

## Introduction to Cosmetology - Work Ethics Scenario Cards

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

Susie, a stylist, has been rumored to have dishonestly charged customers and pocketed the difference. She is a single mother with three children to support.

The security cameras recorded Elma removing cash from a customer's purse while the customer was in the restroom. 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. Mary, a stylist has been taking products home and giving them away to family members as gifts.

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The company policy prohibits granting unauthorized discounts to anyone. It was recently discovered that Wilma, a stylist, has been giving her boyfriend free haircuts.

Bianca, a new stylist, has limited experience highlighting hair. She has a client that has requested highlights in her hair. Bianca decides to experiment on her using a new procedure for highlighting hair. It is a complete disaster!

Paula, the salon owner, often recommends to her customers that they should avoid shampooing their hair before a haircut. She explains it will result in a better haircut. Paula is just trying to cut corners and save money.

Patty, a stylist, has a fourteen-year-old unruly customer. Patty has asked him nicely to put his cell phone away. It is interfering with Patty's ability to trim his hair around his ear. He refuses and becomes rude and loud. Patty verbally admonishes the boy in front of his mother.

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During busy days, Martha, the salon owner, occasionally hires her 16-year-old niece, Donna. Donna's main duties are answering the phone, sweeping the floor and doing the laundry. Donna is currently enrolled in Cosmetology I. Occasionally, Martha has allowed Donna to cut client's hair. She believes in hands-on learning.

Brittney, a stylist, often arrives to work late, wearing a stained and wrinkled uniform and dirty hair. Her boss has often spoken to Brittney about this but she refuses to change her behavior.

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