

history

True/False

Indicate whether the statement is true or false.

- ___ 1. Haircutting and hairstyling were practiced as early as the Ice Age.
- ___ 2. Ancient people used animal hide as a colorant for hair.
- ___ 3. Queen Nefertiti erected a personal cosmetics factory next to the Dead Sea.
- ___ 4. Throughout the Chou Dynasty (circa 1100 BC), the royal colors were gold and silver.
- ___ 5. The croquignole wrapping technique was introduced after World War II.
- ___ 6. The preheat-perm method was introduced in 1931.
- ___ 7. U.S. hairdressers ushered in a new era in highlighting with the art of hair weaving using aluminum foil in the 1970s.
- ___ 8. Brazilian straightening techniques were introduced in the United States in 2006.

Matching

Match each term/person to its description.

- | | |
|-------------------|--------------------|
| a. cinnabar | e. Renaissance |
| b. day spa | f. Lawrence Gelb |
| c. alkaline perm | g. Sarah Breedlove |
| d. Marcel Grateau | h. Victorian Age |
-
- ___ 9. New York chemist who introduced permanent hair color and founded Clairol.
 - ___ 10. Period in history during which Western civilization made the transition from medieval to modern history.
 - ___ 11. Pioneer in the modern African-American hair care and cosmetics industry.
 - ___ 12. Austere and restrictive period in British history, from 1837 and 1901.
 - ___ 13. Mineral that is the chief source of mercury, used to make vermilion.
 - ___ 14. Name coined by beauty legend Noel DeCaprio.
 - ___ 15. Modern version of the cold wave.
 - ___ 16. Inventor, in 1872, of the first curling iron.

essential review

Using the following words, fill in the blanks below to form a thorough review of Chapter 1, "Cosmetology: The History and Opportunities."

1905	cosmetic chemist	lacquered	salon manager
1931	cosmetology	leader	salon owner
1932	curl	leaves	session hairstylist
1941	dentistry	lime	stone
\$100 million	design team	lips	styles director
\$50 billion	member	mentor	surgery
attitude	desire	mud	texture
bloodletting	educators	platform artist	tree bark
board member	esthetician	Pope Alexander	trends
bulk	fastest-growing	processes	washwoman
chemicals	fourteenth	product educators	weaving
classes	glacial	professions	writer
competition	Henry VIII	pulling teeth	
champion	irons	rods	

1. It is important to continue your education throughout your career because of the constant changes to _____, techniques, products and information.
2. Hairstyling and barbering have evolved over the centuries as one of the oldest _____, in the world.
3. The art and science of beautifying and improving the skin, nails, and hair, and the study of cosmetics and their application, is known as _____.
4. Archeological studies reveal that haircutting and hairstyling were practiced in some form as early as the _____ age.
5. Ancient records show that coloring matter made from berries, _____, minerals, insects, nuts, herbs, leaves, and other materials were used on the hair, skin, and nails.
6. Roman women were known to apply a mixture of _____ to their hair which was wrapped around crudely made wooden rollers to bake in the sun, creating a temporary wave.
7. Military commanders in Egypt, Babylon, and early Rome would spend hours before battle having their hair _____ and curled and their nails painted the same shade as their _____.

essential
review *continued*

8. The ancient Britons brightened their blonde hair with washes made of tallow, _____, and the extracts of certain vegetables.
9. Barbers figured prominently in the development of _____ as a recognized branch of medical practice.
10. For centuries, _____ was performed by barbers, and for more than a thousand years they were known as barber-surgeons.
11. The barber pole has its roots in the medical procedure known as _____.
12. The _____ century marked the transition in Western civilization from medieval times to modern history.
13. _____ reunited the barbers and surgeons of London by granting a charter to the Company of Barber Surgeons.
14. In 1875, a Frenchman named Marcel Grateau developed a technique of using _____ for waving and curling the hair.
15. Beginning with the twentieth century, hairstyling began to follow trends and soon became available to all _____ of people.
16. One of the most notable success stories in the cosmetology industry is that of Madam C. J. Walker, who transformed herself from an uneducated _____ into one of the twentieth century's most successful entrepreneurs.
17. In _____, Charles Nessler invented the electric perm machine.
18. In _____, the preheat method was introduced, which used preheated clamps on the wound hair.
19. In 1932, the first perm method using _____ was introduced.
20. In _____, scientists developed another method of permanent waving that used waving lotion, called a cold wave.
21. As you advance in your career as a stylist, your responsibilities may grow to include being a _____ to a younger stylist or student.
22. A color technician or haircolorist selects the best color, formulates it, and _____ it to enhance the client's hair.
23. By specializing in chemical texture services, you can give the client the look he or she wants simply by adding or removing _____ in varying degrees.
24. As a specialist in hair extensions or wig services, you can create either subtle or dramatic changes in hair length, texture, and color by adding extensions through braiding, _____, bonding, gluing, or sewing.
25. As a/an _____, you will offer treatments to perfect the look and health of the skin.

essential review *continued*

26. If you choose to specialize in nails, you will be joining one of the _____ areas of the cosmetology profession.
27. The _____ leads by example and is responsible for helping team members achieve their goals through training, development, counseling, and coaching.
28. If you are a _____, you are responsible for paying bills, payroll, and taxes.
29. _____ are usually based out of local supply houses and travel to specific regional territories, selling professional products to licensees and establishment owners.
30. As a _____, you may consider applying for an internship with the company of your choice to study new products.
31. A _____ works to style hair and apply makeup for models being photographed for magazines, books, and other productions.
32. A _____ must be good at meeting deadlines, working within a budget, managing people, and must also have an artistic and creative flair.
33. As a _____, you will work on a team to create presentations for fashion shows, runway work, conventions, galas, or hair shows.
34. As a _____, you will travel to local, state, or national hair shows to demonstrate the most current trends, techniques, and/or products from the stage.
35. As a _____, you must have dedication, good work habits, and excellent skills to enter the honored realm that holds so many rewards.
36. _____ must have patience, people skills, communication skills, energy, and a mastery of their subject matter.
37. As a _____ with a cosmetology license, you can work for a publishing company, freelance, review new textbooks and products, or write articles, brochures, columns, educational textbooks, and video scripts.
38. Serving as a _____ on one of the various regulatory agencies in our industry allows you to take a proactive role in its growth and improvement.
39. The salon industry grosses approximately _____ per year in revenue.
40. The license you obtain upon completion of your basic course of study unlocks the door to your future, but it is our continued education and your personal _____ for success that will really launch your career.



essential review

Using the following words, fill in the blanks below to form a thorough review of Chapter 2, "Life Skills."

Words or terms may be used more than once.

accomplishment	disregard	persistent	rules
attitude	energy	personality	self-confidence
bathe	free	philosophies	self-esteem
busy	goals	prescription	social
caring	hope	prioritized	strengths
clothing	human relations	problem-solve	success
communicate	interactive	procrastination	systematic
cry	intuitive	professional	technical
customer service	laugh	professional image	temperature
deportment	licensee	psychological	time-out
desire	mature adult	punctuality	values
details	motivation	reader/listener	visualize
diplomacy	passion	respect	vocabulary
discipline	perceive	reward	weaknesses

1. Your _____ skills need to rest on a solid foundation of life skills.
2. Life skills are a set of tools and guidelines that prepare you for living as a _____ in a complicated world.
3. One important life skill is that of being genuinely _____ and helpful to other people.
4. Another necessary life skill is that of maintaining a cooperative _____ in all situations.
5. The way you act toward others and handle yourself will determine whether you can sustain _____.
6. You can have all the talent in the world and still not be successful if your talent is not fueled by the _____ for your work that will sustain you over the course of your career.
7. _____ is based on inner strength and begins with trusting your ability to reach your goals.
8. The more you _____ yourself as a success, the more easily it is to turn your goals into realities.

essential review *continued*

9. Principles or guidelines for helping you achieve success include building on your _____, being kind to yourself, defining success as you see it, practicing new behaviors, and separating your personal life from your work.
10. Successful people make a point of relating to everyone they know with a conscious feeling of _____.
11. _____ robs you of self-esteem.
12. The best _____ for learning comes from an inner desire to know.
13. For most people, basic human needs are arranged in the following order: physical, emotional, _____, mental, and spiritual.
14. To enhance skill creativity, you should stop criticizing yourself, stop asking others what to do, change your _____, and not try to go it totally alone.
15. A personal mission statement sets forth the _____ you plan to live by and establishes future goals.
16. Unsuccessful people have no motivation, no _____, or no plan of action for attaining goals.
17. The most successful professionals continue to set new _____ for themselves, even those who have accumulated fame, fortune, and respect.
18. To manage time more effectively, tasks should be _____, which means making a list of tasks that need to be done in the order of most to least important.
19. Give yourself a _____ whenever you are frustrated, overwhelmed, irritated, worried, or feeling guilty about something.
20. Schedule at least one block of _____ time each day.
21. It is vitally important to be able to apply what you have been taught, and there is no way to do that except by bringing a sense of _____ to your studies.
22. _____ learners appreciate instructors who can involve them in the learning experience and who are supportive, sympathetic, and friendly.
23. Reader/listener learners are eager to find the reasons for things and are excellent at remembering facts and _____.
24. _____ learners study best by themselves because they can concentrate better.
25. To study effectively, you must be _____, disciplined, and stay focused on your reason for studying—keeping your goals in mind.
26. Ethics are the principles of good character, proper conduct, and moral judgment, expressed through personality, _____ skills, and professional image.



essential review *continued*

27. The most ethical people make a commitment to cultivating the character traits of honesty, compassion, attentiveness, _____, cooperativeness, an agreeable personality, self-care, integrity, discretion, and clear communication.
28. Your _____ is the sum total of who you are and it is what distinguishes you from another person.
29. Ingredients for a healthy, well-developed attitude include _____, soft tone of voice, emotional stability, sensitivity, high values and goals, receptivity, and communication skills.
30. The ability to understand people is the key to operating effectively in cosmetology because _____ is central to success.
31. Effective ways for handling the ups and downs of human relations include responding instead of reacting, believing in yourself, talking less and listening more, being attentive, and taking your own _____.
32. One of the Golden Rules of Human Relations is to communicate from your heart and _____ from your head.
33. Another Golden Rule of Human Relations is to _____ often.

essential experience

Is Your Bad Attitude an Addiction?

Experts tell us that the first step in addressing any addiction is recognizing, defining, and admitting the problem. Definitions: **Addict**—to habitually or obsessively devote or surrender (oneself) to something. **Addiction**—the compulsive need for (or dependence on) and use of a habit-forming substance (or behavior) characterized by tolerance and by well-defined physiological symptoms upon withdrawal. **Dependence**—the quality or state of being subordinate to something else. Please answer the following questions as honestly as you can.

1. Do you lose productive time due to your bad attitude? Yes No
2. Is your bad attitude making your home life unhappy? Yes No
3. Have you ever felt remorse because of your bad attitude? Yes No
4. Have you gotten into financial difficulties because of your bad attitude? Yes No
5. Do you turn to lower companions and an inferior environment because of your bad attitude? Yes No
6. Does your bad attitude make you careless with your family's welfare? Yes No
7. Has your ambition decreased because of your bad attitude? Yes No
8. Does your bad attitude cause your difficulty in sleeping? Yes No
9. Has your efficiency ever decreased because of your bad attitude? Yes No
10. Is your bad attitude jeopardizing your job or business? Yes No
11. Do you use your bad attitude to escape from worries or troubles? Yes No
12. Have you ever experienced memory loss due to your bad attitude? Yes No
13. Has your supervisor ever counseled you because of your bad attitude? Yes No
14. Is your bad attitude an absolute must in your daily life? Yes No

essential experience *continued*

15. Have you ever been to a hospital or institution because of your bad attitude? Yes No

If you have answered "yes" to any ONE of these questions, this is a definite WARNING that you may be dependent upon your bad attitude.

If you answered "yes" to any TWO of these questions, the chances that you are dependent on your bad attitude are high.

If you answered "yes" to THREE or more, you definitely are dependent upon your bad attitude.

To begin immediate recovery from this dependency, SMILE, think positive thoughts, speak positive self-affirmations, and visualize personal health, happiness, and success!

Questions adapted from Johns Hopkins University Hospital.



essential review

Using the following words, fill in the blanks below to form a thorough review of Chapter 3, "Your Professional Image."

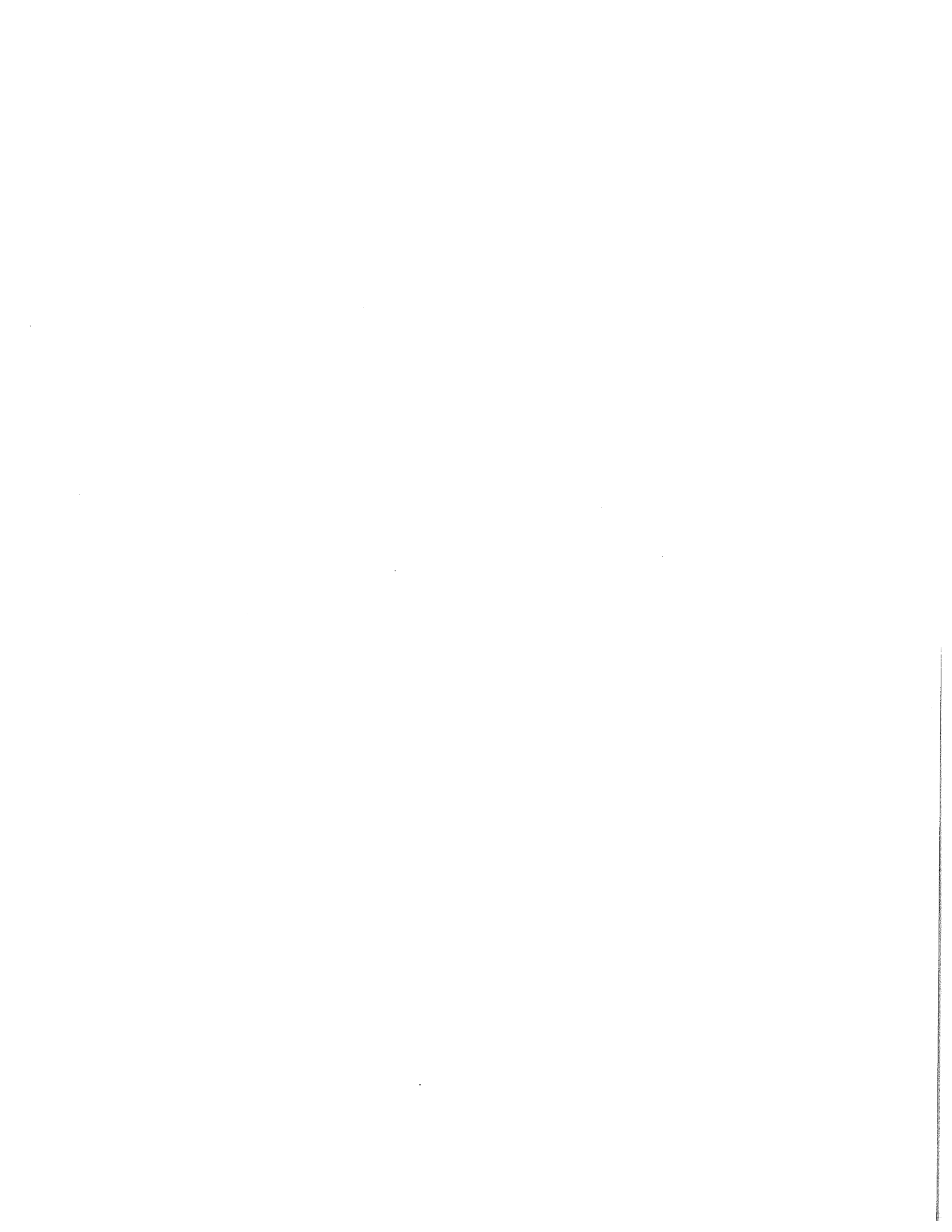
aesthetically
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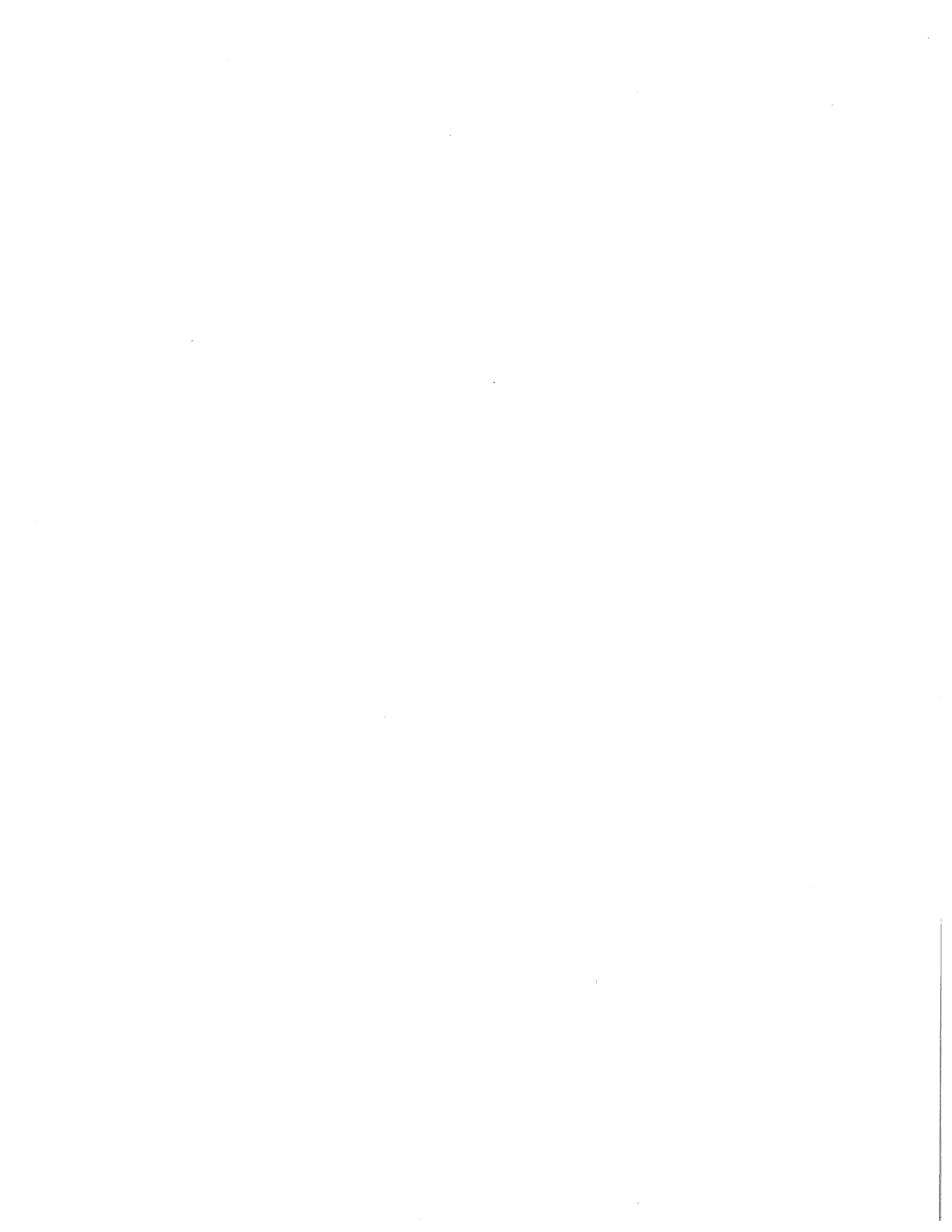
stability
stress
tension
thirty
varicose veins
weight
work habits

1. Your professional image is the _____ you project and consists of your outward appearance and the conduct you exhibit in the workplace.
2. Adequate _____ is essential for good health.
3. An adequate fitness program includes exercises to accomplish aerobic strength, _____, and endurance.
4. The daily maintenance of cleanliness and healthfulness is known as _____ hygiene.
5. A professional in cosmetology should practice _____ management through relaxation, rest, and exercise.
6. Physical presentation, which includes your posture, your walk, and your movements, is part of your _____ image.
7. The nutrients in food supply the body with _____ and ensure proper body functions.
8. Good health means the body, _____, and spirit are all working together cooperatively.
9. Eating poorly, smoking, drinking in excess, taking drugs, skipping exercise, holding on to toxic emotions, and lacking a sense of purpose all cause the mind to _____ from the body.



essential review *continued*

10. Achieving _____ in your life—between what you want for yourself and what others want for you, between work and play, between self-interest and a sensitivity to others—is the key to leading a happy and productive life.
11. We should _____, moisturize, exfoliate, and protect our bodily and facial skin with a regular skin-care regimen.
12. Many salon owners consider appearance, _____, and poise to be just as important for success as technical knowledge and skills.
13. When you obtain employment, strive to have your hair, makeup, and clothing style blend _____ with your surroundings.
14. Choose clothing that is functional as well as _____ pleasing, but which also falls within the salon's dress code.
15. Accessories are best kept _____ and attractive, whether hair ornamentation, scarves, jewelry, belts, or ties.
16. Using color products such as _____ coloring, blonding, highlights, and gray hair coverage will work as excellent advertisements to help you sell those services to your clients.
17. A clean, _____ approach in makeup is key to presenting yourself professionally.
18. Stress can also be thought of as any situation that causes _____.
19. Establishing a daily routine of going to bed and getting up at the same time and taking meals at the same time helps promote balance and _____ in life.
20. There are _____ specific nutrients in our food that fall into the categories of carbohydrates, proteins, fats, vitamins, minerals, and water.
21. Maintain a healthy _____ by eating sensible portions, taking meals in a calm environment, and chew each bite of food thoroughly.
22. Water is responsible for a wide variety of metabolic functions including _____ the blood and giving us energy.
23. Use weight-bearing activities to build muscle and develop a leaner, fat-burning body which helps prevent _____.
24. Good posture should be developed early in life and then reinforced through _____ and regular physical activity.



essential
review *continued*

25. When giving a manicure or a facial, sit with the _____ against the chair, leaning slightly forward.
26. When giving a manicure, sit with your back straight and keep the entire _____ of your feet on the floor.
27. Scientists have determined that high heels of any style apply _____ to the knees.
28. Low-heeled, wider shoes that spread _____ on the foot and give the toes more room will give you the support and balance to help maintain good posture and offset fatigue.
29. Elevating your feet periodically throughout the day will give the vascular system in the legs a much-needed rest, however brief, and may prevent _____.
30. A pedicure that includes cleansing, removal of _____ skin, massage, and toenail trims will keep your feet at their best.
31. An awareness of your body posture and movements, coupled with better _____ and proper tools and equipment, will greatly enhance your health and comfort.
32. _____ is an applied science concerned with designing and arranging things people use so that the people and things interact most efficiently and safely.



essential experience

Rate Your Image

On a scale of 1 to 5, with 5 considered the best, rate your appearance in the following categories:

- _____ Clothing is clean, pressed, and free of stains or damage.
- _____ Dress is in compliance with the dress code established by the institution.
- _____ Shoes are clean, polished, and in good repair.
- _____ Makeup (if applicable) is tasteful and neatly applied.
- _____ Hair is properly groomed and styled appropriately for current trends.
- _____ Facial hair (beard or mustache, if applicable) is properly trimmed and neat.
- _____ Hands and nails are properly manicured; nails are clean and trimmed appropriately.
- _____ Fragrance is appropriate, not overpowering.
- _____ Hygiene is maintained (daily bath, proper use of deodorant, teeth are brushed, and so on).
- _____ Jewelry is kept to a minimum and not overdone or too trendy.

Add your scores and evaluate your image according to the following guidelines.

45–50	Your image is excellent.
40–44	Your image is above average.
30–39	Your image is average.
Below 30	Improvement is needed. Evaluate the chart and pay particular attention to any category rated less than 3. Make a personal commitment to improvement in those areas.

essential experience

Analyze Your Personal Lifestyle

Answer the following questions thoughtfully and honestly.

1. How many hours of sleep do you get on average nightly?

2. Describe the exercise you get daily/weekly, if any.

3. What methods do you use for relaxation, and how often do you use them?

4. Describe your daily personal hygiene and grooming regimen including the care of your hands and feet.

5. Think back over the past three days and report on your nutrition habits. What did you eat for breakfast, lunch, and dinner over that period of time?

6. Evaluate and list other lifestyle components such as the use of alcohol, tobacco, or drugs. Do they have a negative impact on your life?

As a result of the analysis of your personal lifestyle, write a "Plan of Action" for improving your lifestyle and habits to make the most of a healthy and balanced life, physically, mentally, and emotionally.

Plan of Action

essential experience

Create a Fitness Program

Design a personal fitness regimen based on guidelines found in the chapter. Incorporate the following elements:

- Thirty minutes of exercise daily at least five times per week
- aerobic activity
- stretching activities
- weight-bearing activities

Follow the regimen completely for one full week. At the conclusion of one week, evaluate the effectiveness of the plan by answering the following questions:

1. Did you experience a feeling of personal accomplishment?

2. Did you find that you have muscles you didn't seem to know existed?

3. Did you find the regimen easier to commit to than you thought possible?

4. Did you feel better?

5. Did you experience a higher level of energy?

6. Did you lose any weight or inches?

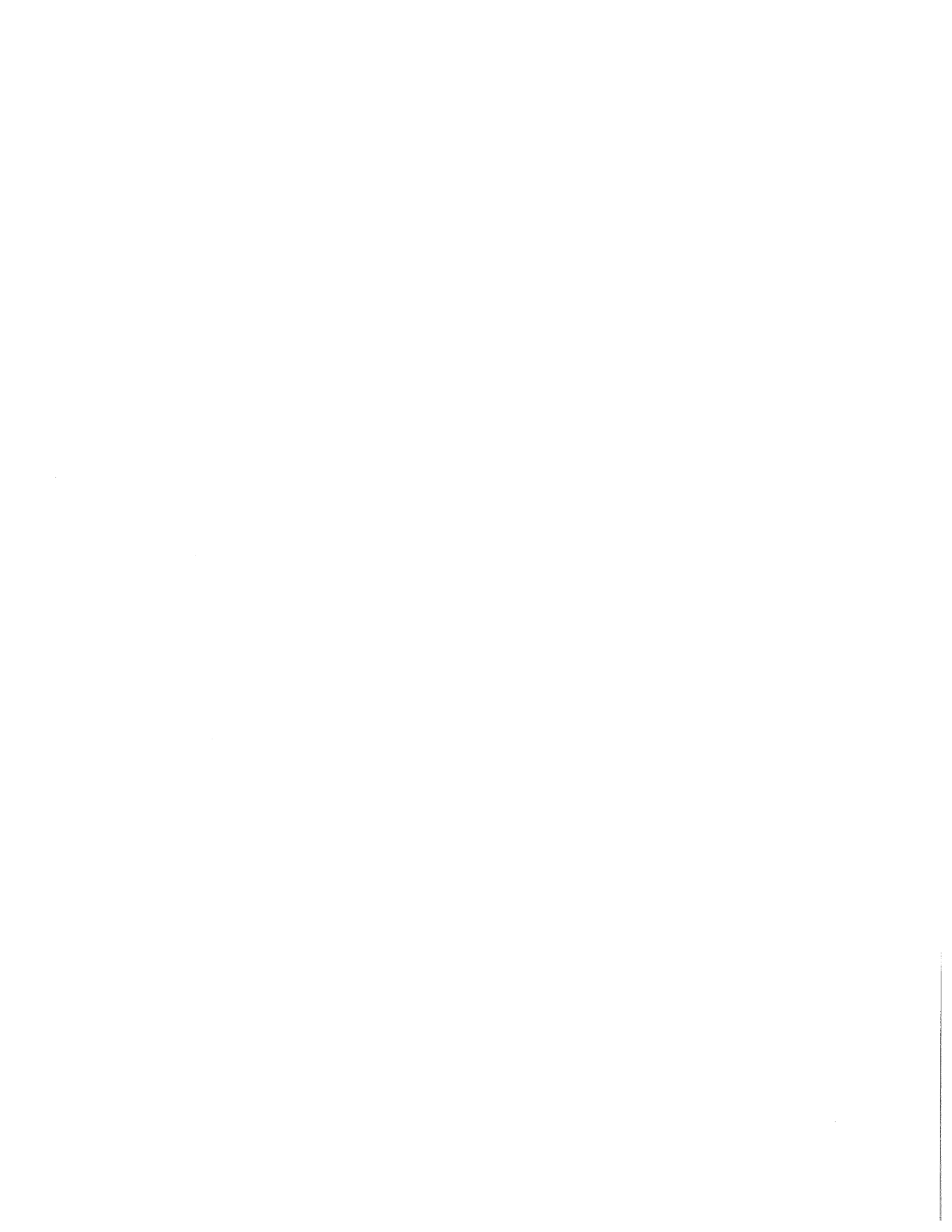
7. Do the results warrant following the regimen for one more week, then, perhaps, another week?

essential experience

Body Language Matching Exercise

Every part of our body has something to add to the message we are trying to send. Hand movements are the most common companions to spoken messages, more so for some than others. Many hand movements are so common they have come to mean the same thing for all of us. From the list below, match the listed hand movements with the nonverbal message they send.

- | | | |
|---|-------|---------------------------|
| 1. Pointing a finger at someone | _____ | Boredom, nervousness |
| 2. Twiddling thumbs | _____ | A warning, an accusation |
| 3. Clasping two hands overhead | _____ | Hopefulness |
| 4. Drumming or tapping fingers | _____ | Calmness, self-confidence |
| 5. Crossing two fingers | _____ | A threat |
| 6. Crossing arms across chest | _____ | Impatience, annoyance |
| 7. Folding hands together on desk | _____ | "Okay" or "right on" |
| 8. Making a circle with one's thumb and forefinger. | _____ | Authority, anger |
| 9. Making a fist | _____ | Victory |



essential experience

Eye Movement

As with our hands, we can use our eyes to send nonverbal messages which might include close attention, anger, admiration, disbelief, or surprise. Study the list of various eye movements below and write in the space provided the nonverbal message you believe the eye movement sends.

Staring and having a tightened jaw

Rolling the eyes

Looking directly at someone

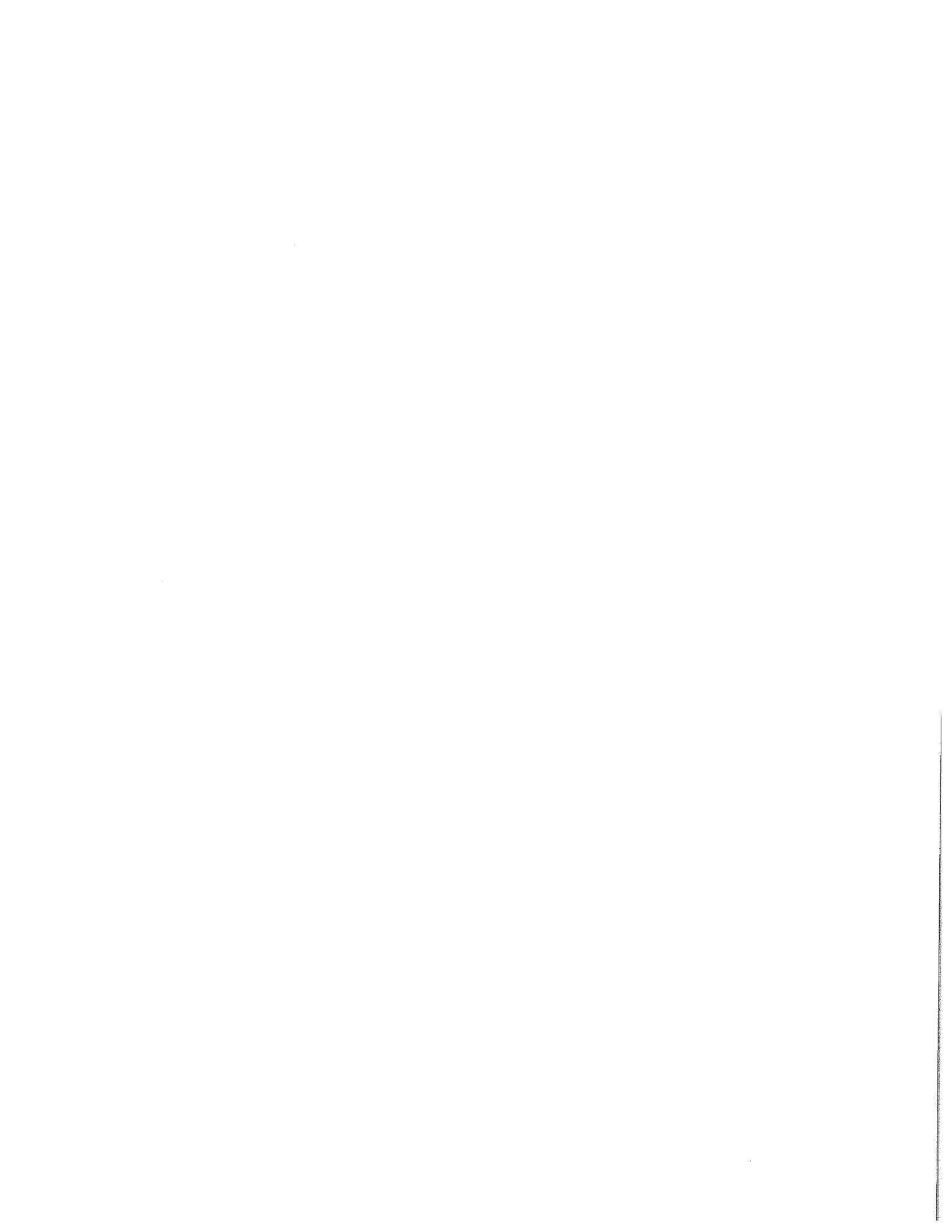
Opening the eyes wide

Staring/glaring at someone for too long

Blinking eyes rapidly

Looking directly at strangers in close quarters

Shifting eyes away to avoid direct contact



essential experience

Partner Messaging

Choose another student as your partner and conduct this communication exercise. Spend five minutes talking to each other about any subject you choose. Interact openly and respond to each other naturally. At the conclusion of the five minutes, each of you should make a list of the messages you received. Then review the lists together and compare the messages received to the messages you each intended to send. List the results in the space provided.

Message Received

Message Intended



essential review

True or False

Circle T for True or F for False as applicable to the following statements.

- T F 1.** Your ability to form satisfying relationships with your clients is a key factor in determining if cosmetology will be just a job for you or a fulfilling career.
- T F 2.** Communication is the act or instance of transmitting information, in the form of symbols, gestures, or behaviors, in order to express an idea or concept so that it is barely understood.
- T F 3.** The first step in the communication process is to collect your thoughts and feelings of what you want others to understand.
- T F 4.** The second step in the communication process is to translate your thoughts and feelings into symbols that can be easily understood by others.
- T F 5.** You may need to help your clients articulate, or vaguely express, their true wants and desires by providing them with symbols they can adopt as their own.
- T F 6.** Clutter is any type of distraction that can keep you from focusing on the conversation you are having with your client.
- T F 7.** Reflective listening is the process of repeating back to the client, in your own words, what you think he or she is telling you.
- T F 8.** If a client doesn't fully realize that his or her choice in a service will not benefit him or her, it is your obligation to find a way to bluntly let the client know.
- T F 9.** The final step in interpreting the client's message consists of misunderstanding all the clues and symbols the client is putting out.
- T F 10.** The verbal communication with a client that is used to determine the client's desired results is called a client consultation.
- T F 11.** The client consultation creates the opportunity to direct his or her attention to other clients visiting the salon.
- T F 12.** Hair swatches are very durable because they are generally made from real hair fibers.

essential review *continued*

- T F 13.** A consultation prior to a nail service is best done at the manicure table, as long as it is a comfortable place to talk.
- T F 14.** A skin care consultation should take place in the reception area so you can speak candidly about the client's skin care issues.
- T F 15.** A consultation with a first-time client should be scheduled at least ten minutes prior to the actual appointment.
- T F 16.** Handing a new client a style book or magazine that is torn or is missing pages looks tacky and amateurish.
- T F 17.** If the client is having a hard time explaining the look he or she desires, clarify the meaning by asking short and direct questions.
- T F 18.** Record any formulations or products used, including the strength and any specific techniques followed, on the Rolodex.
- T F 19.** To earn a client's trust and loyalty, always approach a new client with a smile on your face.
- T F 20.** When meeting a client for the first time, always introduce yourself.
- T F 21.** Don't try to fake your clients into thinking you are someone or something that you are not.
- T F 22.** If a client arrives late, you should establish a precedent by refusing to complete the service under any circumstances.
- T F 23.** If a client shows up at an incorrect time or day, politely explain the mistake and offer to reschedule.
- T F 24.** Never argue with a client or try to force your opinion on him or her.
- T F 25.** Using unkind words or actions with regard to your colleagues is sometimes necessary.