 | reads short texts to locate a single piece of information |  |  |  |
|  | decodes words and makes meaning of sentences in a single text |  |  |  |
|  | identifies the main idea in brief texts |  |  |  |
| B1.1 | conveys information on familiar topics |  |  |  |
|  | shows an awareness of factors such as social, linguistic and cultural differences that affect interactions in brief exchanges with others |  |  |  |
|  | chooses appropriate language in exchanges with clearly defined purposes |  |  |  |
|  | participates in short, simple exchanges |  |  |  |
|  | gives short, straightforward instructions or directions |  |  |  |
|  | speaks or signs clearly in a focused and organized way |  |  |  |
|  | repeats or questions to confirm understanding |  |  |  |
|  | uses and interprets non-verbal cues (e.g. body language, facial expressions, gestures) |  |  |  |

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print): Learner (print):

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