



### Client Consultation - Role-Play Cards

Chapter: *Communicating for Success* - Print and cut. Pair up: one student is the client, one is the professional.

<p><b>CARD 1</b></p> <p>A new client wants a big change - going from long hair to a short bob. They seem nervous about it.</p>	<p><b>CARD 2</b></p> <p>A client brings a photo of very light blonde hair, but their hair is dark and previously colored.</p>
<p><b>CARD 3</b></p> <p>A regular client asks for 'the usual,' but you have never done their hair before.</p>	<p><b>CARD 4</b></p> <p>A client wants a service, but you notice an irritated, flaky scalp during your analysis.</p>
<p><b>CARD 5</b></p> <p>A bridal client wants a trial style for her wedding next month and is very particular.</p>	<p><b>CARD 6</b></p> <p>A client is unhappy - they say their color came out darker than they wanted.</p>



### Client Consultation - Role-Play Cards - Instructor Coaching Notes

*Keep this page; do not hand out with the cards.*

**Card 1 coaching points:** Use open-ended questions, reassure them, repeat the goal back, and confirm length and style before starting.

**Card 2 coaching points:** Set realistic expectations, explain the process may take more than one session, recommend a safe plan, and consider a strand test.

**Card 3 coaching points:** Never assume - run a full consultation and analysis as if they were new, and confirm the exact result.

**Card 4 coaching points:** A contraindication - do not perform the service; refer the client to a physician and reschedule.

**Card 5 coaching points:** Listen closely, document every detail, manage expectations, and confirm the look with a photo before the trial.

**Card 6 coaching points:** Stay calm, listen fully, repeat the concern back, apologize for the experience, and offer a solution.