



Republic of the Philippines  
**Department of Education**  
National Capital Region  
Schools Division Office – Muntinlupa City

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**SPECIAL PROGRAM FOR TECHNICAL VOCATIONAL EDUCATION (SPTVE)  
COSMETOLOGY (HAIRDRESSING) 10 Quarter 3 Week 1**

**I. Topic:** Assessing Client's Needs

**II. Objectives:** 1. Learn the ways of addressing the patron;  
2. Assess the patron's haircutting needs; and  
3. Make sure that the patron understands, accepts and agrees with you on the decided haircut style.

**III. Brief Introduction of the Lesson**

This lesson deals with the assessment of the patron's hair cutting needs and the appropriate reception to be extended to the client.

**Definition of terms:**

Hair stream – the natural direction in which the hair grows after leaving the follicle.

Hair catalogue – a special type of magazine, photo collection of various hair styles.

Whorl – a spiral turn of hair which goes contrary to the usual growth of the hair.

Consultation – a meeting between the client and the hairdresser at which advice is given and taken.

Before you touch your client's hair, she has to be received into the salon. **Reception** is the point at which she begins her business relationship with you.

**Ways of addressing the patron**

- Greet the patron politely, pleasantly and courteously.
- Attend to him/her promptly and helpfully.
- Find time to acknowledge the arrival of another client and assure him/her that he/she will soon be attended to.

Every hairdressing business has to have clients/patron. The client's/patron's satisfaction is the salon main business, realizing this is the key to your success.

**How to assess the patron's haircutting needs:**

- Discuss with the patron what she wants and expect.
- Communicate with the patron by listening to what she tells you and understanding what she requires you to do.
- Examine your patron's hair to determine its type, texture, colour, length, condition and any other important factors that may affect the services requested.
- Tell your patron the limitations. Persuade her to cut the hair to a style you are sure would suit her.
- Show hair catalogues or magazines to help and guide the patron in deciding on the style she would choose.

After assessing your patron's haircutting needs, you may take the initiative in guiding the client to a decision. Make sure that the client/patron understands, accepts and agrees with you on the decided haircut style.

**Reminder:**

- Never attempt to carry out any haircutting service without the patron's consent.
- All information regarding patrons should be handled in strict confidence.
- Make sure all patrons' clothes are covered and all materials are secured.





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- In selecting the proper hair style, the hairdresser should take into consideration the condition of the patron's hair.

**IV. Activities:**

**Activity 1**

**Briefly answer the following questions.**

1. How will you address your client/patron when he/she enters your salon?

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2. Why is it necessary to analyse hair condition before doing the hair cutting service?

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**Activity 2**

**Assuming at you're in the salon and you have your client. Dramatize how to address and assess client's/patron's hair cutting needs.**

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| Criteria  | Yes (5) | No (3) |
|---|---------|--------|
| 1. Extend courtesy at all times (by greeting etc.)                            |         |        |
| 1. Assessed cutting needs of the patron.                                      |         |        |
| 2. Analyzed texture of the hair.  |         |        |
| 3. Presented hair catalogue to the client/patron for selection of hair style. |         |        |
| <b>Total</b>  |         |        |

Score: \_\_\_\_\_

### Activity 3

**Direction:** Arrange the jumbled letters to form a word that corresponds to the definition.

Write the answers on the space below.

1. SULTIONTACON - a meeting between the client and the hairdresser at which advice is given and taken.
2. HOLRW — a spiral turn of hair which goes contrary to the usual growth of the hair.
3. AIRH TREMSA - the natural direction in which the hair grows after leaving the follicle.
4. LOGUETACA RIAH - a special type of magazine, photo collection of various hair styles.
5. CREEPTION - is the point at which she begins her business relationship with you.

1. \_\_\_\_\_

3. \_\_\_\_\_

2. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

### V. Assessment:

**Directions:** Read and understand the questions below. Select the letter of the correct answer. Write the letter of the correct answer before the number.

- \_\_\_\_\_ 1. Which one does not address the patron who enters a salon?
- A) analyze the condition of the patron's hair      C) attend to her needs promptly  
B) assure her that she will soon be attended to      D) greet the patron politely





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- \_\_\_\_\_ 2. This is how you will assess patron's hair cutting needs except one.  
A) discussing what patron's wants and expects    C) hair treatment  
B) examining patron's hair    D) telling your patron's limitation
- \_\_\_\_\_ 3. These are all growth pattern of the hair which can affect haircut except one  
A) cowlicks    C) hair whorl  
B) hair stream    D). widows pick
- \_\_\_\_\_ 4. How will you call the natural direction in which the hair grows after leaving the follicle.  
A) cowlicks    C) hair whorl  
B) hair stream    D). widows pick
- \_\_\_\_\_ 5. A meeting between the client and the hairdresser at which advice is given and taken.  
A) consultation    C) examining patron's hair  
B) discussing what patron wants and expects    D) telling your patron's limitation

**VI. Reflection:**

Why is it necessary to analyse hair condition before doing the haircutting service?

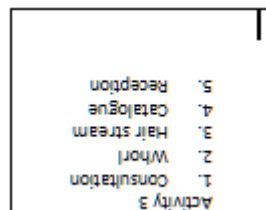
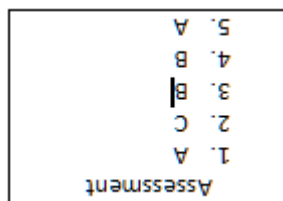
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**References:**

Competency - Based Learning Material in Hairdressing (Fourth Year) May 2010  
Department of Education Public Technical Vocational High School

**Key to Correction:**



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