

## Cosmetology II Work Ethics Scenario Cards

Susan loves her job as a cosmetologist and has a good clientele base. As she is cutting their hair, she often gives financial and marital advice to her customers.

Mary failed to obtain the required four hours of continuing education during her licensure period. She is working without a current cosmetology license.

Stephanie has been working at a salon for six months. At her six-month performance review, her boss gives her an unsatisfactory rating. She was hoping to ask for a raise, but instead she starts exhibiting a negative attitude at work and toward her clients.

Susan works at "Sweet and Sassy Salon." She has been reliable for the past year, is never late and gives 100% on the job. She has also received numerous "Employee of the Month" awards. Susan has asked her boss for a raise, but her boss is refusing to provide her with a definitive answer. She decides to start rumors about her boss.

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Sandra called the salon and made an appointment for a cut and color session. The stylist colored Sandra's hair the wrong color. She informed Sandra that she can correct the mistake, but it is going to cost Sandra an additional \$50.00.

Cynthia, the salon owner, decides to try to save money by hiring Jackie as an apprentice. She gives Jackie full control over a client's cut and styling.

Ann has highly sensitive skin. At her recent appointment, Ann decides to try a keratin straightening treatment. Her stylist fails to inform Ann about how the treatment can pose a high risk for bad allergic reactions and skin irritation.

Roxanne's salon is not very well organized, and she makes it a practice to not openly post charges and payment policies.

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Rose, a stylist, decides to bump Luke from his scheduled appointment to make room for a couple of walk-ins. When Luke arrives, Rose lies and states he never made an appointment. Luke shows her the electronic confirmation he received at the time he made the appointment.

Jaime, the salon owner, let her liability insurance lapse the previous month. One of her clients has a severe allergic reaction to a lotion that she applied to her feet. She wants Jaime to pay \$200.00 in doctor bills.

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