Describe the artifact:

The artifact I have selected is from our Human Services pathway. This assignment not only provided students with choices but also allowed them to be as creative as they wanted. However, because it was open-ended, it increased the rigor and encouraged students to think critically about customer service. Customer service is an essential skill set for the workplace, particularly in the fields of human and personal care services, which the students had been studying for the previous two weeks.

During that time, the students engaged in project-based learning (PBL) by giving manicures and participating in cosmetology activities. This assignment required them to apply those skills in a real-world context by addressing the needs of actual clients in a workplace setting.

Reflect on the artifact:

The feedback that I provided to these three students are examples of feedback I provide to each and every one of my 320 plus students. From those students who didn't fully encapsulate their work to the student who goes above and beyond in their assignment. Effective feedback practices in the instructional setting are crucial for promoting high-quality student work. Providing timely and descriptive feedback allows students to understand their strengths and areas for improvement while the learning is fresh in their minds. This type of feedback emphasizes specific aspects of their performance, guiding them on how to enhance their skills and thought processes. By fostering a growth mindset, educators can encourage students to view feedback as a valuable tool for learning, ultimately leading to deeper understanding and improved outcomes in their academic endeavors.

Customer Service in Human Services

Customer service is very important in the human services career cluster, especially in personal care services like cosmetology, nail technician work, and esthetician services. In these fields, workers need to **make clients feel comfortable and valued**, as they often provide services that help clients look and feel their best. Good customer service **involves listening to what clients want, offering helpful advice, and making sure they have a positive experience**. When professionals are friendly and attentive, clients are more likely to return and recommend their services to others. This not only builds a strong client base but also helps create a welcoming atmosphere where people feel confident and happy. Overall, great customer service is key to success in personal care services and helps both clients and workers connect better.

In jobs like healthcare, social work, and counseling, workers need to talk with and listen to their clients to best meet their needs. When they provide good customer service, it **builds trust** between them and the people they are helping. This trust makes it easier to work together to **solve problems and find solutions**.

For this assignment you will read the following scenarios and role play in the text box what your response would be. **You have to do at least TWO responses in the text box. Each response has to be AT LEAST 5 SENTENCES LONG.** Here is an example in Italics:

Example Role Play Scenario:

A client has come into the salon and asked the stylist to color their hair a very vibrant, unusual color that is trending on social media. You are the stylist and you want to please the customer, but the you are worried that the color might not be the best color for the clients natural hair color and could damage the clients hair. What would your response be to the client?

***Response**: I would ask the client clarifying questions like why do you want the color? Does it have to be that color or can it be another vibrant color that is also trending that might be a better match for your hair? Then I would talk to the client about how their hair color might not make the trending color pop the way it does in all the trending pictures. I would then show the client other pictures of a different hair color that might be more complimentary to their hair color.*

Role Play Scenario #1

The client comes in for a haircut, specifically asking for a shoulder-length bob but ends up getting a much shorter cut by mistake. After the haircut, the client looks in the mirror and is shocked at how short their hair is. They express their disappointment. What would you say to the client who is very mad about how short their hair is.

Role Play Scenario #2

A client comes in to the salon knowing exactly what they want in their cut and style but they are incredibly rude and dismisses every suggestion you try to make and interrupts you every time you try to talk. They won't stop moving their head every time you go to cut their hair and you are worried you are

going to screw up their haircut and you already know they want things a certain way. They are rude as can be. How would you respond so you don't lose the client but still give them the results they want?

Role Play Scenario #3

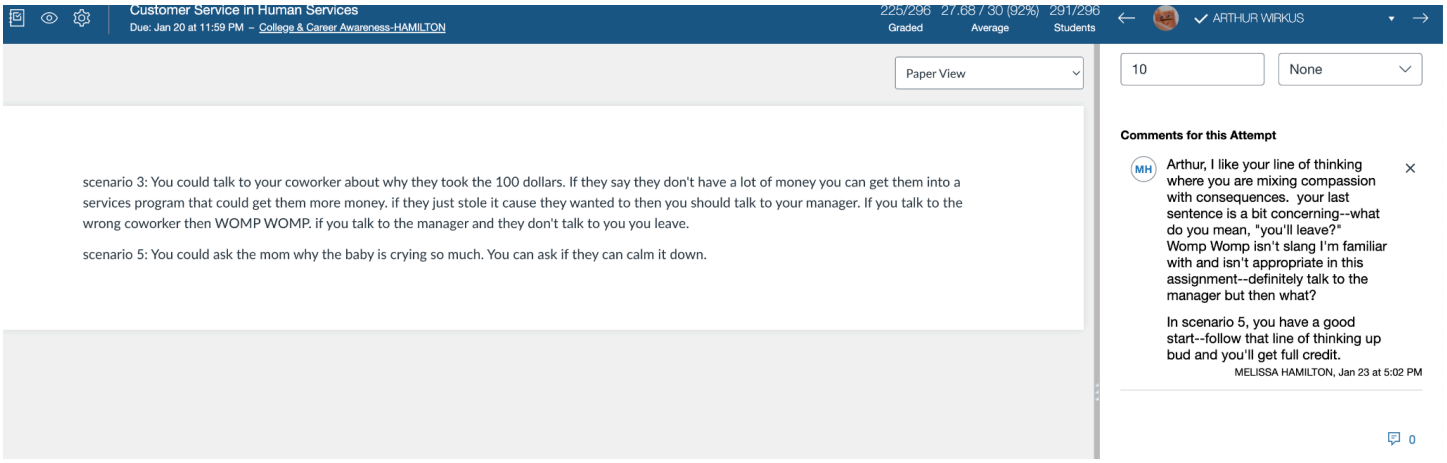
You are working for a spa and you work the front desk with a couple other people. This is a high end fancy spa with very rich clients that tip very well in cash. One day you see one of your co-workers open the cash register and take cash out of the register and put it in his pocket. It was about $100. What would you do? Would you talk to the manager? Would you talk to the co-worker? What and how would you approach this situation?

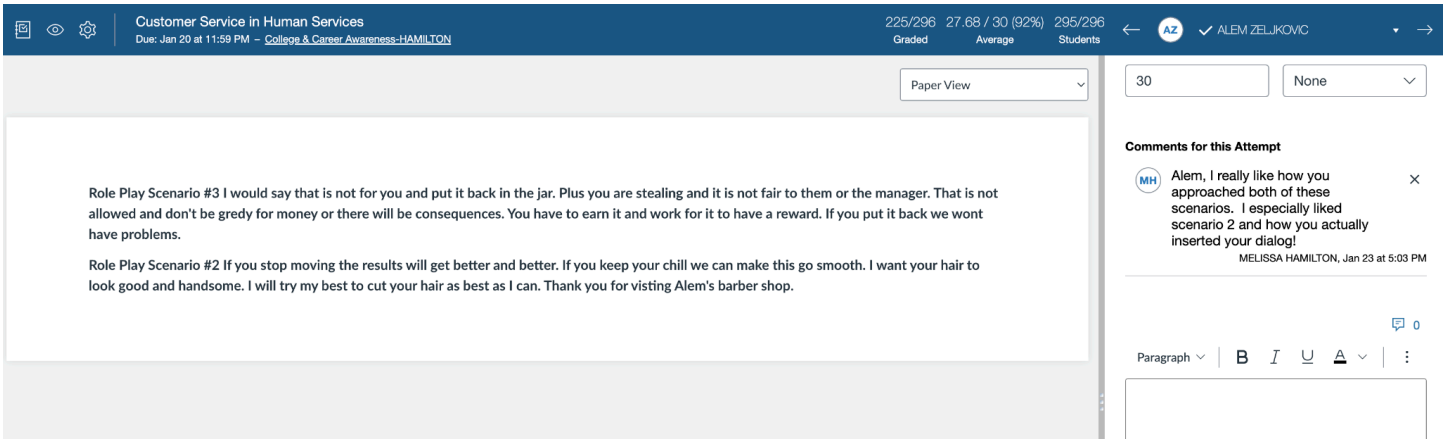
Role Play Scenario #4

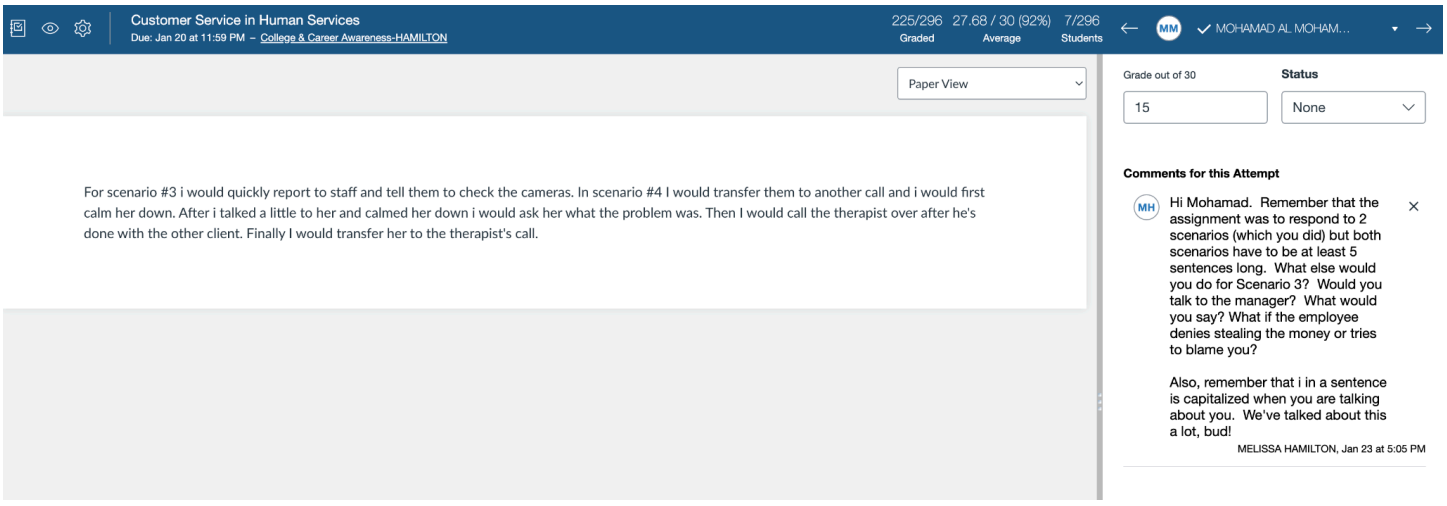
You are working in a therapists office as a receptionist answering phone calls and making appointments. One day, the phone is ringing off the hook. You have two phone calls already on hold that are waiting to be transferred and another phone call comes in. When you answer, the person on the other end is crying hysterically and says it is an emergency and they need to talk to their therapist right away. Their therapist is with another client. You are not a trained therapist, your job is only to answer calls. What do you do with the two people on hold and how do you handle the person crying who just called in?

Role Play Scenario #5

You are working as a school psychologist helping a student through some tough issues. You called the mom of a student to work through some of the issues and asked the mom to come in to your office. The mom comes in but brings her baby who is crying up a storm. The baby is crying non-stop and is very loud and you can't really have a conversation with the mother about the student you are trying to help. What will you do or say to the mom? How will you still get support for the student you are helping?


Customer Service in Human Services
Due: Jan 20 at 11:59 PM – College & Career Awareness-HAMILTON
225/296 Graded
27.68 / 30 (92%) Average
291/296 Students
ARTHUR WIRKUS
Paper View
10
None
scenario 3: You could talk to your coworker about why they took the 100 dollars. If they say they don't have a lot of money you can get them into a services program that could get them more money. if they just stole it cause they wanted to then you should talk to your manager. If you talk to the wrong coworker then WOMP WOMP. if you talk to the manager and they don't talk to you you leave.
scenario 5: You could ask the mom why the baby is crying so much. You can ask if they can calm it down.
Comments for this Attempt
MH
Arthur, I like your line of thinking where you are mixing compassion with consequences. your last sentence is a bit concerning--what do you mean, "you'll leave?" Womp Womp isn't slang I'm familiar with and isn't appropriate in this assignment--definitely talk to the manager but then what?
In scenario 5, you have a good start--follow that line of thinking up bud and you'll get full credit.
MELISSA HAMILTON, Jan 23 at 5:02 PM
0


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295/296 Students
ALEM ZELJKOVIC
Paper View
30
None
Role Play Scenario #3 I would say that is not for you and put it back in the jar. Plus you are stealing and it is not fair to them or the manager. That is not allowed and don't be gredy for money or there will be consequences. You have to earn it and work for it to have a reward. If you put it back we wont have problems.
Role Play Scenario #2 If you stop moving the results will get better and better. If you keep your chill we can make this go smooth. I want your hair to look good and handsome. I will try my best to cut your hair as best as I can. Thank you for visting Alem's barber shop.
Comments for this Attempt
MH
Alem, I really like how you approached both of these scenarios. I especially liked scenario 2 and how you actually inserted your dialog!
MELISSA HAMILTON, Jan 23 at 5:03 PM
0
Paragraph


Customer Service in Human Services
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225/296 Graded
27.68 / 30 (92%) Average
7/296 Students
MOHAMAD AL MOHAM...
Paper View
Grade out of 30
15
Status
None
For scenario #3 i would quickly report to staff and tell them to check the cameras. In scenario #4 I would transfer them to another call and i would first calm her down. After i talked a little to her and calmed her down i would ask her what the problem was. Then I would call the therapist over after he's done with the other client. Finally I would transfer her to the therapist's call.
Comments for this Attempt
MH
Hi Mohamad. Remember that the assignment was to respond to 2 scenarios (which you did) but both scenarios have to be at least 5 sentences long. What else would you do for Scenario 3? Would you talk to the manager? What would you say? What if the employee denies stealing the money or tries to blame you?
Also, remember that i in a sentence is capitalized when you are talking about you. We've talked about this a lot, bud!
MELISSA HAMILTON, Jan 23 at 5:05 PM