

history

Answer Section

TRUE/FALSE

1. ANS: T PTS: 1

2. ANS: F

Ancient people used animal hide to tie hair back or for adornment.

PTS: 1

3. ANS: F

Queen Cleopatra erected a personal cosmetics factory next to the Dead Sea.

PTS: 1

4. ANS: T PTS: 1

5. ANS: F

The croquignole wrapping technique was introduced after World War I.

PTS: 1

6. ANS: T PTS: 1

7. ANS: F

In the 1970s, French hairdressers ushered in a new era in highlighting with the art of hair weaving using aluminum foil.

PTS: 1

8. ANS: T PTS: 1

MATCHING

9. ANS: F PTS: 1

10. ANS: E PTS: 1

11. ANS: G PTS: 1

12. ANS: H PTS: 1

13. ANS: A PTS: 1

14. ANS: B PTS: 1

15. ANS: C PTS: 1

16. ANS: D PTS: 1

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	washerwoman
chemicals	fourteenth	product educators	weaving
classes	glacial	professions	writer
competition	Henry VIII	pulling teeth	
champion	irons	rods	

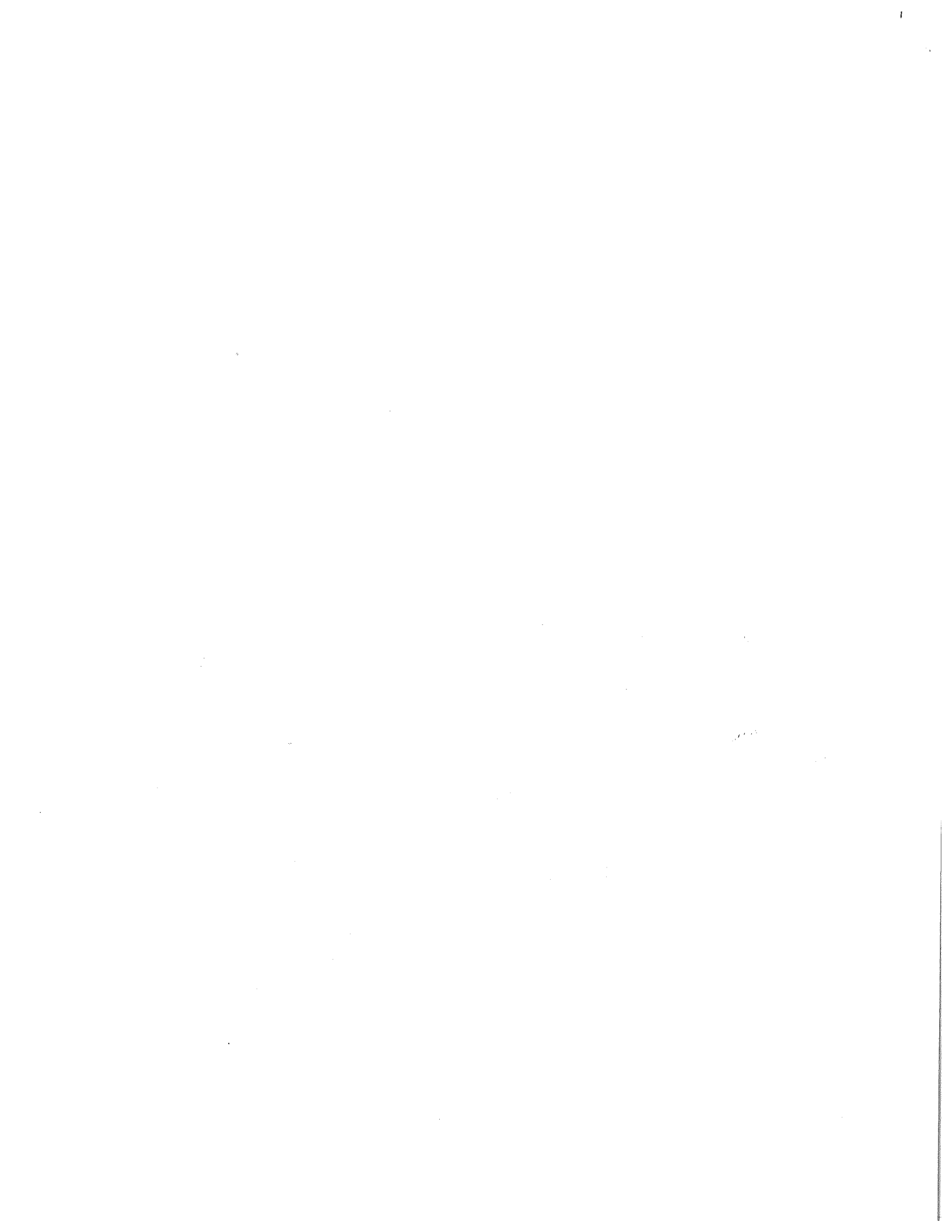
1. It is important to continue your education throughout your career because of the constant changes to trends, techniques, products and information.
2. Hairstyling and barbering have evolved over the centuries as one of the oldest professions, in the world.
3. The art and science of beautifying and improving the skin, nails, and hair, and the study of cosmetics and their application, is known as Cosmetology.
4. Archeological studies reveal that haircutting and hairstyling were practiced in some form as early as the glacial age.
5. Ancient records show that coloring matter made from berries, tree bark, 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 mud 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 lacquered and curled and their nails painted the same shade as their lips.

essential review *continued*

8. The ancient Britons brightened their blonde hair with washes made of tallow, lime, and the extracts of certain vegetables.
9. Barbers figured prominently in the development of surgery as a recognized branch of medical practice.
10. For centuries, ~~bloodletting~~ dentistry 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 bloodletting.
12. The fourteenth century marked the transition in Western civilization from medieval times to modern history.
13. Henry VIII 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 irons for waving and curling the hair.
15. Beginning with the twentieth century, hairstyling began to follow trends and soon became available to all classes 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 washerwoman into one of the twentieth century's most successful entrepreneurs.
17. In 1905, Charles Nessler invented the electric perm machine.
18. In 1931, the preheat method was introduced, which used preheated clamps on the wound hair.
19. In 1932, the first perm method using chemicals was introduced.
20. In 1941, 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 mentor to a younger stylist or student.
22. A color technician or haircolorist selects the best color, formulates it, and processes 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 curl 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, weaving, bonding, gluing, or sewing.
25. As a/an esthetician, 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 fastest-growing areas of the cosmetology profession.
27. The Salon manager leads by example and is responsible for helping team members achieve their goals through training, development, counseling, and coaching.
28. If you are a Salon owner, you are responsible for paying bills, payroll, and taxes.
29. Product educators 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 Cosmetic chemist, you may consider applying for an internship with the company of your choice to study new products.
31. A Session stylist works to style hair and apply makeup for models being photographed for magazines, books, and other productions.
32. A Styles director must be good at meeting deadlines, working within a budget, managing people, and must also have an artistic and creative flair.
33. As a design team member, you will work on a team to create presentations for fashion shows, runway work, conventions, galas, or hair shows.
34. As a platform artist, 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 Competition champion, you must have dedication, good work habits, and excellent skills to enter the honored realm that holds so many rewards.
36. Educators must have patience, people skills, communication skills, energy, and a mastery of their subject matter.
37. As a writer 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 board member 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 \$50 billion 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 desire 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
department	licensee	psychological	time-out
desire	mature adult	punctuality	values
details	motivation	reader/listener	visualize
diplomacy	passion	respect	vocabulary
discipline	perceive	reward	weaknesses

- Your technical skills need to rest on a solid foundation of life skills.
- Life skills are a set of tools and guidelines that prepare you for living as a mature adult in a complicated world.
- One important life skill is that of being genuinely Caring and helpful to other people.
- Another necessary life skill is that of maintaining a cooperative attitude in all situations.
- The way you act toward others and handle yourself will determine whether you can sustain Success.
- You can have all the talent in the world and still not be successful if your talent is not fueled by the passion for your work that will sustain you over the course of your career.
- Self-esteem is based on inner strength and begins with trusting your ability to reach your goals.
- The more you visualize 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 strengths, 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 respect.
11. Procrastination robs you of self-esteem.
12. The best motivation for learning comes from an inner desire to know.
13. For most people, basic human needs are arranged in the following order: physical, emotional, social, mental, and spiritual.
14. To enhance skill creativity, you should stop criticizing yourself, stop asking others what to do, change your vocabulary, and not try to go it totally alone.
15. A personal mission statement sets forth the values you plan to live by and establishes future goals.
16. Unsuccessful people have no motivation, no desire, or no plan of action for attaining goals.
17. The most successful professionals continue to set new goals for themselves, even those who have accumulated fame, fortune, and respect.
18. To manage time more effectively, tasks should be prioritized, which means making a list of tasks that need to be done in the order of most to least important.
19. Give yourself a time-out whenever you are frustrated, overwhelmed, irritated, worried, or feeling guilty about something.
20. Schedule at least one block of free 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 discipline to your studies.
22. Interactive 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 details.
24. Systematic learners study best by themselves because they can concentrate better.
25. To study effectively, you must be persistent, 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, human relation skills, and professional image.

essential review *continued*

27. The most ethical people make a commitment to cultivating the character traits of honesty, compassion, attentiveness, punctuality, cooperativeness, an agreeable personality, self-care, integrity, discretion, and clear communication.
28. Your personality 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 diplomacy, 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 customer service 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 temperature.
32. One of the Golden Rules of Human Relations is to communicate from your heart and problem-solve from your head.
33. Another Golden Rule of Human Relations is to laugh 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
balance
callused
cleanse
dimensional
disconnect
energy
ergonomics
fifty

flexibility
forty
harmoniously
impression
lower back
mind
natural
osteoporosis
oxygenating

personal
personality
pressure
professional
self-awareness
shock absorption
simple
sleep
soles

stability
stress
tension
thirty
varicose veins
weight
work habits

1. Your professional image is the Impression you project and consists of your outward appearance and the conduct you exhibit in the workplace.
2. Adequate Sleep is essential for good health.
3. An adequate fitness program includes exercises to accomplish aerobic strength, Flexibility, and endurance.
4. The daily maintenance of cleanliness and healthfulness is known as personal hygiene.
5. A professional in cosmetology should practice Stress management through relaxation, rest, and exercise.
6. Physical presentation, which includes your posture, your walk, and your movements, is part of your professional image.
7. The nutrients in food supply the body with energy and ensure proper body functions.
8. Good health means the body, mind, 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 disconnect from the body.

essential
review *continued*

10. Achieving Balance 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 Cleanse, moisturize, exfoliate, and protect our bodily and facial skin with a regular skin-care regimen.
12. Many salon owners consider appearance, Personality, 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 Harmoniously with your surroundings.
14. Choose clothing that is functional as well as esthetically pleasing, but which also falls within the salon's dress code.
15. Accessories are best kept Simple and attractive, whether hair ornamentation, scarves, jewelry, belts, or ties.
16. Using color products such as dimensional coloring, blonding, highlights, and gray hair coverage will work as excellent advertisements to help you sell those services to your clients.
17. A clean, natural approach in makeup is key to presenting yourself professionally.
18. Stress can also be thought of as any situation that causes tension.
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 Stability in life.
20. There are Fourty specific nutrients in our food that fall into the categories of carbohydrates, proteins, fats, vitamins, minerals, and water.
21. Maintain a healthy Weight 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 Oxygenating the blood and giving us energy.
23. Use weight-bearing activities to build muscle and develop a leaner, fat-burning body which helps prevent Osteoporosis.
24. Good posture should be developed early in life and then reinforced through Self-Awareness and regular physical activity.

essential review *continued*

25. When giving a manicure or a facial, sit with the Lower back against the chair, leaning slightly forward.
26. When giving a manicure, sit with your back straight and keep the entire Soles of your feet on the floor.
27. Scientists have determined that high heels of any style apply pressure to the knees.
28. Low-heeled, wider shoes that spread Shock absorption 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 Varicose veins.
30. A pedicure that includes cleansing, removal of Callused skin, massage, and toenail trims will keep your feet at their best.
31. An awareness of your body posture and movements, coupled with better Work habits and proper tools and equipment, will greatly enhance your health and comfort.
32. Ergonomics is an applied science concerned with designing and arranging things people use so that the people and things interact most efficiently and safely.

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

mad

Rolling the eyes

annoyed

Looking directly at someone

listening

Opening the eyes wide

shock, amazement

Staring/glaring at someone for too long

upset - extremely mad

Blinking eyes rapidly

unsure

Looking directly at strangers in close quarters

uncomfortable

Shifting eyes away to avoid direct contact

embarrassed, lying

essential 4 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.

1. T F 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.
2. T F 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.
3. T F The first step in the communication process is to collect your thoughts and feelings of what you want others to understand.
4. T F The second step in the communication process is to translate your thoughts and feelings into symbols that can be easily understood by others.
5. T F 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.
6. T F Clutter is any type of distraction that can keep you from focusing on the conversation you are having with your client.
7. T F Reflective listening is the process of repeating back to the client, in your own words, what you think he or she is telling you.
8. T F 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.
9. T F The final step in interpreting the client's message consists of misunderstanding all the clues and symbols the client is putting out.
10. T F The verbal communication with a client that is used to determine the client's desired results is called a client consultation.
11. T F The client consultation creates the opportunity to direct his or her attention to other clients visiting the salon.
12. T F 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.

