

Name: \_\_\_\_\_

# Chapter 4

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|---|-------------------------------|
| 1. In cosmetology what is central to success? E   | A. Portfolio                  |
| 2. When should a consultation be performed? M   | B. never argue and be polite  |
| 3. When discussing haircolor with a client, a great tool is... I  | C. consultation card          |
| 4. A fundamental factor in human relations involves a persons sense of ..... N  | D. Guest                      |
| 5. An important aspect of human relations is to: P  | E. Customer Service           |
| 6. The act of successfully sharing information between two people, or groups of people, is known as: G  | F. Reflective Listening       |
| 7. The client consultation is also known as the R   | G. Effective Communication    |
| 8. Prior to sitting at your station, every new client should fill out an intake form, also called a: C  | H. complain about colleagues  |
| 9. A client who prefers simple and sophisticated clothing, monochromatic colors, and no bright patterns is said to have what kind of style? Q     | I. Photos                     |
| 10. The first step in the 10-step consultation method is: S   | J. face shape                 |
| 11. You should ask the client what at-home products she uses as part of which step of the consultation? L   | K. Client Consultation        |
| 12. Counseling clients on salon maintenance, lifestyle limitations, and home maintenance commitments is part of which step of the consultation? O | L. analyze client's hair      |
| 13. When suggesting options to a client, the criteria that should be used is lifestyle, hair type and _____? J                                    | M. Beginning of every service |
| 14. When handling a scheduling mix-up with a client, it is recommended that you: B  | N. Yourself                   |
| 15. When communicating with your salon manager, you should never H  | O. discuss upkeep             |
| 16. The verbal communication with a client that determines the client's needs and how to achieve the desired results K                            | P. talk less, listen more     |
| 17. Term commonly used by spas because of the amount of time clients spend there D  | Q. Classic                    |

18. Collected photos of a stylist's work A

R. "Needs" assessment

19. Listening to a client and then repeating, in your own words, what you think the client is telling you F

S. Review the intake form