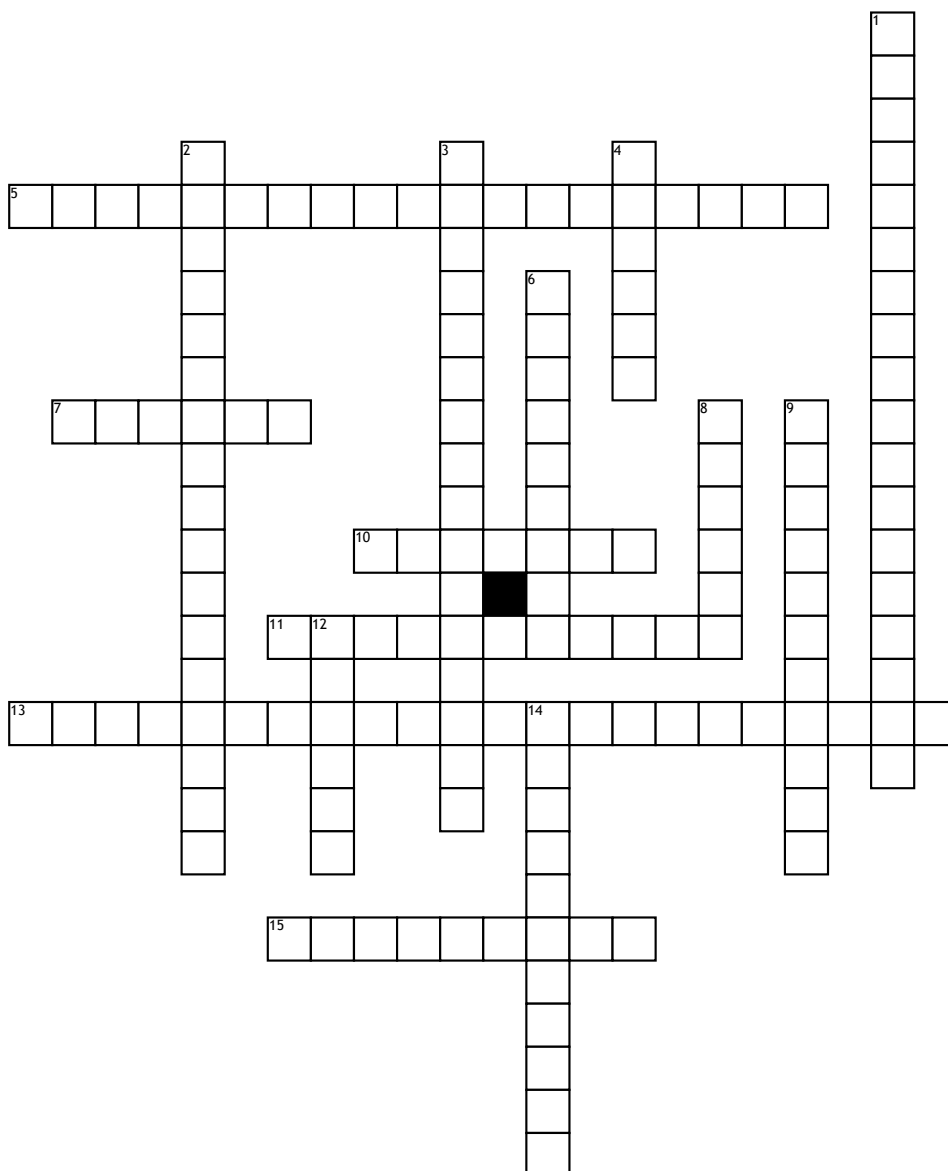


Name: \_\_\_\_\_ Date: \_\_\_\_\_ Period: \_\_\_\_\_

# cH 3 COMMUNICATING FOR SUCCESS



## Across

5. LISTENING TO A CLIENT AND THEN REPEATING IN YOUR OWN WORDS WHAT YOU THINK THE CLIENT IS TELLING YOU  
 7. \_\_\_\_\_ SERVICES  
 10. \_\_\_\_\_ THE CLIENTS CHARACTERISTICS  
 11. DISCOVER AND RATE THE CLIENT'S \_\_\_\_\_  
 13. THE ACT OF SHARING INFORMATION BETWEEN TWO PEOPLE SO THAT IT IS SUCCESSFULLY UNDERSTOOD

15. MAKE \_\_\_\_\_ AS PART OF THE NEEDS ASSESSMENT

## Down

1. COMMUNICATION WITH A CLIENT THAT DETERMINES WHAT THE CLIENTS WANTS AND NEEDS ARE  
 2. CLIENTS PERMANENT PROGRESS RECORD OF SERVICES RECEIVED, RESULTS, FORMULATIONS, AND PRODUCTS PURCHASED OR USED  
 3. ALSO KNOWN AS CLIENT QUESTIONNAIRE, CONSULTATION CARD OR HEALTH HISTORY FORM

4. REVIEW THE CONSULTATION (STEP 10)

6. REVIEW THE CLIENT'S \_\_\_\_\_

8. PREFORM A NEEDS \_\_\_\_\_MENT

9. ENCOURAGE THE CLIENT TO DESCRIBE STYLES OR SERVICES THAT THEY LIKE

12. \_\_\_\_\_ THE INTAKE FORM

14. DISCUSS UPKEEP AND \_\_\_\_\_