

Cosmetology Work Ethics Scenario Cards

Patty works very hard at the salon and feels the other stylists are not carrying their weight. This is causing conflict among the employees. Patty decides to talk about the other stylists and their conflicts with her customers.

Mary failed to obtain the promotion she felt she deserved. She decides to sabotage the supervisor's position by deliberately slowing down production at the salon, purposely making minor mistakes and then claiming she is only following instructions from her supervisor.

Briana is participating in malicious gossip with her customers about other stylists' work or abilities.

At her recent salon appointment, one of Susan's customers confided in her regarding a personal matter. After the customer left the salon, Susan disclosed the confidential information with the other stylists and she was easily overheard by waiting customers.

Sandra calls the salon and makes an appointment for a cut and color session. When she arrives at the salon, she learns the employees did not record her appointment and has to wait an hour for the next available stylist.

Cynthia, the salon owner, decides to try to save money by lowering the quality of the hair care products. She decides to add water to the shampoo and conditioners that are used in customer hair care.

At her recent appointment, Ann shares personal details about her failed marriage with her stylist, Mary. Mary then offers her personal opinion and advice about the matter.

Roxanne's station is not very well organized and she has been observed dropping combs on the floor and using them without proper sanitation. She also speaks openly about not cleaning her supplies and equipment between customers in an effort to save time.

Rose, a stylist, takes twice as long as necessary to do a basic haircut because she is frequently answering personal phone calls while on duty.

On a busy Saturday, Diana, a stylist, fails to sanitize her hands between each customer.

A recent customer returns to the salon indicating dissatisfaction concerning her service. She asks to speak to her stylist, Bella. Bella then loudly argues with her customer and they have a heated argument in full view of all the waiting customers.

Susie has been rumored to have dishonestly kept tips meant for other stylists.

The security cameras have recorded Sally removing cash from the register without explanation. The same day, the cash drawer was \$20.00 short.

During a recent audit of the products in the supply room, it was observed that several expensive bottles of product were missing and unaccounted for. The only person who has had access to the supply room since the last audit was the stylist Yvonne.

The company policy prohibits granting unauthorized discounts to anyone. It was recently discovered that Wilma, a stylist, has been giving her friends and family members 25% discounts on their services.

The company policy strictly prohibits stylists from providing hair care services to each other during work hours. One slow afternoon, the stylists decide to experiment with highlight colors by using store products to highlight each other's hair for free.

Prices for services must be explained to and understood by customers prior to any services being rendered. Jarisma, a stylist, forgets to inform her customers of the prices. She frequently has customers who complain about undisclosed costs related to the services they have received.

Patty, a stylist, has a four-year-old unruly customer. His mother fails to control his behavior, and in frustration, Patty verbally admonishes the little boy.

Martha, the salon owner, occasionally hires her niece, Donna, as a stylist during busy days. Donna is currently attending cosmetology school. She expects to graduate and receive her cosmetology license in three months.

To earn extra tips, Sally regularly steals clients from other stylists.

In a deliberate attempt to steal customers, Salon A starts spreading negative information about Salon B. Salon A starts a rumor of customers getting head lice at Salon B.

Emily, the salon owner, refuses to hire Martha because she is 55 years old. Emily feels Martha's age will diminish the salon's young and hip image.

After losing her license due to sanitary deficiencies, Karen decides to operate her salon from her home.

Kortnee asked her co-worker, Matilda, to clock her in at 9:00 a.m. Kortnee actually arrives at the salon at 9:45 a.m.