Task Title: Hairstylist Communicating with a Customer

OALCF Cover Sheet – Learner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐　　No ☐

Goal Path:　　　　Employment ☐　　Apprenticeship ☐

　Secondary School ☐　　Post Secondary ☐　　Independence ☐

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)

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: ☐