



Cosmetology Update

Keeping You On The Cutting Edge

TGIF: FRIDAY IS THE BEST DAY TO CALL TDLR
Beat the Rush – For Best Response Times, Call Late in the Week

If you need to call the Texas Department of Licensing and Regulation (TDLR) for information, your best opportunity to get prompt service is on Friday.

“With the addition of new programs and the growth in our licensee population our Customer Service Division is busier than it has ever been,” said William Kuntz, TDLR’s executive director. “In addition, the vast majority of our customers who need information tend to call us early in the week. If you wait until late in the week to call, you are much more likely to get quick service.”

With the transfer of regulation for the Cosmetology and Barbering professions to TDLR in September 1 – with almost 200,000 licensees – and with the reopening of the grandfathering period for electrical licensing, the number of people calling Customer Service for information has more than doubled since September 1. In October, for example, customer service received more than 46,000 phone calls. TDLR’s Customer Service Division has 15 employees answering the phones.

Calls from cosmetologists to customer service make up about half of the overall phone calls. At the same time, with the reopening of the grandfathering period for electrical licensing, calls about electrical licensing make up about 25 percent of the overall calls.

On average, more than one-third of the calls to TDLR are received on Monday and more than three-quarters are received between Monday and Wednesday each week. Only a quarter or fewer of the calls are made on Thursdays and Fridays.

“Our Customer Service Division handles an immense number of phone calls and averaged more than 1,500 calls per operator in October,” Kuntz said. “So if you get placed on hold, please be patient and your questions will be answered. But if you can, call on Thursday or Friday when the traffic is less intense and hold times are much shorter.”

TDLR also provides a wealth of information about all of its programs on its website, www.license.state.tx.us. This includes program rules and statutes, licensing information, Frequently Asked Questions and meeting dates and times. If your schedule makes calling late in the week difficult, check the website for the information.

TDLR offers information on the cosmetology program on the agency website at <http://www.license.state.tx.us/cosmet/cosmet.htm>. To receive news and updates on the cosmetology program in your email inbox, sign up for TDLR’s free email subscription service at <http://www.license.state.tx.us/newsletters/TDLRnotificationLists.asp>.

Please post this update in your beauty supply store, salon or school.
