



Task Title: Hairstylist Communicating with a Customer

OALCF Cover Sheet – Practitioner 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)

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.

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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)			

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This task: Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

Instructor (print):

Learner (print):