

MILADY STANDARD COSMETOLOGY COURSE MANAGEMENT GUIDE CLASS SIGN-IN SHEET 15.0

SUBJECT: HAIR CARE

TOPIC: SCALP CARE, SHAMPOOING, AND CONDITIONING

LESSON OBJECTIVES:

Upon completion of the lesson, the student will be able to:

1. Explain the two most important requirements for scalp care.
2. Describe the benefits of scalp massage.
3. Know how to treat scalp and hair that are dry, oily, or dandruff ridden.
4. Explain the role of hair brushing to a healthy scalp.
5. Discuss the uses and benefits of the various types of shampoo.
6. Discuss the uses and benefits of the various types of conditioner.
7. Demonstrate the appropriate draping for a basic shampoo and draping for a chemical service.
8. Demonstrate the Three-Part Procedure and explain why it is useful.

IMPLEMENTS, EQUIPMENT, SUPPLIES REQUIRED:

Student	Instructor	Items
x	x	<i>Milady Standard Cosmetology</i>
x	x	<i>Milady Standard Cosmetology Theory Workbook, Practical Workbook, and Study Guide: The Essential Companion</i>
x		Student notebook
x		Pens, pencils

TEACHING AIDS (Audio/visual equipment, handouts, etc. used by Instructor):

1. Board
2. LCD Projector and *Milady Standard Cosmetology Instructor Support Slides* OR Overhead Projector and Transparencies
3. *Milady Standard Cosmetology DVD Series* and DVD player

FACILITY: Theory Classroom

TIME ALLOTMENT: 2–4 hours (adjust based on school schedule and student activities/participation)

PRIOR STUDENT ASSIGNMENT:

1. Read Chapter 15, *Milady Standard Cosmetology*

EDUCATOR REFERENCES:

1. *Milady Standard Cosmetology*
2. *Milady Standard Cosmetology Theory Workbook, Practical Workbook, and Study Guide: The Essential Companion*

INSTRUCTOR NAME	DATE TAUGHT	INSTRUCTOR NAME	DATE TAUGHT
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NOTES TO EDUCATOR:

1. Review chapter, entire lesson plan, and *Milady Standard Cosmetology Instructor Support Slides* prior to lesson.
2. Review Learning Reinforcement ideas/activities for this lesson and predetermine which are to be used.
3. Check the projector to ensure it is working properly.
4. Gather all materials and supplies needed for demonstrations prior to starting class.
5. Take attendance or Have students sign in for class and document attendance based on your school's procedure.
6. During Instructor preparation time and while students are entering and getting settled for the class, have the first *Milady Standard Cosmetology Instructor Support Slide* containing the inspirational quote projected (or write it on the board or flip chart). This will help get instructors and students into the appropriate mind-set for learning and for the day.
7. NOTE: There are 11 practical procedures covered in this lesson plan. The procedure sheets that may be used as handouts for the students appear after the Learning Reinforcement Ideas and Activities in this lesson plan. Hand the sheets out and have the students follow along as you review each procedure. Have the students put the sheets away when you begin your demonstration or present the applicable *Milady Standard Cosmetology DVD* for more consistency as the handouts will be a distraction to the demonstration.
8. The information found in this lesson correlates to the information found in LP 13.0 of the former *Milady Standard Cosmetology Course Management Guide*, 2008 edition.

LEARNING MOTIVATION (WHY?)

Clients of the cosmetology profession knowingly and willingly invite the cosmetologist to invade their personal "comfort zone" on a regular basis. They place a great deal of confidence and trust in the cosmetologist when doing so. Therefore, it is extremely important never to betray that trust. The ability to provide a thorough and relaxing shampoo is essential to salon success. A good shampoo lays the foundation for a solid client relationship and prepares the hair for the service you are about to provide. The client may use this initial experience to evaluate the professional expertise of the stylists. If the client enjoys the shampoo, she has much more confidence in the stylist's ability and may request even more services as a result.

Although shampooing is given primarily to cleanse the hair and scalp, it should be a pleasurable and relaxing experience that will ensure return visits to the salon by the client. Proper scalp and hair analysis is important to determine what type of shampoo and the frequency of shampooing that is needed. An unclean scalp and dirty hair offer a breeding place for disease-producing bacteria that can lead to scalp disorders.

In addition, the comfort and protection of the client must always be considered when giving any professional service. It is essential that the skin and clothing of the client are also protected. These procedures further enhance the client's confidence in your abilities as a professional.

In fact, history proves that clients will return to a professional who has made them comfortable and who has treated them well even if they were not 100 percent satisfied with the results of the service. Thus, the safety and comfort of your clients combined with a thorough and relaxing shampoo can be enormously beneficial in building your business.

Inspirational Thought for the Day:

*"Ability is what you're capable of doing.
Motivation determines what you do.
Attitude determines how well you do it."*

—Lou Holtz

● PRESENTATION OF THE SKILLS AND/OR INFORMATION LESSON PLAN 15.0

SUBJECT OUTLINE

IN-DEPTH NOTES

(Information to share during presentation)

I. SCALP CARE AND MASSAGE

A. SCALP TREATMENTS

1. Before shampoo
2. During shampoo
3. Relaxation vs. treatment
4. Discuss contraindications

B. SCALP MASSAGE PROCEDURE

C. NORMAL HAIR AND SCALP TREATMENT

1. Purpose
2. Examine scalp

D. DRY HAIR AND SCALP TREATMENT

1. Used if natural oil is deficient
2. Treatment products

E. OILY HAIR AND SCALP TREATMENT

1. Cause
2. Purpose

F. ANTIDANDRUFF TREATMENT

1. Cause
2. Purpose

II. BRUSHING THE HAIR

A. HAIR BRUSHING EXCEPTIONS

1. Avoid before chemical service
2. Avoid if scalp is irritated

Cleanliness and stimulation are required for a healthy scalp.

Should be given with a continuous, even motion

If scalp condition is present

Once conditioner has been applied for relaxation

The only difference between relaxation and treatment results from the products used.

During consultation, acknowledge and discuss any medical conditions that may prohibit performing a scalp massage or treatment. Don't perform it if the client has severe, uncontrolled hypertension.

NOTE: Explain to students that all procedures will be reviewed during the Practical Class.

To maintain scalp and hair in a clean and healthy condition

Perform only after a full hair and scalp examination.

These contain moisturizing and emollient ingredients. Avoid strong soaps, greasy preparations, and lotions with high alcohol content. Use a scalp steamer.

Overactive sebaceous glands

To flush out excess sebum through gentle pressing or squeezing

A fungus called malassezia

To suppress the growth of malassezia and loosen scalp scales

Correct brushing stimulates the blood circulation of the scalp and helps remove dust, dirt, and hair-spray buildup and gives added shine.

SUBJECT OUTLINE**IN-DEPTH NOTES***(Information to share during presentation)*

3. Avoid before haircolor procedures

B. HAIRBRUSHES

If shampooing is recommended, shampoo very gently.

Use brushes with natural bristles that have tiny overlapping layers or scales that clean and add luster to hair. Hairbrushes with nylon bristles are shiny and smooth and are more suitable for hairstyling.

III. UNDERSTANDING SHAMPOO**A. PURPOSE**

To cleanse the hair and scalp prior to receiving a service

Always check for these conditions.

B. SCALP ANALYSIS

1. Dry, dehydrated hair
2. Thinning of the hair
3. Excessive hair left in sink
4. Dry, tight scalp
5. Oily scalp
6. Abnormal flaking on scalp
7. Open wounds or irritation
8. Scalp disorders or diseases
9. Tick or lice infestation

C. SHAMPOO SELECTION CONSIDERATIONS

1. Hair type
2. Hair condition

Become skilled at selecting shampoos that support the health of the hair, whether natural, color-treated, fine and limp, or coarse and wiry.

Dry, oily, normal, or chemically treated

Over-processed, chemically treated, damaged by harsh products, improper care, or exposure to the elements

Inappropriate products used at home can diminish the quality service you have provided.

3. Home maintenance

D. A GREAT SHAMPOO EXPERIENCE

1. Massage for client preference.
2. Adjust water temperature for the client.
3. Don't wet the client's face.
4. Double-check the nape area.
5. Do not drench the towel around the client's neck.
6. Blot the hair, not the face.
7. Give a relaxation massage.

E. THE pH SCALE

The amount of hydrogen in a solution is measured on a logarithmic scale ranging from 0 to 14.

1. Acid – 0 to 6.9 pH
2. Neutral – 7.0

SUBJECT OUTLINE

IN-DEPTH NOTES

(Information to share during presentation)

3. Alkaline 7.1 to 14

The higher the alkalinity, the stronger and harsher the shampoo, which can leave the hair dry and brittle. See Figure 15-2 in the *Milady Standard Cosmetology* textbook.

4. pH balanced shampoo

In the 1960s Jheri Redding revolutionized the industry by marketing the first pH-balanced shampoos. The litmus paper test was key in his marketing strategies.

F. THE CHEMISTRY OF WATER

Water is the universal solvent, meaning it is capable of dissolving more substances than any other solvent.

1. Purification

Fresh water from lakes and streams must be purified for domestic use.

a. Sedimentation

A treatment that causes matter to sink to the bottom

b. Filtration

Passing through a porous substance, such as filter paper or charcoal

The process removes suspended clay, sand, and organic material

c. Chlorine added

Small amounts are added to kill bacteria.

d. Boiling

It boils at 212 degrees Fahrenheit or 100 degrees Celsius. Boiling destroys microbes.

e. Distillation

This is the process of heating water so it becomes a vapor, then condensing the vapor so that it collects as a liquid. This process is used frequently in the manufacture of cosmetics.

2. Soft water

Rain water or chemically softened water; it contains small amounts of minerals and allows soap and shampoo to lather freely.

3. Hard water

Hard water contains minerals that lessen the ability of soap or shampoo to lather readily. It can be softened by a chemical process.

ACTIVITY: Ask students to share their experiences with hard and soft water. For example, ask them if they have ever taken a shower in extremely softened water. Perhaps they have experienced that feeling of never being able to get the soap off or the shampoo out of their hair. Or conversely, maybe they have showered in water so hard, they couldn't seem to get it to lather at all.

IV. THE CHEMISTRY OF SHAMPOOS

An understanding of the chemical ingredients used in shampoos will help you prescribe the best product for your clients.

A. WATER

The main ingredient, but purified or deionized; water is usually listed first on product labels because

SUBJECT OUTLINE

IN-DEPTH NOTES

(Information to share during presentation)

B. SURFACTANTS

1. Hydrophilic end

2. Lipophilic end

it represents the largest percentage of all ingredients. All others are listed in descending order.

Surfactant and *detergent* are synonymous, meaning a cleansing or "surface active" agent.

This is the "head" end of a shampoo molecule and is "water-attracting."

This is the "tail" end of a shampoo molecule and is "oil-attracting."

Since both ends are working during a shampoo, a push-pull effect is created that causes the oils, dirt, and deposits to form little balls that can be lifted off in the water and rinsed from the hair.

See Figures 15-3 through 15-6.

Shampoo products represent the highest dollar expenditure in hair care products.

It has a pH the same as hair of 4.5 to 5.5. By adding citric, lactic, or phosphoric acid to any shampoo, it can become acid-balanced.

Some believe that a pH of 4.5 to 5.5 is essential to prevent excessive dryness and hair damage. The Consumer's Union chemists believe a pH between 5 and 8 is too small to affect the hair and scalp due to the limited time of actual application.

Conditioning or moisturizing shampoos are designed to make hair smooth and shiny, improve manageability, and avoid damage to chemically treated hair. Protein and biotin are conditioning agents that restore moisture and elasticity, strengthen the hair shaft, and add volume. They are also non stripping.

These reduce dandruff or relieve scalp conditions. Some require a prescription.

These contain an acidic ingredient like cider vinegar to cut through product buildup. They increase shine; they shouldn't be used regularly, but as needed.

Wash away excess oiliness while keeping hair from drying out

This is used when client's health prevents a wet shampoo. It cleanses without the use of soap and water. Powder picks up dirt and oils as you brush or comb through the hair.

The shampoo surfactant is combined with basic dyes. It is similar to temporary rinses, is removed with plain shampooing. It is used to brighten, to add some slight color, and to eliminate unwanted color tones.

C. TYPES OF SHAMPOO

1. pH-balanced

2. Conditioning

3. Medicated

4. Clarifying

5. Balancing

6. Dry or powder

7. Color-enhancing

SUBJECT OUTLINE**IN-DEPTH NOTES***(Information to share during presentation)*

8. For hairpieces and wigs

D. SHAMPOO AND RETAILING**V. UNDERSTANDING CONDITIONERS****A. RECONSTRUCTOR TYPES**

1. Rinse-out
2. Treatment or repair

3. Leave-in

B. FORMULATION

1. Silicone and moisture-binding humectants
2. Emollients
3. Synthetic polymers
4. Protein conditioners

C. PRODUCT TYPES

1. Instant conditioners
2. Moisturizers
3. Protein conditioners

Special solutions are formulated for these.
See Chapter 17.

Use the shampoo time to better establish your professional relationship with the client and promote quality products for at-home use.

These are special chemical agents applied to the hair to deposit protein or moisturizer, to help restore its strength and give it body, or to protect against possible breakage. They are a temporary "fix" and cannot "heal" damaged hair or improve the quality of new hair growth. Remember: heredity, health, and diet control the texture and structure of hair.

These are also called finishing or cream rinses that are worked through the hair for detangling.

These are deep, penetrating conditioners that are left on hair for 10 to 20 minutes, restoring protein and moisture. Heat may increase penetration.

These are applied and not rinsed out.

These substances absorb moisture or promote the retention of moisture.

Reduce frizz

Bulk up the hair

Penetrate the cortex and reinforce the hair shaft from within

These remain on the hair for one to five minutes or are "leave-in." They contain humectants to improve the appearance of dry, brittle hair and also contain an acid to balance the alkalinity of a prior chemical service.

These have a longer application time of 10 to 20 minutes. The ingredients are formulated to be more penetrating and have longer staying power. Some require heat application. Quats are used to increase the ability to attach to hair fibers and provide longer-lasting protection.

These slightly increase hair diameter and add body to hair. Available in several strengths, they are used to improve hair strength and temporarily close split ends. They improve appearance, equalize porosity, and increase elasticity. See Figure 13-7.

SUBJECT OUTLINE

IN-DEPTH NOTES

(Information to share during presentation)

D. DEEP CONDITIONING TREATMENTS

Also known as hair masks or conditioning packs, these are chemical mixtures of concentrated protein in a heavy cream base of a moisturizer. They penetrate several cuticle layers and are chosen when an equal degree of moisturizing and protein treatment is required.

E. DRAPING

The client must be appropriately draped for each service.

1. Shampoo (wet) draping

Two terry towels are used, one under the cape and one over the cape.

2. Chemical service draping

F. THREE-PART PROCEDURE

For better organization, all hair care procedures should be broken into three individual parts: pre-service, service, and post-service.

1. Pre-service

This is a step-by-step plan for cleaning and disinfecting tools, implements, and materials and for setting up the workstation and greeting the client.

2. Service

We will review all applicable procedures during the Practical Class.

3. Post-service

This is a step-by-step plan for caring for your client after the procedure has been completed. It details helping client through scheduling and payment and how you prepare for the next client.

G. PRACTICAL CLASS

Explain to the students when the Practical Class will occur (perhaps now) and that you will hand out Procedure sheets for each of the following procedures and they will follow along as you review. They will put away the procedure sheets during the actual demonstration, either performed by you or by the applicable *Milady Standard Cosmetology DVD* (to ensure consistency between demonstrations).

1. Pre-Service Procedure 15-1
2. Post-Service Procedure 15-2
3. Normal Hair and Scalp Treatment Procedure 15-3
4. Dry Hair and Scalp Treatment Procedure 15-4
5. Oily Hair and Scalp Treatment Procedure 15-5
6. Antidandruff Treatment Procedure 15-6

SUBJECT OUTLINE

IN-DEPTH NOTES
(Information to share during presentation)

7. Hair Brushing
Procedure 15-7
8. Draping for a Shampoo
Procedure 15-8
9. Draping for a Chemical
Service Procedure 15-9
10. Basic Shampoo and Conditioning
Procedure 15-10
11. Scalp Massage Procedure 15-11

SUMMARY AND REVIEW

Cleanliness is the key to attractive hair. As a cosmetology professional, you will need to be able to analyze hair type and hair products to determine the best shampoo for your client. You will remember to always follow the manufacturer's directions when using any product including shampoos. Remember to always make the most effective use of the opportunity provided when shampooing a client. It's an opportunity for you to put clients at ease and make them feel comfortable about the service they are about to receive. Take care to be gentle when shampooing prior to a chemical service. Choose the correct shampoo for the hair type. A quality shampoo builds the foundation for successful salon services and for continued retail sales.

LET'S REVIEW:

1. What are the two most important requirements for scalp care?

Answer: The two basic requirements for a healthy scalp are cleanliness and stimulation.

2. How should scalp and hair that are dry, oily, or with dandruff be treated?

Answer: For dry hair and scalp use products containing moisturizing and emollient ingredients and apply them to the scalp and use the aid of a scalp steamer or hooded dryer.

For oily hair and scalp the procedure should begin with a scalp manipulation and kneading to increase blood circulation to the surface and so that any hardened sebum in the pores of the scalp can be removed with gentle pressing or squeezing. To normalize the function of these glands, excess sebum should be flushed out with their use of specialty products for this purpose.

Since dandruff is the result of a fungus, antidandruff shampoos, conditioners, and topical lotions that contain antifungal agents should be used to control dandruff by suppressing the growth of the fungus. Moisturizing salon treatments may also be used to soften and loosen scalp scales that stick to the scalp in crusts.

3. What are the benefits of scalp massage?

Answer: Scalp massage helps to:

- Relax the client.
- Keep the scalp in a healthy condition.
- Increase natural oil production on the scalp, if a client has a dry scalp.
- Increase blood circulation and remove any hardened sebum in the pores of the scalp to help normalize the production of sebum in an oily scalp.

4. Why is hair brushing important to maintaining a healthy scalp and hair?

Answer: Hair brushing is important for maintaining the health of the scalp because it stimulates the blood circulation to the scalp and helps remove tangles, dust, dirt, and product buildup.

5. What shampoo is appropriate for use on dandruff? On product buildup? On damaged hair?

Answer: The shampoo most appropriate for use on dandruff is a medicated or antidandruff shampoo that contains an antifungal agent. The shampoo most appropriate for use on product buildup is a clarifying shampoo. The shampoo most appropriate for use on damaged hair is a conditioning or moisturizing shampoo.

6. What is the action of conditioner on the hair?

Answer: Conditioners deposit protein or moisturizer to help restore the hair's strength, give it body, and protect it against possible breakage.

LEARNING REINFORCEMENT IDEAS AND/OR ACTIVITIES

1. Have students complete Chapter 15 of the *Milady Standard Cosmetology Theory Workbook, Practical Workbook, and Study Guide: The Essential Companion*.
2. Have students complete review and final testing with *Milady Standard Cosmetology Online Licensing Preparation*.

3. The **SUDS FOR SUCCESS** activity will demonstrate proper draping, shampooing, rinsing, and conditioning procedures by performing these services for evaluation on another student or stylist. Divide students into pairs to perform these services on each other or invite salon stylists to participate in this exercise. Ask the partners who will be receiving the service to look over the evaluation form to familiarize themselves with the questions they will need to answer. Instruct students to begin the services. When service is completed, ask partners to complete the evaluation form and then rotate partners and continue the service and evaluation. NOTE TO INSTRUCTOR: Review the evaluation forms and determine if specific areas are being missed or not performed well by a majority. If so, review the deficient areas with the entire group.
4. Have the students select various shampoos from home, the school, the discount store, etc. and test the pH level using litmus paper.
5. Have students cut pictures from magazines of what appear to be different hair types (dry, brittle, frizzy, oily, etc.) and then list the type of shampoo and conditioner they would recommend for that hair type.
6. Have students research the shampoos used in the school and those used in their homes. Have them make a chart indicating the common ingredients to all the products. Then have the students categorize the shampoos according to recommended use such as for dry hair, oily hair, damaged hair, thinning hair, and so on. Encourage them to list any differences in the directions for proper use.
7. Have students collect hair swatches for various types of hair such as normal, color-treated, and relaxed or chemically reformed hair. The students will then shampoo the swatches at least five times with each available shampoo, reporting the effects of the shampoo on each swatch. Ask them to make recommendations for the ideal shampoo for each swatch and explain why others are not appropriate.
8. Have students work in pairs and give each other the complete scalp manipulation technique following the procedures outlined in LP 15.0, P 15-1 through 15-11. Have them evaluate each other's performance.
9. On the lines below, write any activities, assignments, or ideas that have been used effectively with this lesson in order to aid other instructors who may use this lesson plan in the future:

PRE-SERVICE: PROCEDURE 15-1

CLEANING AND DISINFECTING

1. **Wear gloves.** Put on a fresh pair of gloves while performing this pre-service to prevent possible contamination of the implements by your hands and to protect your hands from the powerful chemicals in the disinfectant solution.
2. **Clean tools.** Clean all tools and implements such as combs, brushes, rollers, clips, scissors, and any other reusable, nonelectrical items by first rinsing them in warm running water, and then thoroughly washing them with soap, a small nylon brush, and warm water. Brush grooved items, if necessary, and open hinged tools to scrub the revealed area.
3. **Rinse and dry tools.** Rinse away all traces of soap with warm running water. The presence of soap in most disinfectants can cause them to become inactive. Dry the items thoroughly with a clean fabric or disposable towel, or allow them to air dry on a clean towel. Your implements are now properly cleaned and ready to be disinfected.
4. **Immerse implements.** Immerse cleaned implements in an appropriate disinfection container holding an EPA-registered disinfectant for the required time (usually 10 minutes). If the disinfectant solution is cloudy, the solution has been contaminated and must be replaced.
5. **Remove implements.** Avoid skin contact, and rinse and dry tools thoroughly.
6. **Store implements.** Store disinfected implements in a clean, dry container until needed.
7. **Wash hands.** Remove gloves and thoroughly wash your hands with liquid soap. Then rinse and dry them with a clean fabric or disposable towel.

BASIC STATION SETUP

8. **Clean station.** Clean your station and client chair with an approved disinfectant cleaner.
9. **Fill disinfectant container.** Ensure that your disinfection container is filled with clean disinfectant solution at least 20 minutes before your first service of the day. Use any disinfectant solution approved by your state board regulations, but make sure that you use it exactly as directed by the manufacturer. Also make sure that you change the disinfectant every day or when the solution is visibly contaminated with debris.
10. **Collect implements.** Collect all implements and professional products that you will use during the service, along with any electrical equipment such as a blowdryer or clippers, and bring them to your station.

STYLIST PREPARATION

11. **Review schedule.** Review your appointment schedule for the day and resolve any potential time conflicts or challenges you perceive.
12. **Review intake form.** Retrieve the client's intake form and consultation card and review them. If the appointment is for a new client, be sure to either have a blank intake form at your station, or ensure that the receptionist will provide one to the client.
13. **Self-preparation.** Organize yourself by taking care of your personal needs before the client arrives—use the restroom, get a drink of water, return a personal call—complete whatever you need to so that when your client arrives, your full attention is focused on her needs.
14. **Eliminate distractions.** Turn off your cell phone, pager, or PDA. Be sure that you eliminate anything that can distract you from your client while she is in the salon.
15. **Clear your head.** Take a moment to clear your head of all personal concerns and issues. Take a couple of deep breaths and remind yourself that you are committed to providing your client with a fantastic service and your full attention.
16. **Wash hands.** Wash your hands thoroughly before going to greet your client.

LP 15.0, P-1 continues

GREET CLIENT

- 17. Greet client.** Greet the client in the reception area with a warm smile and in a professional manner. Introduce yourself if you have never met, and shake hands. The handshake is very important because it is your first physical contact. If the client is new, ask her for the intake form she filled out in the reception area.

LP 15.0, P-1 *continued*

POST-SERVICE: PROCEDURE 15-2

ADVISE CLIENTS AND PROMOTE PRODUCTS

1. **Determine client satisfaction.** Before your client leaves your styling chair, show her all angles of the completed service. Determine if the client is satisfied with the outcome of your service by asking if she (or he) is pleased or has any questions or concerns to discuss. Be receptive and listen. Never be defensive. If possible, make any adjustments for total satisfaction or give an explanation as to what adjustments are achievable. Determine a plan for future visits. Give the client ideas to think over for next time.
2. **Establish a home-maintenance regimen.** Advise the client about proper at-home maintenance for the service received and explain how using the recommended professional products will ensure that the hair service maintains its beauty and performance until your client returns for another visit. This is the time to discuss your retail product recommendations. Explain why the recommended products are important and how to use them.

SCHEDULE NEXT APPOINTMENT AND THANK CLIENT

3. **Write up ticket and recommend retail.** Escort the client to the reception desk, write up a service ticket that describes the service provided, and recommend home care. Place all the recommended professional retail home-care products on the counter for the client. Review the service ticket and the product recommendations with your client.
4. **Schedule next appointment.** After the client has paid for her service and take-home products, ask her if you can schedule her next appointment for her. Set up the date, time, and services for this next appointment. Write the information on your business card and give it to the client.
5. **Thank client.** Thank the client for the opportunity to work with her. Express an interest in working with her again in the near future. Invite her to contact you should she have any questions or concerns about the service provided. If the client seems apprehensive, offer to call her in a day or two in order to check in with her about any issues she may encounter. Genuinely wish her well, shake her hand, and wish her a great day.
6. **Complete client records.** Once you return to your station, be sure to record service information, observations, and product recommendations on the intake form or consultation card. Be sure you return the intake form or consultation card to the proper place for filing.

PREPARE WORK AREA AND IMPLEMENTS FOR NEXT CLIENT

7. **Clean station.** Disinfect and reorganize your station, and sweep and dispose of hair properly in a covered trash receptacle. Place all used towels and capes in the laundry. Close and remove any styling products or aids you used.
8. **Disinfect tools.** Wash and disinfect all used tools and implements. Follow all steps for disinfecting implements described in the pre-service procedure.
9. **Reset station.** Reset your station with disinfected tools and the proper styling products and prepare to greet your next client.

LP 15.0, P-2

NORMAL HAIR AND SCALP TREATMENT: PROCEDURE 15-3

IMPLEMENTS AND MATERIALS

Disposable or linen towels, hair brush, hooded dryer, scalp conditioner, shampoo, shampoo cape

PROCEDURE

Perform standard pre-service procedure.

- 1. Make the client comfortable.** Escort the client to the shampoo chair and assist him or her in becoming comfortable.
- 2. Drape the client for a shampoo.**
- 3. Remove hair ornaments.** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4. Remove client jewelry and glasses.**
- 5. Examine the scalp.** Examine the condition of the scalp to be sure there are no abrasions.
- 6. Brush hair for five minutes.**
- 7. Apply scalp lotion or conditioner.**
- 8. Apply heat for about five minutes.**
- 9. Massage scalp for 10 to 20 minutes.**
- 10. Shampoo the hair.**
- 11. Towel dry the hair.**
- 12. Move on to the next step of the service or apply styling aids and finish the hair.**

Complete standard post-service procedure.

DRY HAIR AND SCALP TREATMENT: PROCEDURE 15-4

IMPLEMENTS AND MATERIALS

Direct high-frequency current with glass rake electrode, disposable or linen towels, hair brush, moisturizing scalp cream, scalp preparation, shampoo, shampoo cape, steamer

PROCEDURE

Perform standard pre-service procedure.

- 1. Make the client comfortable.** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2. Drape the client for a shampoo.**
- 3. Remove hair ornaments.** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4. Remove jewelry and glasses.**
- 5. Examine the scalp.** Examine the condition of the scalp to be sure there are no abrasions.
- 6. Brush hair for five minutes.**
- 7. Apply scalp preparation for this condition.**
- 8. Steam the scalp.** Apply scalp steamer for seven to ten minutes, or wrap the head in warm steam towels for seven to ten minutes.
- 9. Give a mild shampoo.**
- 10. Towel dry the hair and scalp thoroughly.**
- 11. Moisturize the scalp.** Apply moisturizing scalp cream sparingly with a rotary, frictional motion.
- 12. Stimulate the scalp.** Stimulate the scalp with direct high-frequency current, using the glass rake electrode, for about five minutes.
- 13. Rinse hair thoroughly.**
- 14. Towel dry.**
- 15. Proceed with service.** Move on to the next step of the service or apply styling aids and finish the hair.

Complete standard post-service procedure.

LP 15.0, P-4

OILY HAIR AND SCALP TREATMENT: PROCEDURE 15-5

IMPLEMENTS AND MATERIALS

Corrective shampoo for oily hair, cotton pledget, disposable or linen towels, hair brush, hooded dryer, infrared lamp, medicated scalp lotion, moisturizing scalp cream, scalp astringent, shampoo cape

PROCEDURE

Perform standard pre-service procedure.

- 1. Make the client comfortable.** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2. Drape the client for a shampoo.**
- 3. Remove hair ornaments.** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4. Remove jewelry and glasses.**
- 5. Examine the scalp.** Examine the condition of the scalp to be sure there are no abrasions.
- 6. Brush hair for five minutes.**
- 7. Apply scalp lotion.** Using a cotton pledget (a tuft of cotton), apply a medicated scalp lotion to the scalp only.
- 8. Apply heat.** Apply the infrared lamp or heated dryer for about five minutes.
- 9. Massage the scalp.**
- 10. Shampoo with corrective shampoo for oily hair.**
- 11. Towel dry the hair.**
- 12. Apply direct high-frequency current for three to five minutes.**
- 13. Apply a scalp astringent and/or suitable styling aids.**

Complete standard post-service procedure.

LP 15.0, P-5

ANTIDANDRUFF TREATMENT: PROCEDURE 15-6

IMPLEMENTS AND MATERIALS

Antidandruff shampoo, disposable or linen towels, hair brush, infrared lamp, scalp steamer, shampoo cape

PROCEDURE

Perform standard pre-service procedure.

1. **Make client the comfortable.** Show your client to the shampoo chair and assist him or her in becoming comfortable.
2. **Drape the client for a shampoo.**
3. **Remove hair ornaments, hairpins, and so on.**
4. **Remove jewelry and glasses.**
5. **Examine the scalp.** Examine the condition of the scalp to be sure there are no abrasions.
6. **Brush hair for five minutes.**
7. **Apply an antidandruff conditioner or lotion.**
8. **Apply heat.** Use an infrared lamp or scalp steamer for about five minutes (optional).
9. **Shampoo with an antidandruff shampoo.**
10. **Towel dry the hair.**

Complete standard post-service procedure.

LP 15.0, P-6

HAIR BRUSHING PROCEDURE 15-7

IMPLEMENTS AND MATERIALS

Comb, disposable or linen towels, hair brush, shampoo cape

PROCEDURE

Perform standard pre-service procedure.

- 1. Make the client comfortable.** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2. Drape the client for a shampoo.**
- 3. Remove hair ornaments, hairpins, and so on.**
- 4. Remove jewelry and glasses.**
- 5. Examine the scalp.** Examine the condition of the scalp to be sure there are no abrasions.
- 6. Part in a half-head parting.**
- 7. Subsection the hair 1 inch (2.5 cm) from the front hairline to the crown.**
- 8. Hold the hair in nondominant hand between thumb and fingers.**
- 9. Position the brush.** Lay the brush (held in the dominant hand) with bristles down on hair close to scalp.
- 10. Rotate the brush.** Rotate the brush by turning the wrist slightly and sweeping the bristles through the full length of hair shaft.
- 11. Repeat brushing three times on each strand.**
- 12. Continue brushing until entire head has been brushed.**
- 13. Proceed with service.**

Complete standard post-service procedure.

LP 15.0, P-7

DRAPING FOR A BASIC SHAMPOOING AND CONDITIONING: PROCEDURE 15-8

IMPLEMENTS AND MATERIALS

Shampoo cape, two terry cloth towels, neck strip

PROCEDURE

Perform standard pre-service procedure.

- 1. Place the collar.** Once the client is comfortably seated in the shampoo chair, turn her collar to the inside of her blouse, if needed.
- 2. Place the first towel.** Place a terry cloth towel, folded length wise and diagonally across the client's shoulders. Cross the ends under the client's chin.
- 3. Place the cape.** Place a shampoo cape over the towel, and fasten it in the back securely, making sure it does not touch the client's skin.
- 4. Place the second towel.** Place another terry cloth towel over the cape and secure it in the front.
- 5. Proceed with the shampoo procedure.**
- 6. Towel dry hair.** Towel dry the hair and remove the towel over the cape and dispose of properly, leaving the remaining towel underneath the cape to prevent excess water from dripping on the client.
- 7. Escort the client back to the styling chair.**
- 8. Replace the cape.** Remove the cape and first towel.
- 9. Secure the neck strip.** Secure a neck strip around the client's neck. Place and fasten a cape over the neck strip. Fold the neck strip down over the cape so that no part of the cape touches the client's skin.
- 10. Proceed with the scheduled service.**

Complete standard post-service procedure.

LP 15.0, P-8

DRAPING FOR A CHEMICAL SERVICE: PROCEDURE 15-9

IMPLEMENTS AND MATERIALS

Shampoo cape, three terry cloth towels

PROCEDURE

Perform standard pre-service procedure.

- 1. Place the collar.** Once the client is comfortably seated in the shampoo or styling chair, turn her collar to the inside of her blouse, if needed.
- 2. Place the first towel.** Place a terry cloth towel, folded length wise and diagonally across the client's shoulders. Cross the ends under the client's chin.
- 3. Place the cape.** Place a shampoo cape over the towel, and fasten it in the back securely, making sure it does not touch the client's skin.
- 4. Place the second towel.** Place another terry cloth towel over the cape and secure it in the front.
- 5. Proceed with the chemical service.** Be sure to check the towel on the outside of the draping. If the towel becomes wet or soiled with chemicals or other product, replace it promptly.

Complete standard post-service procedure.

LP 15.0, P-9

BASIC SHAMPOOING AND CONDITIONING: PROCEDURE 15-10

IMPLEMENTS AND MATERIALS

Comb and hairbrush, conditioner, hooded dryer, plastic cap, shampoo cape, towels

1. **Make the client comfortable.** Show your client to the shampoo chair and assist him or her in becoming comfortable.
2. **Drape the client for a shampoo.**
3. **Remove hair ornaments, hairpins, and so on.**
4. **Remove jewelry and glasses.**
5. **Examine the scalp.** Examine the condition of the scalp to be sure there are no abrasions.
6. **Brush hair thoroughly.**
7. **Adjust the water temperature.** Turn on the water and adjust the volume and temperature of the water spray. Test the water temperature on your inner wrist; monitor it by keeping your fingers under the spray.
8. **Saturate the hair with warm water.** Lift the hair and work it with a free hand; protect the client's face, ears, and neck from spray.
9. **Apply shampoo and lather.** Begin at the hairline, and work back and into lather using cushions (pads) of your fingertips.
10. **Begin at the front hairline.** Work in back and forth movements until the top of the head is reached.
11. **Move to the back of the head.** Continue to the back of the head, shifting fingers back about 1 inch (2.5 cm) at a time.
12. **Massage to the back of the head.** Lift the head with your dominant hand, and with your non-dominant hand start at the top of the right ear, using a back and forth movement, and work to the back of the head.
13. **Continue on the right side.** Drop fingers down about 1 inch (2.5 cm) and repeat the process until the right side of the head has been massaged.
14. **Massage the left side.** Beginning at the left ear, repeat the prior two steps on the left side of the head.
15. **Massage the hairline.** Allow client's head to relax and work around hairline with your thumbs in a rotary movement.
16. **Repeat the steps.** Repeat all steps until the scalp has been thoroughly massaged. Remove excess lather by squeezing hair gently.
17. **Rinse thoroughly.** Rinse the hair thoroughly using a strong spray of water.
18. **Rinse the crown.** Lift the hair at the crown and back to permit spray to rinse hair until the water runs clear.
19. **Rinse the nape.** Cup your hand along nape line and pat the hair, forcing spray against base scalp area.
20. **Shampoo and rinse again if needed.**
21. **Gently squeeze excess water from hair.**
22. **Condition the hair.** Apply conditioner only where needed, avoiding base of hair near the scalp.
23. **Comb the conditioner through.** Gently comb the conditioner through the hair, distributing it with a wide-tooth comb.
24. **Massage the scalp, if applicable.**
25. **Place a plastic cap.** If the conditioner is to remain on the hair more than one minute, as in a deep conditioning treatment, place a plastic cap on the client's head and sit the client upright for the recommended time. If heat is required, follow manufacturers' directions.
26. **Rinse the hair thoroughly.**

LP 15.0, P-10 continues

- 27. Remove excess moisture.** Remove excess moisture from the hair at the shampoo bowl, before the client sits up, by partially towel drying the hair and wiping excess moisture from around the client's face and ears with the ends of the towel.
- 28. Towel dry hair.** Lift the towel and drape it over the client's head by placing your hands on top of towel and massaging until hair is partially dry. Ask the client to sit up.
- 29. Clean the shampoo bowl.** Clean out the shampoo bowl, removing any loose hair.
- 30. Comb the hair.** Comb the client's hair, beginning with the ends at the nape of the neck.
- 31. Change the drape.** Change the drape if necessary to keep the client's clothing dry, and proceed to the service.

Complete the standard pre-service procedure.

LP 15.0, P-10 continued

SCALP MASSAGE: PROCEDURE 15-11

COMPLETE STANDARD BASIC SHAMPOO PROCEDURE

Complete standard pre-service procedure

- 1. Gently rotate the head.** Cup the client's chin in your left hand. Place your right hand at the base of the skull and rotate the head gently. Reverse positions of your hands and repeat.
- 2. Slide your fingertips to the top of the head.** Place your fingertips on each side of the client's head; slide your hands firmly upward, spreading the fingertips until they meet at the top of the head. Repeat four times.
- 3. Slide your fingertips to the top of the head and rotate.** Place your fingertips again on each side of the client's head, this time 1 inch (2.5 cm) back from where you placed your fingertips in step 2. Slide your hands firmly upward, spreading the fingertips until they meet at the top of the head; rotate and move the client's scalp. Repeat four times.
- 4. Massage inside the hairline.** Hold the back of the client's head with your left hand. Place your stretched thumb and the fingers of your right hand on the client's forehead. Move your hand slowly and firmly upward to 1 inch (2.5 cm) past the hairline. Repeat four times.
- 5. Lift the scalp in a rotary movement.** Place the palms of your hands firmly against the client's scalp. Lift the scalp in a rotary movement, first with your hands placed above the client's ears, and second with your hands placed at the front and back of the client's head.
- 6. Massage the hairline.** Place the fingers of both hands at the client's forehead. Massage around the hairline by lifting and rotating.
- 7. Massage the front and top of the scalp.** Dropping back 1 inch (2.5 cm), repeat the preceding movement over the entire front and top of the scalp.
- 8. Massage from the ears to the crown.** Place the fingers of each hand on the sides of the client's head. Starting below the ears, manipulate the scalp with your thumbs, working upward to the crown. Repeat four times. Repeat the thumb manipulations, working toward the center-back of the head.
- 9. Massage the base of the skull.** Place your left hand on the client's forehead. Massage from the right ear to the left ear along the base of the skull with the heel of your hand, using a rotary movement.
- 10. Massage the neck.** Stand to the client's left, and place your left hand on the client's forehead. Using your right hand, rotate from the base of the client's neck, along the shoulder, and back across the shoulder blade to the spine. Slide your hand up the client's spine to the base of their neck. Repeat on the opposite side.
- 11. Massage the shoulder blades.** Place both of your palms together at the base of the client's neck. Using a rotary movement, catch the muscles in your palms and massage along the shoulder blades to the point of the shoulders, and then back again. Then massage from the shoulders to the spine and back again.
- 12. Massage from the skull to the spine.** Massage from the base of the client's skull down the spine with a rotary movement. Using firm finger pressure, bring your hand slowly to the base of the client's skull.

Complete the standard post-service procedure.

LP 15.0, P-11

PRACTICAL COSMETOLOGY SKILLS COMPETENCY EVALUATION CRITERIA

The following criteria may be used with the school's practical grading procedures to determine a student's competency in entry-level practical skills. Upon completion of this lesson and the assigned practice, the student should be able to competently perform each of the criteria listed. Each criterion is written as a positive and accurate statement. The answer is either *yes* or *no*. Convert the number of criteria in each category to the school's grading scale. For example, if your grading scale is on a 100-point system and there are 10 criteria, each criterion would be worth 10 points. The student would be given 10 points for each criterion that was checked as a *yes*.

PRE-SERVICE PROCEDURE ASSESSMENT

- ☐ Wore gloves
- ☐ Cleaned tools
- ☐ Rinsed and dried tools
- ☐ Immersed implements
- ☐ Removed implements
- ☐ Stored implements
- ☐ Washed hands
- ☐ Cleaned station
- ☐ Filled disinfectant container
- ☐ Collected implements
- ☐ Reviewed schedule
- ☐ Reviewed intake form
- ☐ Prepared self
- ☐ Eliminated distractions
- ☐ Cleared head
- ☐ Washed hands
- ☐ Greeted client

POST-SERVICE PROCEDURE ASSESSMENT

- ☐ Determined client satisfaction
- ☐ Established home-maintenance regimen
- ☐ Wrote up ticket and recommended retail
- ☐ Scheduled next appointment
- ☐ Thanked client
- ☐ Completed client records
- ☐ Cleaned station
- ☐ Disinfected tools
- ☐ Reset station

BRUSHING PROCEDURE ASSESSMENT

- ☐ Made client comfortable
- ☐ Draped client for a shampoo
- ☐ Removed hair ornaments
- ☐ Removed jewelry and glasses
- ☐ Examined scalp
- ☐ Used half-head parting
- ☐ Subsectioned hair 1 inch (2.5 cm) from front hairline to crown

LP 15.0, TT-1 *continues*

- _____ Held strand of hair in nondominant hand between thumb and fingers
- _____ Laid brush (held in right hand) with bristles down on hair close to scalp
- _____ Rotated brush by turning wrist slightly and swept bristles full length of hair shaft
- _____ Repeated three times on each strand
- _____ Continued brushing until entire head was brushed

BASIC SHAMPOO PROCEDURE ASSESSMENT

- _____ Made client comfortable
- _____ Draped client for a shampoo
- _____ Removed hair ornaments
- _____ Removed jewelry and glasses
- _____ Examined scalp
- _____ Brushed hair thoroughly
- _____ Adjusted water temperature
- _____ Saturated hair with warm water
- _____ Applied shampoo and lathered
- _____ Began at front hairline and worked to top of head
- _____ Continued to back of head, shifting fingers back about 1 inch (2.5 cm) at a time
- _____ Lifted client's head with dominant hand
- _____ With nondominant hand started at top of right ear, using back and forth movement, and worked to back of head
- _____ Dropped fingers down about 1 inch (2.5 cm), repeated process until right side of head was massaged
- _____ Began at left ear and repeated the prior two steps on the left side of head
- _____ Allowed client's head to relax and worked around hairline with thumbs in a rotary movement
- _____ Repeated all steps until scalp was thoroughly massaged
- _____ Removed excess lather by squeezing hair gently
- _____ Rinsed hair thoroughly
- _____ Used strong spray, lifted hair at crown and back with fingers of left hand; permitted spray to rinse hair thoroughly
- _____ Cupped hand along nape line and patted the hair, forcing spray against base scalp area
- _____ Shampooed and rinsed again if needed
- _____ Gently squeezed excess water from hair; applied conditioner avoiding base of hair near scalp. Gently combed conditioner through, distributing it with a wide-tooth comb
- _____ Left conditioner on for recommended time; rinsed thoroughly and finished with a cool water rinse to seal cuticle
- _____ If conditioner was to remain on hair more than 1 minute, placed plastic cap on head and sat client upright for recommended time. If deep conditioning treatment was applied, placed client under heated dryer if indicated by product directions
- _____ Massaged scalp
- _____ Placed plastic cap
- _____ Rinsed hair thoroughly
- _____ Removed excess moisture from hair at shampoo bowl
- _____ Towel-dried hair
- _____ Cleaned shampoo bowl
- _____ Combed hair beginning at nape
- _____ Changed drape if needed

LP 15.0, TT-1 continues

NORMAL HAIR AND SCALP TREATMENT ASSESSMENT

- _____ Made client comfortable
- _____ Draped client for a shampoo
- _____ Removed hair ornaments
- _____ Removed jewelry and glasses
- _____ Examined scalp
- _____ Brushed hair for 5 minutes
- _____ Applied scalp lotion or conditioner
- _____ Applied heat for about 5 minutes
- _____ Massaged scalp for 10 to 20 minutes
- _____ Shampooed the hair
- _____ Towel-dried hair to remove excess moisture

DRY HAIR AND SCALP TREATMENT ASSESSMENT

- _____ Made client comfortable
- _____ Draped client for a shampoo
- _____ Removed hair ornaments
- _____ Removed jewelry and glasses
- _____ Examined scalp
- _____ Brushed client's hair for about 5 minutes
- _____ Applied appropriate scalp preparation
- _____ Applied scalp steamer or warm steam towels for 7 to 10 minutes
- _____ Gave mild shampoo
- _____ Towel-dried hair and scalp thoroughly
- _____ Applied moisturizing scalp cream sparingly using rotary, frictional motion
- _____ Stimulated scalp with direct high-frequency current, using glass rake electrode for 5 minutes
- _____ Rinsed hair thoroughly
- _____ Towel-dried hair

OILY HAIR AND SCALP TREATMENT ASSESSMENT

- _____ Made client comfortable
- _____ Draped client for a shampoo
- _____ Removed hair ornaments
- _____ Removed jewelry and glasses
- _____ Examined scalp
- _____ Brushed client's hair for about 5 minutes
- _____ Applied appropriate scalp lotion
- _____ Applied infrared lamp for about 5 minutes
- _____ Massaged scalp
- _____ Shampooed with corrective shampoo designed for oily scalp
- _____ Towel-dried the hair
- _____ Applied direct high-frequency current for 3 to 5 minutes
- _____ Applied scalp astringent

ANTIDANDRUFF TREATMENT ASSESSMENT

- _____ Made client comfortable
- _____ Draped client for a shampoo
- _____ Removed hair ornaments

LP 15.0, TT-1 *continues*

- _____ Removed jewelry and glasses
- _____ Examined scalp
- _____ Brushed client's hair for about 5 minutes
- _____ Applied an antidandruff conditioner or lotion
- _____ Applied infrared lamp for about 5 minutes
- _____ Shampooed with corrective anti dandruff lotion
- _____ Thoroughly towel-dried the hair

SCALP MASSAGE ASSESSMENT

- _____ Cupped client's chin in left hand
- _____ Placed right hand at base of skull
- _____ Rotated head gently
- _____ Reversed hand positions and repeated
- _____ Placed fingertips on each side of head
- _____ Slid hands firmly upward
- _____ Spread fingertips till they met at top of head
- _____ Repeated four times
- _____ Placed fingertips on each side of head 1 inch (2.5 cm) back
- _____ Slid hands firmly upward
- _____ Spread fingertips until they met at top of head
- _____ Rotated and moved client's scalp
- _____ Repeated four times
- _____ Held back of client's head with left hand
- _____ Placed stretched thumb and fingers on forehead
- _____ Moved hand slowly and firmly upward to 1 inch (2.5 cm) past hairline
- _____ Repeated four times
- _____ Placed palms firmly against scalp
- _____ Lifted scalp in rotary movement above client's ears
- _____ Lifted scalp in rotary movement at front and back of head
- _____ Placed fingers of both hands at client's forehead
- _____ Massaged around hairline by lifting and rotating
- _____ Dropped back 1 inch (2.5 cm) and repeated movement
- _____ Placed fingers of each hand on sides of client's head
- _____ Manipulated scalp with thumbs working toward crown
- _____ Repeated four times
- _____ Repeated manipulation working toward center-back of head
- _____ Placed left hand on client's forehead
- _____ Massaged from right ear to the left ear along base of skull with heel of hand
- _____ Rotated from base of client's neck along shoulder and back across shoulder blade to spine
- _____ Slid hand up client's spine to base of neck
- _____ Repeated on opposite side
- _____ Placed both palms at base of neck
- _____ Used rotary movement, catching muscles in palms
- _____ Massaged along shoulder blades to point of shoulders and back again
- _____ Massaged from shoulders to spine and back again
- _____ Massaged from base of client's skull down spine with rotary movement
- _____ Used firm finger pressure and brought hand slowly to client's skull

LP 15.0, TT-1 *continued*

TEST—CHAPTER 15—SCALP CARE, SHAMPOOING, AND CONDITIONING

1. Water is called the _____ solvent because it is capable of dissolving more substances than any other solvent.
 - a) natural
 - b) total
 - c) universal
 - d) complete
2. The water treatment that causes matter to sink to the bottom is called _____.
 - a) filtration
 - b) sedimentation
 - c) boiling
 - d) distillation
3. The water treatment in which water passes through a porous substance, such as filter paper or charcoal, is known as _____.
 - a) filtration
 - b) sedimentation
 - c) boiling
 - d) distillation
- ✓ 4. The process of heating water so it becomes a vapor, then condensing the vapor so that it collects as a liquid is called _____.
 - a) filtration
 - b) sedimentation
 - c) boiling
 - d) distillation
- ✓ 5. Rain water or chemically softened water is considered to be _____ water.
 - a) hard
 - b) soft
 - c) salt
 - d) distilled
6. Water that contains minerals that lessen the ability of soap or shampoo to lather readily is considered to be _____ water.
 - a) hard
 - b) soft
 - c) salt
 - d) distilled
7. The main ingredient in all shampoos is _____.
 - a) soap
 - b) detergent
 - c) surfactants
 - d) water
8. The hydrophilic end of a surfactant molecule is considered to be _____.
 - a) oil-attracting
 - b) water-attracting
 - c) water resistant
 - d) oil resistant
9. The lipophilic end of a surfactant molecule is considered to be _____.
 - a) oil-attracting
 - b) water-attracting
 - c) water resistant
 - d) oil resistant

10. A shampoo that is balanced to the pH of skin and hair, or 4.5 to 5.5, is known as _____.
a) neutral
b) alkaline-balanced
c) acid-balanced
d) deionized
11. Protein and _____ are two examples of conditioning agents that boost shampoos so they can meet current grooming needs.
a) vinegar
b) biotin
c) niacin
d) melanin
12. Medicated shampoos contain special chemicals that are effective in reducing excessive _____.
a) shine
b) volume
c) elasticity
d) dandruff
13. A shampoo used for oily hair and scalp that washes away excess oiliness while keeping the hair from drying out is called _____.
a) balancing
b) neutralizing
c) deionized
d) clarifying
14. A shampoo that contains an acidic ingredient to cut through product buildup that can flatten hair is known as _____.
a) balancing
b) neutralizing
c) deionized
d) clarifying
15. Conditioners that are heavier and creamier than instant conditioners and have a longer application time of 10 to 20 minutes are called _____.
a) protein
b) moisturizers
c) thermal
d) astringent
16. Conditioners designed to penetrate the cortex and reinforce the hair shaft from within are called _____ conditioners.
a) moisturizing
b) thermal
c) protein
d) instant
17. When brushing hair, brushes made with _____ bristles are most highly recommended.
a) nylon
b) synthetic
c) natural
d) sharp

18. When brushing the hair prior to a shampoo, you should brush the hair by:
- rotating brush by turning wrist slightly
 - concentrating on the ends only
 - concentrating on the scalp area only
 - brush the hair one time lightly
19. The two basic requisites for a healthy scalp are cleanliness and _____.
a) conditioning
b) stimulation
c) moisturizing
d) medication
20. The first step in giving a scalp massage requires cupping the head in one hand while grasping the _____ and rotating head gently.
a) lobes of ears
b) top of head
c) occipital bone
d) base of skull
21. An important thing to remember when giving a shampoo is _____.
a) correct implements
b) proper posture
c) salon gossip
d) brushing technique
22. If rinsing conditioner in less than one minute, the client may be _____.
a) seated upright
b) touring the salon
c) properly reclined
d) left alone
23. How does a highly alkaline shampoo affect tinted hair?
a) makes it soft and silky
b) renders it easier to comb
c) makes it color-fast
d) causes color to fade
24. Detangling of the hair begins at:
a) the front hairline
b) above the ears
c) the hair ends at nape
d) the fringe area
25. When manipulating the scalp during a shampoo work in a back-and-forth movement beginning:
a) at the nape area
b) at the front hairline
c) at the crown
d) behind the ears

TEST—CHAPTER 15—SCALP CARE, SHAMPOOING, AND CONDITIONING ANSWER KEY

- | | | |
|------|-------|-------|
| 1. c | 10. c | 19. b |
| 2. b | 11. b | 20. d |
| 3. a | 12. d | 21. b |
| 4. d | 13. a | 22. c |
| 5. b | 14. d | 23. d |
| 6. a | 15. b | 24. c |
| 7. d | 16. c | 25. b |
| 8. b | 17. c | |
| 9. a | 18. a | |

SUDS FOR SUCCESS

Complete the following evaluation by circling the numeric score you would assign the service you just received, using the following evaluation key:

1 - Poor					2 - Below Average	3 - Average	4 - Good	5 - Excellent
1	2	3	4	5				1. Stylist seated you comfortably at the station.
1	2	3	4	5				2. Stylist selected and arranged the required materials.
1	2	3	4	5				3. Stylist washed his/her own hands prior to the service.
1	2	3	4	5				4. Stylist placed a neck strip and shampoo cape around your neck, turning your collar inside.
1	2	3	4	5				5. Stylist removed all hairpins or other objects from your hair (if applicable).
1	2	3	4	5				6. Stylist asked you to remove earrings and glasses and store in a safe place.
1	2	3	4	5				7. Stylist examined the condition of your hair and scalp.
1	2	3	4	5				8. Stylist brushed your hair thoroughly.
1	2	3	4	5				9. Stylist adjusted the cape over the back of shampoo chair.
1	2	3	4	5				10. Stylist adjusted the volume and temperature of the water spray.
1	2	3	4	5				11. Stylist shifted a hand to protect your face, ears, and neck from the spray.
1	2	3	4	5				12. Stylist created the right amount of lather, working from front to back.
1	2	3	4	5				13. Stylist performed massage manipulations in a relaxing, systematic manner.
1	2	3	4	5				14. Stylist rinsed your hair thoroughly, cupping a hand in the nape area to force the spray of water against the scalp.
1	2	3	4	5				15. Stylist partially dried your hair by wiping excess moisture from around your face and ears and by draping your head with the towel and massaging.
1	2	3	4	5				16. Stylist combed your hair, beginning with the ends at the nape area.
1	2	3	4	5				17. Stylist changed the drape if necessary.
1	2	3	4	5				18. Stylist discarded used materials and placed unused supplies in the proper place.
1	2	3	4	5				19. Stylist placed used towels in a hamper; removed hair from combs and brushes; washed them with hot, soapy water; and rinsed and placed them in wet sanitizer.
1	2	3	4	5				20. Stylist cleaned the shampoo bowl and cleansed his/her own hands.

LP 15.0, H-1

