COSMETOLOGY

Live Work Plan

3001 East 1st Street
Vidalia, Georgia 30474
(912) 538-3100

AND

346 Kite Road
Swainsboro, Georgia 30401
(478) 289-2200

Revised February 2018
SOUTHEASTERN TECHNICAL COLLEGE

Cosmetology Live Work

ALL WORK IS PERFORMED BY STUDENTS AND SUPERVISED BY INSTRUCTORS

General

- All students who work on clients are required to purchase malpractice insurance through the business office.
- All students must perform client consultations and complete information before services are rendered.
- All clients must sign a release form before receiving any services.
- All chemical services must be pre-approved before performed on a client.

Procedures

The receptionist assigns clients to students in order as they call or drop in. There is no favoritism as to what type of live work the student performs; however, every attempt is made to assure the student receives a variety of services as well as mandated services. Once the service is complete, the instructor or instructor’s assistant will observe the service for approval. All work that is being performed is under the supervision of an instructor or instructor’s assistant.

Safety Precautions

- Students are required to wear safety glasses, gloves, and other protective clothing while performing any chemical services on clients. Students must also wear black closed toe shoes and a lab jacket and scrubs when working in the lab.
- Anyone who receives services must sign a release form. If the person receiving a service is less than 18 years of age, a parent or guardian must sign for them.
- No services can be rendered if there is any indication of an infectious skin or scalp disorder on the client.
- SDS are available for all products used in the lab/salon.
- Students are trained in blood borne/air borne pathogens to deal with any blood or infectious material.
- Bio-hazard bags are available for disposal of infectious material when needed.
- The Safety Manual is available to all students.
- Instructors are available at all times for any safety issues that may arise.
- All students are expected to follow all safety precautions.
- Students must follow all safety rules as set forth by TCSG, OSHA, EPA, the College, and the Georgia State Board of Cosmetology and Barbering.

Sanitation Requirements

- Students are required to wash their hands before and after servicing every client.
- Student work areas are disinfected before and after each client.
- Shampoo bowls are disinfected before and after each client.
- Pedicure chairs and spas are disinfected according to manufacturer’s directions.
- All hair is swept from around station and placed in a closed trash receptacle immediately after any cut is performed.
- All students are required to properly disinfect all implements after use on a client.
- Students are trained in sanitation requirements in the event of contact with any blood or other body fluids.
• Instructors are available at all times for any safety issues that may arise.
• All students are expected to follow all sanitation and disinfection requirements.
• Students follow all sanitation rules set forth by TCSG, OSHA, EPA, the College, and the Georgia State Board of Cosmetology and Barbers.

Live Work Procedures
• Students on the lab/salon floor will have his/her name placed on the appointment book. Clients are booked one for each student before anyone has two clients. Any student that did not receive a booking on the previous day should be booked with the first client on the following day.
• In the event a client requests a specific student for services, the student is expected to honor the request if at all possible.
• Any student who has a previous personal request must inform the desk manager the first thing in the morning. A phone number must be supplied for appointment verification. In the event the appointment cannot be verified, the student with the request will be treated in the same order of the alignment of the names on the book.
• Each student will be assigned different procedures during the semester. In the event a student has not performed a specific needed service, the instructor may assign it to the student.
• The instructors may make special requests from time to time for client services if the need arises.
• No student is to refuse to perform a service on a client that is assigned by the instructor or if they are next on the book. If this happens, the student will be signed out for the remainder of the day and asked to leave the lab.
• No student is to argue or question the desk manager about a patron assignment. If a situation such as this occurs, it should be immediately reported to the instructor.
• Unprofessional behavior will not be tolerated. Such behavior may cause the student to be signed out and have to leave the lab for the day.
• All students must conduct a consultation with the client prior to any service. An instructor must check the client and the requested chemicals before they are placed on the client’s hair.
• All consultation forms must be completely filled out before being returned to the desk manager. This includes all services performed, chemicals used, the date, and the results of the service.
• Students should not bring personal products from home to be used on clients.
• Clients are not allowed to bring personal products from home to be used on their hair in the school.

Charges for Services
• No charges are to be changed without the permission of the instructor.
• No services are to be performed without a charge, unless approved by an instructor.
• There will be an additional charge for extra chemicals used. (perm solution, color, etc...)
• The prices for the additional products can be found in the school price menu (if you have any questions ask an instructor, not another student).

Student Services
Students may receive two personal services per semester. The instructor must approve the service pending the status of the student’s current academic standing. There will be a $5 supply fee per service. Near the end of the semester students with no attendance violations may be allowed an additional service if approved by the instructor. If the student is less than 18 years of age, a parent must sign a letter that states they approve
of their child receiving services. The parent must also sign a release form. Student services must be approved
during times when they are not booked with clients and do not have theory work to complete. Patrons always
come first.

**Student Release Forms**
Before receiving any service, all students will be required to complete and sign a release form. These will be
kept on file.

**Cosmetology Reception Desk/Live Work Procedure**

*Safety and Professionalism - First and Foremost*

The receptionist will:

1. Vidalia and Swainsboro campuses: receive the money box/bag from the Business Office by signing it
   out on a log form.
2. See the Cosmetology Instructor for her to open the locked money box/bag.
3. Count the money. The Total in the money box/bag should equal $50.
4. Place the money into the proper slots in the cash drawer.
5. Check with the Cosmetology Instructor and the appointment book to determine which students are
   absent or may not be available for clients.
6. Prepare price sheets for the day's first appointments.
7. Have Disclaimer/Sign-In form and a pen ready for customer arrival.
   > Greet all clients pleasantly and ask them to read the disclaimer before signing in, state if they have
   an appointment and with whom.
8. Check-In the client.
   > If the client does not have an appointment, select the next available student (or the student of
   request by client) and time.
9. Click on the client’s name. When box appears, click Servicing and a ticket will automatically print.
10. Ask the Salon Manager to:
    > Escort the client to the student who is assigned to perform the services
    > Introduce the client to the student
    > Give the client’s ticket to the student
11. Upon completion of the client's service:
    > The Receptionist should receive the client who has been escorted back to the reception desk by the
       student stylist
    > Check the client out
    > Always ask if the client would like to make another appointment. Offer the client an appointment
       card
> Remind the client about their coat/umbrella, belongings, etc.
> Thank the client

12. Upon Completion of All Services for the Day:
> Press the Manage Tab and click Close Out
> Enter Cash Count under “End-day Count” section and press Tab
> Enter Check Count under “End-day Count” section and press Tab
> Click Save/Close and click Deposit Slip (Deposit ticket should show the total amount of money less the $50 beginning cash for the Vidalia and Swainsboro campuses).
> Close Out completed successfully
> Press Reports Tab, click Sales (Have Instructor log in to complete Daily Report)
> Click Daily Report, click Generate Report, Hide Sidebar
> Press Print Report and Sales Tab to exit (One copy for the Business Office and one copy for the Instructor).
> Click Reports Menu/ Transaction Detail/ choose date range/ Generate Report/ Hide sidebar/Print Report
> After balancing, place the money in the money box/bag, along with Daily Report
> See the instructor to check and initial both reports and lock the money box/bag
> The receptionist will return the money box/bag, receipts, daily report, and deposit slip to the Business Office where he/she will sign and date the log in form.

**Note**
The difference on the Daily Report should equal $0. Ending Cash on the Daily Report should show $50, which is the cash amount started with at the beginning of the day. (See the instructor immediately if it does not show $50).

**Note: Salon Professionalism:**

- Answer the phone by saying, "Cosmetology, this is (Your Name), How may I help you?"
- Make appointments and answer questions as efficiently and pleasantly as possible. Do not allow students to receive personal calls. If a client calls to speak with a student concerning his/her hair, take his/her name, number, and have the student return the call between clients.
- Maintain a smiling face and a smiling voice throughout the day. Remember the last client and the last call is just as important as the first. Be a Professional.

**Note**
Other Salon Duties: Inventory received and expended should be recorded weekly by the receptionist, dispensary clerk, or the salon manager.
Check Acceptance Policy: Checks will be accepted in the amount of the service fees only. Individuals will be charged a $30.00 service fee on any and all checks returned by the bank.

DISCLAIMER: By signing in below, I acknowledge the following:
1. I understand that all work will be performed by students.
2. I understand that work performed by students cannot be guaranteed and no refunds will be given. If a client is dissatisfied, every effort will be made to correct it if the client makes it known before their departure.
3. I understand that student work requires a longer time, and the student should not be rushed.
4. I understand that student(s) assigned to this work are doing so as a part of the learning process.
5. I understand that the service that I have requested and will receive is ordinarily harmless to normal hair, but might damage my hair because of its present condition.
6. I understand that children are not allowed in the salon without an appointment.
7. I understand that responsible behavior and adherence to the practices/rules of the Cosmetology Department are expected of clients.
8. I will not hold the student(s), instructor(s), or Southeastern Technical College liable.
9. I understand that students are not allowed to receive tips.

In view of this, I accept full responsibility and am willing for the student assigned to me to perform all services.

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