

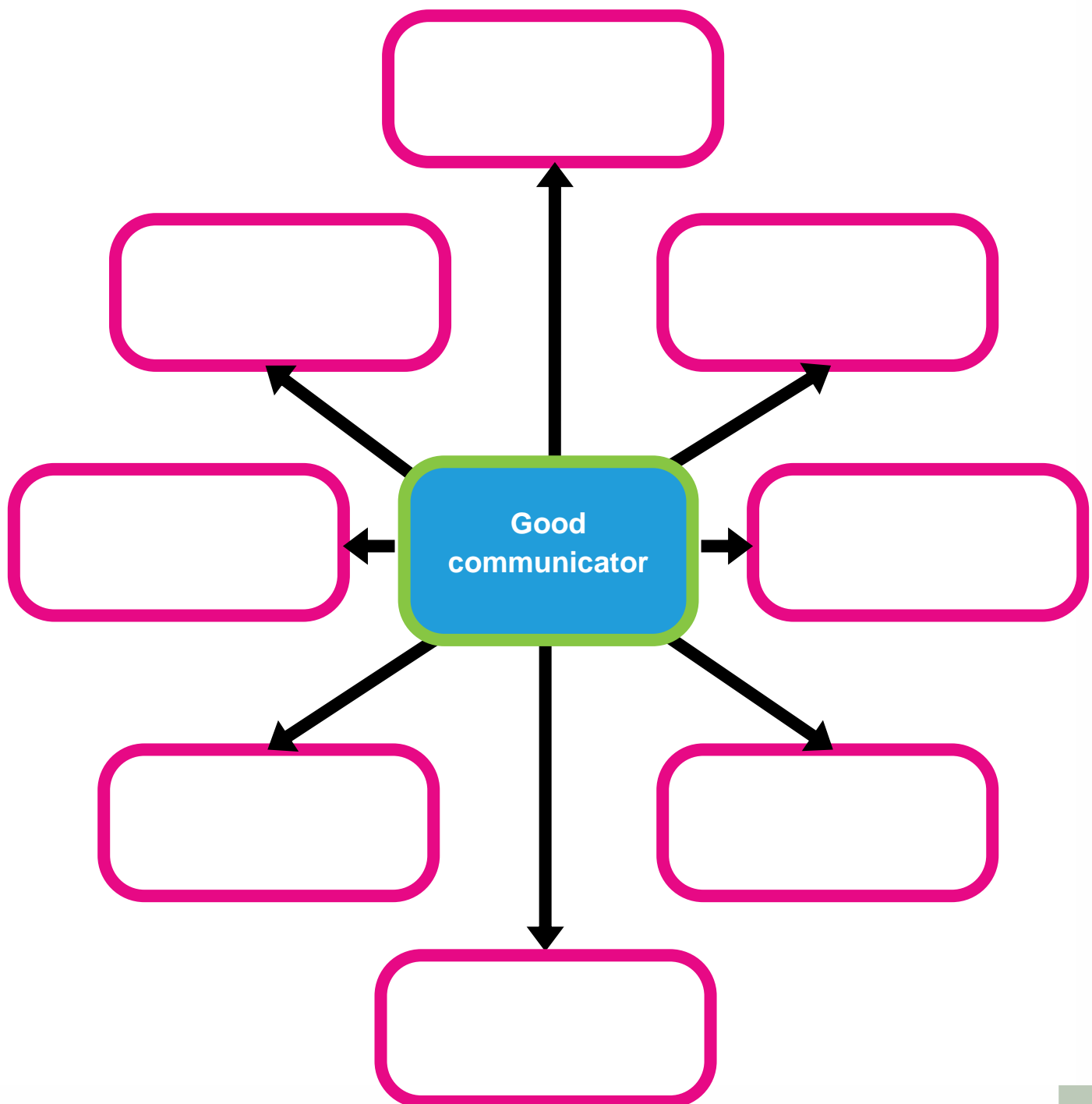
Unit 203 (CH3) Cut Hair Using Basic Techniques

Activity 8

Consulting with clients

In every hairdressing process it is important to involve your client in all aspects of the consultation as well as the cutting process. You need to be a good communicator in order to do this.

- 1 In pairs or groups, produce a mind map stating what makes a stylist a good communicator.



- 2 Now think about the types of questions you will ask clients throughout the cutting service, to check that the client is happy and that you are following the client's requirements. Devise a list of questions that you think are appropriate to this situation. State which of these questions are 'open' (will create a discussion with more than a one-word answer) and which are 'closed' (will produce only a 'yes' or 'no' response).

Question to ask client during a cutting service	Is the question open or closed?