

COLOR WORK SHEET

NAME _____

DATE _____

1. What is the main reason for "fear" of color? _____

2. Haircolor is the theory of _____
3. Name the three primary colors. 1. _____ 2. _____ 3. _____
4. What is the most important color? _____ How do you obtain it?

5. What color is Ash? _____ What two primaries make Ash?
1. _____ 2. _____
6. What does each primary color add? _____
7. Which primary color fades the quickest? _____
8. What are secondary colors? 1. _____ 2. _____ 3. _____
9. List the complement colors of each primary. _____

10. What do complement colors represent? _____

11. What is concentration in haircoloring? _____

12. How should you go about choosing a color formula? _____

13. What is lift? _____

14. What is deposit _____

15. How does color add texture to the hair? _____

16. Give three examples of how haircolor is used as an Art Form.

1. _____

2. _____

3. _____

CHAPTER REVIEW QUESTIONS AND ANSWERS

CHAPTER 1

1. What is the meaning of the Greek word *kosmetikos*?

It means "skilled in the use of cosmetics."

2. What Latin word is the term *barber* derived from?

*It is derived from *barba*, which means the beard or hair of the beard.*

3. How did ancient Egyptian and Roman women temporarily wave their hair?

They applied a mixture of soil and water to their hair, then wrapped the hair on crudely made wooden rollers to bake in the sun, creating a temporary wave.

4. Explain the significance of hairstyles in early cultures.

Hairstyles reflected social status, class, and military position. Hair was dressed for ornamentation during battle.

5. What was the historical relationship of barbers to medicine?

Barbers figured prominently in the development of surgery as a recognized branch of medical practice. Barbers were enlisted to assist monks and priests during surgery when Pope Alexander III forbade clergy to shed blood. Barbers regularly performed bloodletting and minor surgery, administered herbs, and later pulled teeth.

6. Describe the evolution of the barber pole.

It has its roots in the medical procedure known as bloodletting. The pole represented the staff that the patient held tightly in order for the veins in the arm to stand out during the procedure. The bottom end-cap represents the basin used to catch the blood. The white bandages used to stop bleeding were hung on the staff to dry. The stained bandages would twist around the pole in the breeze, forming a red and white spiral pattern. Another interpretation is that the red represented the blood, blue the veins, and white the bandages.

7. Who was Madame C. J. Walker?

A daughter of former slaves who was born in 1867, she developed a scalp condition in the 1890s that resulted in hair loss. She began working with commercial products as well as homemade remedies for her condition. She married C. J. Walker in 1906 and began to sell a scalp conditioning treatment door to door. In 1910 she moved her company to Indianapolis, where she built a factory, a salon, and a training school. She organized one of the first national meetings ever held for businesswomen in 1917, a convention for her Madame C. J. Walker Hair Culturists Union of America. A U. S. Postal Service commemorative stamp was issued in her name in 1998, the 21st in the Black Heritage Series.

8. When and where was the first hairdressing academy opened?

In 1890 in Chicago, by Brisbois and Federmeier.

9. Describe the early development of permanent waving. Who developed the permanent wave machine?

In 1901 Charles Nessler invented the permanent wave machine. In 1931 the preheat method was used in which clamps were preheated and placed on the wrapped hair. In 1932 a chemical mixture was developed that was applied to small flexible pads that, when moistened with water, would release a chemical heat that created long-lasting curls. In 1941 a waving lotion that did not use heat was introduced. Modern versions of the cold wave, usually referred to as alkaline perms, are still popular today. The term texture services is used to describe the various permanent wave or relaxer services offered today.

10. Explain how salon services have expanded in the twentieth century.

Advancements in technology and innovative techniques in haircutting, chemical services, esthetics, and nail extensions have broadened the industry. Haircoloring has evolved dramatically. Therapeutic skin care, makeup, and hair removal are all popular services today. Nail extensions and nail art are commonplace. Day spas that offer aromatherapy, hydrotherapy, massage treatments, nutritional counseling, and other salon services are found everywhere. The new services have transformed and expanded the role of cosmetologists, requiring them to know more than ever and making continuing education a necessity.

11. List career opportunities available to licensed cosmetologists in salons.

Salon stylist, haircolor specialist, texture service specialist, wig or extension specialist, skin care specialist/esthetician, makeup artist, nail technician, day spa stylist or technician, salon manager or owner, retail specialist.

12. List career opportunities available to licensed cosmetologists outside of the salon.

Makeup artist; product educator; cosmetic chemist; session hairstylist; stylist for TV, film, theater; styles director or artistic director; design team member; retail specialist, platform artist, competition champion, educator, writer, state board member, consultant, retail specialist.

CHAPTER 2

1. How do you personally define success?

(This is answered individually by each student.)

2. List and explain ten basic guidelines for personal and professional success.

Build self-esteem; visualize success; build on your strengths; be kind to yourself; define success for yourself; practice new behaviors; keep personal life separate from work; keep energy up; respect others; stay productive

3. What are three common habits that can prevent people from being productive?

Procrastination, perfectionism, lack of a game plan.

4. Explain the difference between motivation and self-management.

Motivation is the ignition for success (it lights the fire); self-management is the fuel that keeps you going on your journey to success (the wood that keeps the fire burning).

5. What are the five basic human needs?

Physical, emotional, social, mental, spiritual.

6. List at least three steps you can take to enhance your creativity.

Stop criticizing yourself; stop asking other what to do; change your vocabulary; do not try to go it alone.

7. In three to five sentences, write a mission statement for yourself.

(This is answered individually by each student - and was completed within the lesson plan.)

8. List three short-term and three long-term goals you have set for yourself.

(This is answered individually by each student and is one of the learning reinforcement ideas/activities.)

9. Why is it so important to learn how to manage your time?

By managing your time efficiently, you will maintain the steady energy level necessary to reach your success goals.

10. Name and describe the different learning styles.

- *Interactive Learners: Also known as imaginative learners. They learn by watching, listening, and sharing ideas; are highly imaginative; caring listeners; committed to making the world a better place. They like discussions and study well with groups. They ask, "Why?"*
- *Reader/listener Learners: Also known as analytical learners. They learn by reading and hearing new ideas and then mulling over the information. They reflect on their experiences, analyze them and then think about them. They are organized, at home with details and data; great planners; concerned about structure; committed to making the world more understandable. They ask, "What?"*
- *Systematic Learners: Also known as common sense learners. They learn by connecting information they are studying to real-life situations; they study best alone; they are good problem-solvers; highly productive; at home with tasks and deadlines; believers in their ability to get the job done; concerned about productivity; committed to making the world work better. They ask, "How?"*
- *Intuitive Learners: Also known as dynamic learners. They want to try out what they are reading about. They embrace their experiences and act to extend and enrich them. They are outstanding entrepreneurs; highly energetic; at home with ambiguity and change; they believe in their ability to influence what happens; great risk-takers; concerned about growth and renewal; committed to challenging boundaries. They ask, "If or What if?"*

11. List the qualities and characteristics of professional ethics.

Self-care, integrity, discretion, communication.

12. Explain the difference between personality and attitude.

Your personality defines who you are. Your attitude is your outlook on life and stems from what we believe.

13. Explain the best way to deal with an unhappy client.

By being respectful; practicing active listening skills and being attentive (agreeing with the client and then asking what you can do to make the service more to their liking); responding instead of reacting; and by believing in yourself.

CHAPTER 3

1. Define image. List the elements of professional image.

The impression you project; your conduct in the workplace; your appearance, attitude, abilities, and energy level; your speech and voice; your facial expressions; how you feel about people; your level of optimism.

2. How does balance relate to good health?

Balance means making the right choices for ourselves; it means properly balancing work, play, exercise, relaxation, nutrition, and so forth.

3. List and describe three basic habits of personal hygiene.

- *Daily bathing or showering as well as freshening up throughout the day as necessary.*
- *Washing hands throughout the day as required, before and after each service, and after going to the bathroom.*
- *Using underarm deodorant or antiperspirant.*
- *Brushing and flossing teeth; using mouthwash or breath mints as needed.*

4. List the general guidelines of dressing for success.

- *Clothing should be clean and fresh.*
- *Clothing should be functional as well as aesthetically pleasing.*
- *Undergarments should be clean and not visible.*
- *Accessories should be simple.*
- *Shoes should be clean and comfortable and give good support.*
- *Shoes should be alternated from day to day; foot powder may be used also.*

5. What are some methods the cosmetologist can use to reduce stress?

Meditation, prayer, yoga, walks in nature, positive affirmations, deep breathing, establishing a daily routine, rest and relaxation.

6. Explain the basic guidelines for a sound nutritional program.

Eat plenty of fruits and vegetables, beans, and whole grains; eat a wide variety of foods to optimize nutritional intake, avoid salt, sugars, and fat; maintain a healthy weight; and stay hydrated.

7. Why are adequate rest and sleep important for good health?

During sleep, your tissues and organs are being rebuilt and renewed. They allow you to recover from the fatigue of the day's activities. Relaxation provides the change of pace needed to maintain a balanced, joyful life.

8. What are the benefits of regular exercise?

It relieves stress. It is relaxing and has beneficial physiological effects. One exercise session can generate up to two hours of the relaxation response, or what is also called the "endorphin high." Exercise also ensures the proper functioning of organs such as the heart and lungs. It enhances the transport of oxygen and nutrients into every cell in your body. It facilitates the movement of carbon dioxide and waste products from body tissues into the bloodstream and on into the excretory organs.

9. Name the three different kinds of exercise that should be part of your exercise program.

Aerobic, stretching, and weight-bearing activities.

10. What is the role of posture in good health?

Good posture helps prevent fatigue and many other physical problems.

11. Assess your own standing and sitting posture. How can it be improved?

(This response will vary from student to student.)

12. List ergonomic guidelines for hair and nail services.

- *maintaining upright posture with elbows low and close to body*
- *correct stance and chair position; position will change for different types of services*
- *holding scissors so that wrist is in relatively neutral position*
- *correct client and cosmetologist body position for facial*
- *frequent stretching*

CHAPTER 4

1. Define communication.

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 satisfactorily understood.

2. What are the basic processes of communication?

The basic processes are: sending messages, receiving messages, and establishing relationships.

3. How should you prepare for a client consultation?

Have on hand styling books depicting various lengths and styles of hair, hair swatches that show various hair colors, and a portfolio of your work. Also make sure the consultation area is clean and tidy.

4. What is the total look concept?

The total look concept takes into account a client's lifestyle and personal styling preferences in the creation of a new look.

5. List and describe the elements of a successful client consultation.

The most important elements are: a consultation card that is filled in each time a client comes to the salon; a quiet consultation area, good listening and observational skills, and taking detailed notes during the consultation.

6. Name some types of information that should go on a client consultation card.

Many answers: name, address, phone number, how client heard of salon, who referred client, recent "history" of salon services, medications being taken, description of hair (natural color, condition), home hair care regimen, problems with hair, skin type, skin care regimen, nail care regimen, allergies).

7. How should you handle tardy clients?

Handle these clients with care and respect. You should know and abide by the salon's tardy policy. If the client is so late that it will interfere with another client's scheduled appointment, you may have to reschedule for another day. If you can accommodate a late client, do so, but explain this would not be acceptable normally. Schedule habitually late clients earlier than the actual time you can see them.

8. How should you handle a scheduling mix-up?

Treat the client politely and do not argue over which of you is right. Remain detached, apologize for the mix-up, and try to reschedule the appointment to your next available time.

9. How should you handle an unhappy client?

First determine why the client is unhappy and, if possible, resolve the problem. If the problem cannot be fixed, honestly and tactfully explain why. Do not argue with the client. If you need additional help, ask a more experienced salon employee or your manager for help. Review the incident with your manager later.

10. List at least five things to remember when communicating with your coworkers.

Be sure to treat everyone with respect. Remain objective. Be honest, but also be sensitive. Remain neutral. Seek help from someone you respect. Do not take things personally. Keep your private life private.

11. List at least four guidelines for communicating with salon managers.

Be a problem-solver. Get your facts straight. Be open and honest. Do not gossip or complain about colleagues. Check your attitude. Be open to constructive criticism.

CHAPTER 5

1. What are bacteria?

Minute, one-celled microorganisms with both plant and animal characteristics.

2. Name and describe the two main classifications of bacteria.

The two classifications are pathogenic (harmful) and nonpathogenic (harmless or beneficial).

3. What are some of the beneficial functions performed by nonpathogenic bacteria?

They help metabolize food, protect against infectious microorganisms, and stimulate immune response.

4. Name and describe the three forms of pathogenic bacteria.

- *cocci - round-shaped bacteria that appear singly or in groups*
- *bacilli - rod-shaped bacteria that produce diseases such as tetanus, typhoid fever, tuberculosis, and diphtheria*
- *spirilla - corkscrew-shaped bacteria*

5. What is the difference between local and general infection?

A local infection is confined to a particular part of the body and is indicated by a lesion containing pus such as a pimple or abscess. A general infection results when the bloodstream carries the bacteria or virus and their toxins (poisons) to all parts of the body.

6. How are viruses different from bacteria?

Viruses are capable of infesting bacteria. A virus lives only by penetrating cells and becoming part of them, while bacteria can live on their own. Bacterial infections can be treated by antibiotics while viruses are generally resistant to antibiotics. Vaccination can prevent viruses from penetrating cells if one is available.

7. How does AIDS affect the body? How is it transmitted? How is it not transmitted?

AIDS breaks down the body's immune system. It is transmitted from person to person through blood and other body fluids. It can be transmitted through unprotected sexual contact; sharing of IV needles with drug users, accidents with needles in health care settings, and through cuts and sores. It cannot be transmitted by holding hands, hugging, kissing, sharing food or household items like the telephone or toilet seats.

8. What is contagious or communicable disease?

Disease that is spread from one person to another by contact.

9. Define *immunity* and name the two types.

Immunity is the ability of the body to destroy any bacteria that have gained entrance and to resist infection in general. Natural immunity is partly inherited and partly developed through hygienic living. Acquired immunity is developed after the body overcomes a disease, or through inoculation (vaccination).

10. Describe the procedure for taking care of a blood spill in the salon.

1. Stop service and clean injured area.
2. Apply antiseptic and/or liquid or spray styptic. Do not contaminate container.
3. Cover injury with band-aid or other appropriate dressing.
4. Use finger guard or gloves as needed.
5. Clean client and workstation.
6. Discard all disposable contaminated objects such as wipes or cotton balls by double-bagging. Use biohazard sticker. Deposit sharp disposables in a sharps box.
7. Wash hands with soap and warm water.
8. Disinfect all tools contaminated with blood or body fluids by complete immersion in an EPA-registered disinfectant that kills HIV-1 and Hepatitis B or in a tuberculocidal disinfectant.

11. What is decontamination? Explain the three levels of decontamination.

Decontamination is the removal of pathogens and others substances from tools and surfaces. The three levels are sterilization (highest level; completely destroys every organism on a surface, whether beneficial or harmful), disinfection (second level; does not kill bacterial spores but controls microorganisms on hard, nonporous surfaces such as cuticle nippers and other salon implements), and sanitation (third or lowest level; significantly reduces the number of pathogens or disease-producing organisms found on a surface).

12. What is efficacy and why is it important?

Efficacy (the power to produce an effect) means the effectiveness of a product against bacteria, fungi, and viruses. An efficacy standard on a product label tells you which bacteria will be effectively destroyed by the product.

13. What is an MSDS?

A Material Safety Data Sheet provides all pertinent information on products such as content, associated hazards, combustion levels, and storage requirements.

14. List and describe three types of salon disinfectants.

- *quaternary ammonium compounds (quats): nontoxic, odorless, fast acting; good for disinfecting implements by immersion for 10-15 minutes*
- *phenols: caustic poison that can be safe and extremely effective if used according to directions; 5% solutions are used mostly for metal implements*
- *bleach (sodium hypochlorite): an effective disinfectant but not designed for disinfection of salon implements; effective as a laundering additive*

15. Explain how to disinfect the following: implements for haircutting and styling; metal nail implements; linens and capes; electrical tools that cannot be immersed; work surfaces.

- *implements for haircutting and styling, and metal nail implements:*
 1. Pre-clean. Remove hair, filings, and other such loose matter by scrubbing with soap and water.
 2. Rinse thoroughly, pat dry.

3. *Wear gloves and goggles or safety glasses.*
 4. *Mix solution according to directions.*
 5. *Use gloves and tongs to immerse implements.*
 6. *Remove implements with tongs, basket, or gloves.*
 7. *Rinse thoroughly; air-dry.*
 8. *Place in clean, closed, dry, disinfected container.*
- *linens and capes: launder and bleach according to label directions*
 - *electrical equipment: Wipe and spray with EPA- registered, hospital-grade, tuberculocidal disinfectant created for electrical equipment.*
 - *work surfaces: use EPA-registered disinfectant.*
16. List at least six precautions to follow when using disinfectants.
1. *Wear gloves and safety glasses.*
 2. *Add disinfectant to water. Never add water to disinfectant.*
 3. *Use tongs, gloves or draining basket when removing implements from disinfectants.*
 4. *Keep away from children.*
 5. *Don't pour quats, phenols, and the like over hands. Wash your hands with soap and warm water and dry thoroughly.*
 6. *Carefully weigh and measure products.*
 7. *Never place in unmarked container.*
 8. *Always follow manufacturer's directions.*

17. What are Universal Precautions?

A set of guidelines and controls, published by the Centers for Disease Control and Prevention (CDC), that require the employer and the employee to assume that all human blood and specified human body fluids are infectious for HIV, HBV, and other bloodborne pathogens. Universal Precautions include hand-washing; gloving; personal protective equipment such as goggles; injury prevention; and proper handling and disposal of needles, other sharp instruments, and products that have been contaminated by blood or other body fluids.

CHAPTER 6

1. Define anatomy, physiology, and histology.

Anatomy: study of the structure of the body that can be seen with the naked eye and what it is made up of; the science of the structure of organisms or of their parts. Physiology: study of the functions or activities performed by the body's structures. Histology: science of the minute structures of organic tissues; microscopic anatomy.

2. Why is the study of anatomy, physiology, and histology important to the cosmetologist?

An overview of anatomy, physiology, and histology enables the cosmetologist to:

- *Understand how the human body functions as in integrated whole.*
- *Recognize deviations from the norm.*
- *Determine a scientific basis for the proper application of services and products.*
- *Perform a professional makeup application that might otherwise be difficult without a knowledge of facial bones and muscle structure.*
- *Provide shampoos, scalp manipulations, haircuts, and style designs aided by your knowledge of head contours, bones, and muscle structure.*
- *Create a style, based on your knowledge of facial bones and muscle structure, that will enhance your client's facial structure.*

- *Recognize the motor nerve points, facial bones, and muscle structure when performing a facial.*
- *Perform manipulations involving the face, hand, arms, shoulders, neck, feet, and lower legs safely and effectively as a result of your understanding of bones, muscles, nerves and circulation.*

3. Name and describe the basic structures of a cell.

- *nucleus: dense, active protoplasm found in the center of cells; plays an important part in cell reproduction and metabolism.*
- *nucleolus: small, spherical body, composed mostly of RNA (ribonucleic acid) and protein, within the cell nucleus.*
- *cytoplasm: all the protoplasm of a cell except that which is in the nucleus; the watery fluid that contains food materials necessary for growth, reproduction, and self-repair of the cell.*
- *centrosome: small, round body in the cytoplasm; controls the transportation of substances in and out of cells, and affects reproduction of cells.*
- *cell membrane: cell wall; a delicate protoplasmic material that encloses a living plant or animal cell and permits soluble substances to enter and leave the cell.*

4. Explain cell metabolism and its purpose.

Metabolism is the complex chemical process taking place in living organisms whereby the body cells are nourished and supplied with the energy needed to carry out their activities.

5. List and describe the functions of the five types of tissue found in the human body.

- *connective tissue: supports, protects, and binds together other tissues of the body; examples are bone, cartilage, ligament, tendon, fascia (which separates muscles), and fat or adipose tissue.*
- *epithelial tissue: protective covering on body surfaces, such as the skin, mucous membranes, linings of the heart, digestive and respiratory organs, and glands.*
- *liquid tissue: carries food, waste products, and hormones by means of the blood and lymph.*
- *muscular tissue: contracts and moves various parts of the body.*
- *nerve tissue: carries messages to and from the brain, and controls and coordinates all body functions.*

6. What are organs?

Organs are groups of tissues designed to perform a specific function.

7. List and describe the functions of the main organs found in the body.

- *brain: controls the body.*
- *eyes: control vision*
- *heart: circulates the blood.*
- *kidneys: excrete water and waste products.*
- *lungs: supply oxygen to the blood.*
- *liver: removes toxic products of digestion.*
- *skin: forms external protective covering of the body.*
- *stomach and intestines: aid in digestion of food.*

8. Name the 10 body systems and their main functions.

- *circulatory: controls the steady circulation of the blood through the body by means of the heart and blood vessels.*
- *digestive: changes food into nutrients and wastes; consists of mouth, stomach, intestines, salivary and gastric glands, and other organs.*
- *endocrine: affects the growth, development, sexual activities, and health of the entire body; consists of specialized glands.*
- *excretory: purifies the body by the elimination of waste matter; consists of kidneys, liver, skin, intestines, and lungs.*

- *integumentary: serves as the protective covering and helps in regulating the body's temperature; consists of skin, accessory organs such as oil and sweat glands, sensory receptors, hair and nails.*
- *muscular: covers, shapes and supports the skeleton tissue; also contracts and moves various parts of the body; consists of muscles.*
- *nervous: controls and coordinates all other systems and makes them work harmoniously and efficiently; consists of the brain, spinal cord, and nerves.*
- *reproductive: responsible for processes by which plants and animals produce offspring.*
- *respiratory: enables breathing, supplying the body with oxygen and eliminating carbon dioxide as a waste product; consists of the lungs and air passages.*
- *skeletal: physical foundation of the body; consists of the bones and movable and immovable joints.*

9. List the primary functions of the bones.

They give shape and support to the body; protect various internal structures and organs; serve as attachments for muscles and act as levers to produce body movements; produce various blood cells in the red bone marrow; store various minerals such as calcium, phosphorus, magnesium and sodium.

10. Name and describe the three types of muscular tissue found in the body.

- *striated: striped; skeletal or voluntary muscles, which are controlled by the will; they create heat and energy during muscle contraction, assist in maintaining body's posture, and protect some internal organs. Examples are facial, arm, leg muscles. Skeletal muscles comprise about 40% of body weight.*
- *non-striated: involuntary, visceral, or smooth muscles; they function automatically, without conscious thought or will; found in the internal organs such as the digestive or respiratory system.*
- *cardiac: heart muscle found only in the heart; powers the action that pumps blood throughout the body; involuntary (cannot be consciously controlled)*

11. Name and describe the three types of nerves found in the body.

- *sensory nerves: carry impulses or messages from the sense organs to the brain, where sensations such as touch, cold, heat, sight, hearing, taste, smell, pain, and pressure are experienced; called receptors and are located at the surface of the skin.*
- *motor nerves: carry impulses from the brain to the muscles; the transmitted impulses produce movement.*
- *mixed nerves: contain both sensory and motor fibers and have the ability to send and receive messages.*

12. Name and briefly describe the three type of blood vessels found in the body.

- *arteries: thick-walled, muscular, elastic tubes that carry pure blood away from the heart to the capillaries.*
- *capillaries: minute, thin-walled blood vessels that connect the smaller arteries to the veins; bring nutrients to the cells and carry away waste materials.*
- *veins: thin-walled blood vessels that are less elastic than arteries; they contain cuplike valves that prevent back flow and carry impure blood from the various capillaries back to the heart; veins are located closer to the outer skin surface of the body than arteries.*

13. List and describe the components of blood.

- *red blood cells: produced in red bone marrow and contain hemoglobin; carry oxygen to the body cells.*
- *white blood cells: perform the function of destroying disease-causing germs.*
- *platelets: contribute to the blood clotting process which stops bleeding.*
- *plasma: fluid part of the blood in which the red and white blood cells and blood platelets flow; it is about 90% water and contains proteins, sugars and oxygen; carries food and secretions to the cells and takes carbon dioxide away from the cells.*

14. Name and discuss the two types of glands found in the human body.

- *exocrine or duct glands: produce a substance that travels through small tube-like ducts; includes sweat and oil glands of the skin and intestinal glands*

- *endocrine or ductless glands: release secretions called hormones directly into the bloodstream, which in turn influence the welfare of the entire body*
15. List the organs of the excretory system and their function.
- *kidneys: excrete urine.*
 - *liver: discharges bile.*
 - *skin: eliminates perspiration.*
 - *large intestine: evacuates decomposed and undigested food.*
 - *lungs: exhale carbon dioxide*

CHAPTER 7

1. What is chemistry?

Chemistry is the science of the structure and properties of matter and its changes.

2. Why is a basic understanding of chemistry important?

A basic understanding of chemistry is essential to understanding the chemistry of salon services. Permanent waving, chemical hair relaxing, haircoloring, wet setting, and thermal styling all rely on the use of chemicals.

3. What is the difference between organic and inorganic chemistry?

Organic chemistry is the study of substances that contain carbon. Inorganic chemistry is the study of substances that do not contain carbon.

4. What are atoms?

Atoms are the structural units of the elements that make up all matter. An atom is the smallest particle of an element that retains the properties of that element.

5. What are elements?

Elements are substances that cannot be separated into simpler substances by ordinary chemical means.

6. What are the physical and chemical properties of matter? Give examples.

- *Physical properties are those characteristics that can be determined without a chemical reaction and without a chemical change in the identity of the substance. Physical properties include color, odor, weight, density, melting point, boiling point and hardness.*
- *Chemical properties are those characteristics that can only be determined with a chemical reaction and will cause a chemical change in the identity of the substance. Chemical properties include the ability of iron to rust and wood to burn.*

7. What is the difference between physical and chemical changes? Give examples.

- *A physical change is a change in the form, or the physical properties that is the result of physical forces. A change of state is an example of a physical change. Solid ice undergoes a physical change when it melts to liquid water. Temporary haircolor is also an example of a physical change.*
- *A chemical change is a change in the chemical properties of a substance that is the result of a chemical reaction. Oxidation is an example of a chemical reaction that causes a chemical change. Iron undergoes a chemical change when it rusts. Permanent haircolor is also an example of a chemical change.*

8. Describe the three states of matter.

Solids have a definite shape, volume and weight. Liquids have a definite volume and weight but not a definite shape. Gases do not have a definite volume or shape.

9. Define elements, compounds, and mixtures.

An element is the simplest form of matter and cannot be broken down into a simpler substance without loss of identity. Compounds are chemical combinations of two or more atoms of different elements. Mixtures are substances made up of elements combined physically rather than chemically.

10. What is the difference between solutions, suspensions, and emulsions? Give examples.

A solution is a blended mixture of two or more solids, liquids, or gaseous substance. (Ex. salt water, water, air and hydrogen peroxide) A suspension is a state in which solid particles are distributed throughout a liquid medium. (Ex. vinegar and oil) An emulsion is a mixture of two or more immiscible substances united with the aid of a binder or emulsifier. (Ex: mayonnaise and cold cream)

11. Define pH and the pH scale.

pH refers to the relative degree of acidity and alkalinity of a substance. The pH values range from 0 to 14. A pH of 7 indicates a neutral solution, a pH below 7 indicates an acidic solution, and a pH above 7 indicates an alkaline solution.

12. Define oxidation and reduction. Give examples.

Oxidation is the result of either the addition of oxygen or the loss of hydrogen. Reduction is either the loss of oxygen or the addition of hydrogen. Oxidation and reduction always occur at the same time and are referred to as redox reactions. Oxidation-reduction (redox) reactions take place in haircolors, hairlighteners, permanent wave solutions and neutralizers.

13. Describe the two types of electric current and give examples of each.

- *direct current: constant, even-flowing current that travels in one direction only and produces a chemical reaction. (Ex. flashlights, cellular telephones, cordless electric clippers)*
- *alternating current: rapid and interrupted current, flowing first in one direction and then in the opposite direction. (Ex. hair dryers, curling irons)*

14. List the four main types of electrical measurements. What do they measure?

- *volt: measures the pressure or force that pushes the flow of electrons forward through a conductor*
- *amp: measures the strength of an electric current*
- *ohm: measures the resistance of an electric current*
- *watt: measures how much electric energy is being used in one second*

15. List and describe the four main types of electrotherapy.

- *galvanic current: constant and direct current having a positive and negative pole, producing chemical changes when it passes through the tissues and fluids of the body*
- *faradic current: alternating and interrupted current that produces a mechanical reaction without a chemical effect*
- *sinusoidal current: alternating current that produces mechanical contractions that tone the muscles*
- *Tesla high-frequency current: thermal or heat-producing current with a high rate of oscillation or vibration.*

16. List and describe the five main types of light therapy.

- *ultraviolet rays (also called cold rays or actinic rays): have short wavelengths above visible light, are the strongest, but the least penetrating rays; produce chemical and germicidal effects*

- *infrared rays: have long wavelengths below visible light; are the weakest but penetrate the deepest and produce the most heat*
- *white light: combination of all the visible rays of the spectrum; relaxes muscles and has chemical and germicidal effects that include relieving pain, especially around nerve centers*
- *blue light: soothes nerves, improves skin tone, has some germicidal and chemical effects, and is used for mild cases of skin eruptions*
- *blue light: the least penetrating and produces little heat; soothes nerves, improves skin tone, has some germicidal and chemical effects, and is used for mild cases of skin eruptions*
- *red light: used on dry skin in combination with oils and creams; penetrates the deepest and produces the most heat; improves dry, scaly wrinkled skin and relaxes muscles.*

17. What is electromagnetic radiation? What is visible light? What is white light?

Electromagnetic radiation (radiant energy) carries (radiates) energy through space on waves. Visible light is the visible spectrum of electromagnetic radiation and makes up 35 percent of natural sunlight. White light is referred to as combination light because it is a combination of all the visible rays of the spectrum.

18. Name two important precautions to observe when using light therapy.

- *The client's eyes should always be protected during any light therapy treatment. Both cosmetologist and client should always wear safety goggles when working with ultraviolet rays.*
- *Never leave your client unattended during the exposure time.*

CHAPTER 8

1. Name and describe the five main structures of the hair root.

- **follicle:** *tubelike depression, or pocket, in the skin or scalp that contains the hair root; it surrounds the dermal papilla*
- **hair bulb:** *lowest part of a hair strand. It is the thickened, club-shaped structure that forms the lower part of the hair root and fits over and covers the dermal papilla*
- **dermal papilla:** *small, cone-shaped elevation located at the base of the hair follicle that fits into the hair bulb; contains the blood and nerve supply that provides the nutrients needed for hair growth*
- **arrector pili:** *minute, involuntary muscle fiber in the skin at the base of the hair follicle. Fear or cold causes it to contract, which makes the hair stand up straight, resulting in "goose bumps"*
- **sebaceous glands:** *oil glands of the skin, connected to the hair follicles; they secrete sebum, which lubricates the hair and skin*

2. Name and describe the three layers of the hair.

- *cuticle: outermost layer of hair; consists of a single layer of transparent scalelike cells; surrounds the cortex and protects the hair from penetration and damage*
- *cortex: contributes about 90 percent of the hair's total weight. The elasticity and natural hair color is the result of the protein structures located in the cortex*
- *medulla: innermost portion of the hair; very fine and naturally blonde hair often lack a medulla. As far as cosmetology is concerned, the medulla is an "empty" air space and is not involved in salon services.*

3. Explain the process of keratinization.

Newly formed living cells of hair move upward through the hair follicle, fill with keratin, lose their nucleus, and die. By the time the hair shaft emerges from the scalp, the cells of the hair are completely keratinized fibers of protein and no longer living.

4. List and describe the three types of side bonds.

- *hydrogen bonds: weak physical side bonds easily broken by water or heat; responsible for producing wet sets and thermal styling; account for about one third of the hair's overall strength*

- *salt bonds: physical side bonds that are broken by changes in pH; easily broken by strong alkaline or acidic solutions; account for about one third of the hair's overall strength*
- *disulfide bonds: strong chemical side bonds that join the sulfur atoms of two neighboring cysteine amino acids to create cystine; are not broken by heat or water. Permanent waves and chemical hair relaxers change the shape of hair by chemically changing the hair's disulfide bonds.*

5. What are the differences between end bonds and side bonds?

End bonds (also called peptide bonds) are chemical bonds that link amino acids together end to end to form the polypeptide chains that form the protein fibers of the hair. End bonds are not affected by wet sets or thermal styling and should not be affected by chemical services. Side bonds form the cross-links that hold the hair fibers in place and account for the strength and elasticity of hair. Side bonds are essential to wet sets, thermal styling, permanent waving, and chemical hair relaxing.

6. Name and describe the two types of melanin responsible for natural hair color.

Eumelanin provides natural hair colors from brown to black. Pheomelanin provides natural hair colors from red and ginger to yellow blonde tones.

7. What four factors about the hair should be considered in a hair analysis?

- *hair texture: thickness or diameter of each hair strand; can be classified as fine, medium, or coarse*
- *hair density: measures the number of individual hair strands on one square inch of scalp; indicates how thick or thin the hair is*
- *hair porosity: ability of the hair to absorb moisture; hair with low porosity is considered resistant, and hair with high porosity is considered overly porous*
- *hair elasticity: ability of the hair to stretch and return to its original length without breaking; wet hair with normal elasticity will stretch up to 50 percent of its original length and return to that same length without breaking*

8. Name and describe the different types of hair and their locations on the body.

- *vellus, or lanugo hair: short, fine, silky soft, not pigmented, and almost never has a medulla; usually found in places that are normally considered hairless (forehead, eyelids, and bald scalp), as well as nearly all other areas of the body, except the palms of the hands and the soles of the feet*
- *terminal hair: coarse and pigmented; usually has a medulla and is distinguished from vellus hair by its dark color and coarse texture; found on the scalp, legs, arms, and bodies of males and females*

9. What are the three phases of the hair growth cycle? What occurs during each one?

- *anagen phase: growth part of the cycle; hair in the anagen phase actively manufactures new keratinized cells in the hair follicle*
- *catagen phase: transition phase that signals the end of the growth phase; the follicle canal shrinks and detaches from the dermal papilla, the hair bulb disappears, and the shrunken root end forms a rounded club*
- *telogen phase: resting phase that begins when the catagen phase ends; the hair may be shed during the telogen phase or remain in place until the next anagen phase, when it will be pushed out by a new hair growing in*

10. What is the reason for normal daily hair loss?

Normal daily hair loss is the natural result of the three phases of the hair's growth cycle. Hair that is shed in the telogen phase is replaced by a new hair, in that same follicle, in the next anagen phase.

11. What are the most common types of abnormal hair loss?

The most common types of abnormal hair loss are androgenic hair loss (male pattern baldness), alopecia areata, and postpartum alopecia.

12. What are the only two approved hair loss treatments?

Minoxidil and finasteride are the only products approved by the FDA and proven to stimulate hair growth.

13. Name the two main types of dandruff. Can either one be treated in the salon?

Pityriasis capitis simplex, which is scalp inflammation marked by dry dandruff, thin scales, and an itchy scalp, can be treated in the salon. Pityriasis steatoides, scalp inflammation marked by fatty (greasy or waxy) types of dandruff, requires medical attention and should not be treated in the salon.

14. Which of these scalp and hair disorders cannot be treated in the salon: tinea capitis, trichoptilosis, trichorrhoeis nodosa, ringed hair, tinea favosa, carbuncles, hypertrichosis, pediculosis capitis, scabies, monilethrix, fragilitas crinium, canities, and furuncles.

These disorders cannot be treated in the salon: pityriasis steatoides, tinea capitis, tinea favosa, scabies, pediculosis capitis, furuncles, and carbuncles.

CHAPTER 9

1. Name the five elements of design.

The five elements of design are form, space, line, color, and dimension.

2. Name the five principles of hair design.

The five principles of hair design are proportion, balance, rhythm, emphasis, and harmony.

3. Why must the stylist consider the client's entire body when designing a hairstyle?

Any problems in body proportion will become more obvious if the hair form is too small or too large.

4. What are symmetrical and asymmetrical balance?

In symmetrical balance, the design is similar on both sides of the face. In asymmetrical balance, unequal proportions are used to balance facial features.

5. What is considered the most important art principle and why?

The most important art principle is harmony. It holds together all the elements of design.

6. Explain the general principles of highlighting or camouflaging facial features.

First the client's facial features should be properly analyzed for strengths and shortcomings. Your job is to accentuate the client's best features and to downplay those features that do not add to the client's attractiveness. You must be well acquainted with facial shapes and head shapes, then apply the design principles you have learned to correct for structural problems.

7. List and describe the seven facial shapes.

The seven facial shapes are:

Oval: about 1-1/2 times longer than its width across the brow.

Round: round hairline and round chin, wide face.

Square: straight hairline and square jawline, wide face.

Triangle (pear): narrow forehead, wide jaw and chin line.

Oblong: long, narrow face with hollow cheeks.

Diamond: narrow forehead, extreme width through the cheekbones, and narrow chin.

Inverted triangle (heart): wide forehead and narrow chin line.

8. Name at least five facial features that must be considered when designing a hairstyle.

Any of these: wide forehead, narrow forehead, close-set eyes, wide set eyes, crooked nose, wideflat nose, long narrow nose, round jaw, square jaw, long jaw, straight profile, convex profile, concave profile, receding forehead, large forehead, small nose, prominent nose, receding chin, small chin, large chin.

9. What is the difference between a convex and concave profile?

A convex profile has a receding forehead and chin. A concave profile has a prominent forehead and chin, with other features receded inward.

10. How do the elements and principles and principles of hair design apply to men?

All the design principles and elements that apply to women's hairstyles apply to men's styles as well. Recommended styles should be flattering and are appropriate for the client's career, hair type, and lifestyle.

CHAPTER 10

1. Why is pH an important factor in shampoo selection?

Understanding pH levels will help you select the proper shampoo for your client. The higher the pH (more alkaline), the stronger and harsher the shampoo is to the hair.

2. Name 4 ways in which water can be purified.

Sedimentation, filtration, boiling, and distillation.

3. What is the chemical action of surfactants in shampoo?

During the shampooing process, the hydrophilic head of the surfactant molecule attracts water, and the lipophilic tail attracts oil. This creates a push-pull process that causes the oils, dirt, and deposits to roll up into little balls that can be lifted off in the water and rinsed from the hair.

4. What shampoo and/or conditioner is appropriate for use on dandruff? On product buildup? On damaged hair?

For dandruff, apply a medicated shampoo. For buildup, use a clarifying shampoo. For damaged hair, use a protein and moisture treatment.

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

Conditioners smooth the cuticle and coat the hair shaft, giving the appearance of shiny hair. Moisturizing conditioners also contain humectants that attract moisture from the air and are absorbed into the cortex.

6. What is the purpose of brushing the hair prior to shampooing?

Brushing stimulates the blood circulation to the scalp; helps remove dust, dirt, and hair spray buildup from the hair; and gives hair added shine.

7. Describe the draping procedure for a shampooing service.

Turn the client's collar to the inside, if necessary. Place a towel lengthwise across the client's shoulders, crossing the ends beneath the chin. Place the cape over the towel, and fasten in the back so that the cape does not touch the client skin. Place another towel over the cape and secure in front.

8. What hair services should not be preceded by shampooing, brushing, or massage?

Single- and double-process haircolor, highlighting, most chemical relaxers, and some temporary and semi-permanent hair color should not be preceded by shampooing, brushing, or massage.

9. Describe the hair and scalp treatment for oily hair, dry hair, and dandruff.

- *Oily scalp treatment: Manipulate the scalp and kneed it to increase blood circulation to the surface. This will remove hardened sebum. Apply a medicated scalp lotion to the scalp and apply infrared lamp for 5 minutes. After shampooing with shampoo for oily hair, use a high frequency current for 3 to 5 minutes, and finish with a scalp astringent.*
- *Dry hair and scalp treatment: Brush clients hair for 5 minutes, apply scalp preparation for dry scalp, and apply steamer for 7 to 10 minutes. Shampoo with mild shampoo, towel dry hair and scalp, then apply a moisturizing scalp cream. Stimulate the scalp with direct high frequency current for 5 minutes.*
- *Dandruff hair and scalp treatment: Brush hair for 5 minutes, apply a scalp preparation, and apply an infrared lamp for 5 minutes, then manipulate scalp using high frequency current. Shampoo with corrective anti-dandruff lotion, towel dry hair, and use high-frequency current for 3 to 5 minutes. Apply scalp preparation suitable for this condition.*

CHAPTER 11

1. What are reference points and what is their function?

Reference points are points on the head that mark where the surface of the head changes or the behavior of the hair changes. They are used to establish design lines that are proportionate.

2. What are the main areas of the head and how do you find them?

- *parietal ridge: widest area of the head, starting at the temples and ending at the bottom of the crown; found by placing a comb flat on the head at the sides. Where the head starts to curve away from the comb is the parietal ridge.*
- *occipital bone: the bone that protrudes at the base of the skull; found by feeling the skull or placing a comb flat against the nape area and observing where the comb leaves the head*
- *apex: highest point on the top of the head; found by placing a comb flat on the top of the head. The comb will rest on that highest point.*
- *four corners: located in two different ways: (1) placing two combs flat against the side and back, locating the back corner at the point where the two combs meet; (2) making two diagonal lines crossing the apex of the head, pointing directly to the front and back corners*

3. Define elevation and describe the different effects it creates.

Elevation is the angle or degree at which a subsection of hair is held, or elevated, from the head when cutting. The more the hair is elevated, the more graduation is created. Elevating the hair below 90 degrees builds weight. Elevating the hair at 90 degrees or higher removes weight, or layers the hair.

4. What is the difference between traveling and stationary guidelines, and when do you use each?

- A stationary guideline is one that does not move. All other sections are combed to the stationary guideline and cut at the same angle and length. It is used mostly in blunt haircuts or when using overdirection to create a length or weight increase in a haircut.
- A traveling guideline, or movable guideline, moves as the haircut progresses. A small slice of the previous subsection is moved to the next subsection, where it becomes the new guideline. Traveling guidelines are most often used when creating layered or graduated haircuts.

5. Define overdirection.

Overdirection occurs when the hair is combed away from its natural falling position, rather than straight out from the head, toward a guideline. It is used mostly in graduated and layered haircuts, and in designs where a length increase is desired.

6. What are the important points to cover with a client during a haircutting consultation?

First ask the client what she wants and how her lifestyle might affect her choice. Then analyze face shape, hair density and texture, wave pattern, growth patterns, and hairline.

7. Explain the difference between hair density and hair texture.

Hair density is the number of individual hair strands on one square inch of scalp. It is usually described as thin, medium, or thick. Hair texture is based on the thickness or diameter of each hair strand, usually classified as coarse, medium, and fine.

8. Where are the danger zones in a haircut, and why do you need to be aware of them?

The crown area and around the ears. Irregular growth patterns often occur in the crown and present problems in haircutting. Because ears do not lie flat against the head, special steps are required to keep a clean cutting line.

9. What is palm-to-palm cutting?

In palm-to-palm cutting, the palms of both hands are facing each other while cutting. It is the best way to maintain control of the subsection, especially with vertical or diagonal cutting lines.

10. Explain the importance of proper posture and body position.

Good posture and body position help you avoid back problems in the future, help you move more efficiently through the haircut and thereby maintain more control over the process, and ensure better haircutting results.

11. List disinfection and sanitation procedures that must be followed after performing a haircut.

- Wash your hands with soap and warm water before and after each service.
- Before blow-drying your client, sweep up cut hair and dispose of properly.
- Drape the client properly for the shampoo and the haircutting procedures.
- Always sanitize combs, brushes, shears, clips, and other implements after each haircut by washing thoroughly and placing in a disinfectant solution or by another method approved by your regulatory agency.
- Replace the blade in your razor prior to each new client. Discard used blades in a puncture-proof container.
- Keep shears in good working order by lubricating with a few drops of oil and wiping with a chamois (or dry cloth).
- Sanitize workstation after each haircutting service.

12. Name and describe the four basic types of haircuts.

- *blunt or one-length haircut: all the hair comes to one hanging level, forming a weight line or area; cut with a stationary guide and no elevation or overdirection*
- *graduated haircut: graduated shape or wedge achieved by cutting the hair with tension, low to medium elevation, or overdirection; there is a visual buildup of weight in a given area and the ends of the hair appear to be “stacked”*
- *layered haircut: graduated effect achieved by cutting the hair with elevation or overdirection; hair is cut at higher elevations, usually 90 degrees and above; generally has less weight than graduated haircut*
- *long layered haircut: the hair is cut at a 180-degree angle; resulting shape has shorter layers at the top and increasingly longer layers toward the perimeter*

13. Define cross-checking.

Cross-checking is parting the haircut in the opposite way from which it was cut, to check for precision of line and shape.

14. Describe the shears-over-comb technique.

The hair is held in place with the comb while the tips of the shears are used to remove the lengths. The shears and comb move simultaneously up the head.

15. Name and describe three different texturizing techniques performed with shears.

- **Point-cutting** is a technique performed on the ends of the hair using the tips, or points, of the shears. It creates “points” in the hair.
- **Notching** is another version of point-cutting but is more aggressive. It creates a chunkier effect. Notching is done toward the ends of the hair.
- **Free-hand notching** also uses the tips of the shears to snip out pieces of hair at random intervals.
- **Slithering** or **effilating** is the process of thinning the hair to graduated lengths with shears. The hair strand is cut by a sliding movement of the shears, with the blades kept partially opened.
- **Slicing** removes bulk and adds movement through the lengths of the hair. The shears are never completely closed, and only the portion of the blades near the pivot is used.
- **Carving** is a version of slicing that creates a visual separation in the hair. It is done by placing the still blade into the hair and resting it on the scalp, then moving the shears through the hair, gently opening and partially closing the shears, thus “carving” out areas.
- **Carving the ends:** The ends of a small strand of hair are held between the thumb and index fingers and the surface of the strand is carved.

CHAPTER 12

1. What is the purpose of finger waving?

Finger waving teaches the technique of moving and directing hair.

2. What are the three parts of a pin curl?

The three parts of a pin curl are the base, stem and the circle.

3. Name the four pin curl bases and their uses.

Rectangular base: used at the side front hairline for a smooth upswept effect. Triangular base: used along the front or facial hairline to prevent breaks or splits in the final hairstyle. Arc base: give good direction and may be used at the hairline or in the nape. Square base: suitable for curly hairstyles without much volume or lift; can be used on any part of the head.

4. Describe the three kinds of roller curl bases and the uses of each.

On base: roller sits directly on its base; for full volume. Half base: roller sits halfway on its base and halfway behind the base; for medium volume. Off base: roller sits completely off the base; for the least volume.

5. What is the purpose of back-combing and back-brushing?

The purpose of back combing or brushing is to increase volume and remove any indentations from the rollers.

6. How can you avoid burning the client's scalp during blow-drying?

Never hold the blow dryer directed toward the scalp on one place for too long. Direct from the scalp towards the ends of the hair.

7. List and describe the various styling lotions used in blow-dry styling.

Foam or mousse: moderate body and volume. Gel: firm body, strong hold. Liquid gel or texturizer: lighter hold for easy styling, diffusing, and molding. Straightening gel: relax hair for a smooth, straight look. Volumizer: add volume to the shape, especially at the base. Pomade or wax: add weight and show separation in the hairstyle. Silicone shiners: adds gloss and sheen. Hair spray or finishing spray: holds the style in place.

8. How is volume achieved with thermal curls?

The curls are placed very high on their base.

9. List at least 10 safety measures that must be followed when using thermal irons.

- Use thermal irons only after receiving instruction in their use.
- Keep thermal irons clean and oil the joint.
- Do not overheat the irons, because this can damage the ability of the irons to hold heat uniformly.
- Test the temperature of the irons on tissue paper before placing them on the hair. Do not inhale the fumes of the irons because they are injurious to the lungs.
- Do not place the hot irons near the face to test for temperature; a burn can result.
- Handle thermal irons carefully to avoid burning yourself or the client.
- Place hot irons in a safe place to cool.
- When heating the irons, do not place handles too close to the heater. Your hand might be burned when removing the irons.
- Make sure the irons are properly balanced in the heater, or they might fall and be damaged or injure someone.
- Use only hard rubber or nonflammable combs.
- Do not use metal combs; they can become hot and burn the scalp.
- Do not use combs with broken teeth.
- Place a comb between the scalp and the thermal irons when curling or waving hair to prevent burning the scalp.
- The client's hair must be clean and completely dry to ensure a good thermal curl or wave.
- If the hair is thick and bulky, thin and taper it first.
- On lightened or tinted hair, use thermal irons only on lower settings.
- Do not allow the hair ends to protrude over the irons, which causes fishhooks.
- Do not use vaporizing thermal irons on pressed hair because the hair will revert to its original curly state.
- Do not use thermal irons on chemically straightened hair because they might damage the hair. They can be used on relaxed hair if the heat is controlled.
- Keep a first aid kit on hand in case of an accident.

10. Name and describe the three types of hair presses.

- *soft press: apply pressing comb once on each side of hair*
- *medium press: apply pressing comb once on each side of hair using slightly more pressure*
- *hard press: apply the pressing comb twice on each side of the hair*

11. How do you test the pressing comb before beginning a service?

After heating the irons to the desired temperature, test them on a piece of tissue paper. Clamp the heated irons over the tissue and hold for five seconds. If the paper scorches or turns brown, the irons are too hot.

12. What are the elements of a hair and scalp analysis prior to hair pressing?

Wave pattern, length, texture (coarse, medium, fine, or very fine), feel (wiry, soft, or silky), elasticity, shade (natural, faded, streaked, or gray, tinted, lightened), condition (normal, brittle, dry, oily, damaged, or chemically treated), condition of scalp (normal, flexible, or tight).

13. Under what circumstances should hair not be pressed?

Hair should not be pressed if the client has a scalp abrasion, a contagious scalp condition, a scalp injury, or chemically damaged hair.

14. List at least four safety measures that must be followed when pressing the hair.

- *Keep the comb clean and free from carbon at all times.*
- *Avoid overheating the pressing comb.*
- *Test the temperature of the heated comb on a white cloth or white paper before applying it to the hair.*
- *Adjust the temperature of the pressing comb to the texture and condition of the client's hair.*
- *Use the heated comb carefully to avoid burning the skin, scalp or hair.*
- *Dry the hair completely after it is shampooed and avoid excessive application of pressing oil over the hair.*
- *Use a moderately warm comb to press short hair on the temples and back of the neck, or use a temple comb.*

CHAPTER 13

1. What is meant by "natural hairstyling"?

It is defined as hairstyling that uses no chemicals or tints and does not alter the natural curl or coil pattern of the hair.

2. In the context of braiding, what are the three qualities that determine hair texture?

- *Diameter of the hair: whether the hair is coarse, medium, or fine.*
- *Feel: whether the hair feels oily, dry, hard, soft, smooth, coarse, or wiry.*
- *Wave pattern: whether the hair is straight, wavy, curly, or coiled.*

3. What is a coil?

A coil is a very tight curl pattern. It is spiral in formation and, when lengthened or stretched, resembles a series of loops.

4. What six materials are most commonly used for hair extensions?

These materials are human hair, kanekalon, nylon or rayon synthetic, yarn, lin, and yak.

5. Why does textured (extremely curly or coiled) hair require special preparation before braiding?

This hair type is very fragile both wet and dry. Blow-drying quickly dries the hair, softens it, and makes it more manageable for combing and sectioning.

6. What is the difference between a visible and invisible braiding style?

A visible braid employs the underhand technique, in which strands of hair are woven under the center strand. An invisible braid is produced by overlapping the strands of hair on top of each other.

7. Describe rope and fishtail braids.

The rope braid is made with two strands that are twisted around each other. The fishtail braid is a two-strand braid in which hair is picked up from the sides and added to the strands as they are crossed over each other.

8. Explain the basic procedure for creating single braids.

Single braids are free-hanging braids that can be made with an underhand or overhand stitch. The hair is parted into two sections, front and back. Each 1" subsection is divided into three strands that are braided to the end.

9. Explain the methods of cornrowing with and without extensions.

Cornrows are created with a three-strand, on-the-scalp braid technique. A panel of hair is created for each cornrow, then divided into three strands that are braided on the scalp with additional hair that is picked up as the braid moves down the panel. Extension material can be added after several revolutions and pick-ups of the natural hair.

10. Name the three basic methods of hair locking.

The basic methods are the comb technique, the palm roll, and braids or extensions.

CHAPTER 14

1. List the seven key points you should cover in a client consultation for wig services.

- *determining need and desire*
- *matching the style with the client*
- *finding the right balance*
- *working with the client's hair type*
- *selecting the appropriate hair addition*
- *budgetary concerns*
- *other available creative options*

2. Define wig, hairpiece, and hair extensions.

A wig is an artificial covering for the head consisting of a network of interwoven hair. A hairpiece, which is a small wig used to cover the top or crown of the head. Hair extensions are hair additions that are secured to the base of the client's natural hair in order to add length, volume, texture, or color.

3. What are some advantages of human hair wigs? Of synthetic wigs?

Advantages of human hair wigs are: realistic appearance, durability, same styling and maintenance requirements as natural hair. Advantages of synthetic wigs are: strength, durability, and natural look because of advanced technology; great value; ready-to-wear wigs are cut according to the latest styles, with the cut, color, and texture already set; wide range of colors that do not oxidize or fade.

4. Name and describe the two basic categories of wigs.

- *Cap wigs: constructed with an elasticized mesh-fiber base to which the hair is attached; made in several sizes and require special fittings; generally hand-knotted*
- *Capless wigs: machine-made; the hair (human or artificial) is woven into long strips called wefts, which are sewn to elastic strips in a circular pattern to fit the head shape; ready-to-wear and less expensive than cap wigs; extremely light and comfortable to wear*

5. List the different measurements that must be taken when measuring a client for a wig.

The measurements are: circumference of the head; front hairline to nape of neck; ear to ear across the forehead; ear to ear over the top of the head; temple to temple across the crown; width of the napeline.

6. List at least three guidelines for styling a wig.

- *When using heat on human hair, always set the styling tool on low.*
- *Treat the hair gently and kindly; do not pull it or otherwise treat it carelessly.*
- *Use brushes made with natural boar-bristles or synthetic brushes with smooth, rounded plastic teeth.*
- *Choose styling products formulated for color-treated hair.*

7. What is an integration hairpiece?

An integration hairpiece has an opening in the base through which the client's own hair is pulled to blend with the hair (natural or synthetic) of the hairpiece.

8. Name at least three methods for attaching hairpieces.

Temporary attachment methods include interlocking combs, flexible wire combs, elastic, claw clips, and Velcro.

9. Name three methods for attaching hair extensions.

Track and sew, bonding, fusion.

CHAPTER 15

1. What is the difference between end bonds and side bonds?

- *End bonds (peptide bonds) are the chemical bonds that link long chains of amino acids together, end-to-end, to form a polypeptide chain. Long, coiled polypeptide chains form the protein fibers of the hair. End bonds should not be broken during any salon service.*
- *Side bonds cross-link the protein fibers of the hair and are responsible for the strength and elasticity of human hair. Altering the side bonds is what makes wet setting, thermal styling, permanent waving, soft curl permanents, and chemical hair relaxing possible.*

2. Describe the three different types of side bonds.

- *A disulfide side bond joins a cysteine sulfur atom on one polypeptide chain to a second cysteine sulfur atom on a neighboring polypeptide chain to form cystine. Disulfide bonds are strong chemical side bonds that are not broken by heat or water. Although there are far fewer disulfide bonds than hydrogen or salt bonds, disulfide bonds are much stronger and account for about one third of the hair's overall strength.*

- *Salt bonds are relatively weak physical side bonds that result from the attraction between positive and negative charges on neighboring polypeptide chains. They are easily broken by changes in pH and re-formed when the pH returns to normal. Salt bonds are much weaker and less resistant than disulfide bonds, but the hair has so many more salt bonds that they account for about one-third of the hair's total strength.*
 - *Hydrogen bonds are relatively weak physical side bonds that result from the attraction between positive and negative charges on neighboring polypeptide chains. Although individual hydrogen bonds are weaker and less resistant than all other bonds in the hair, there are so many of them that they account for about one-third of the hair's total strength. They are easily broken, simply by wetting the hair with water, and are re-formed when the hair is dried.*
3. How do different hair texture services—wet sets, thermal styling, thio permanents and relaxers, and hydroxide relaxers—change side bonds?
- *A wet set is an example of a physical change that results from breaking and re-forming the hydrogen bonds within the hair. Wetting the hair breaks the hydrogen bonds and permits the hair to be stretched and wrapped on rollers. Drying the hair removes the water and re-forms the hydrogen bonds in their new shape. These changes are only temporary. As soon as the hair is wet or exposed to high humidity, it will revert to its original shape.*
 - *Thermal styling with hair dryers, curling irons, and pressing combs also breaks hydrogen bonds, just like a wet set. These styles involve a physical change and the results are only temporary. The hair will revert to its original shape as soon as it is wet.*
 - *Thio permanents and thio relaxers break disulfide bonds by reduction. The neutralizer used with thio permanents and relaxers is an oxidizing agent, usually hydrogen peroxide. The oxidation reaction caused by the neutralizer rebuilds the broken disulfide bonds.*
 - *Hydroxide relaxers break disulfide bonds by a process called lanthionization. The disulfide bonds are converted to lanthionine bonds when the relaxer is rinsed from the hair. These bonds are broken permanently and can never be re-formed.*
4. What is the difference between a croquignole and a spiral perm wrap?
- *Croquignole perms are wrapped from the ends to the scalp in overlapping layers, at an angle perpendicular to the length of the rod. Because each new layer is wrapped on top of the previous layers, the effective size of the rod increases with each new layer. This produces a tighter curl at the ends and a larger curl at the scalp.*
 - *Most spiral perms are wrapped from the ends to the scalp at an angle other than perpendicular to the length of the rod. The angle at which the hair is wrapped causes the hair to spiral along the length of the rod, like the grip on a tennis racquet. This wrapping technique causes the effective size of the rod to remain constant along the entire length of the strand and produces a uniform curl from the scalp to the ends.*
5. How does the reduction reaction of thio waving solution work?
- Thio waving solution breaks a disulfide bond by adding a hydrogen atom to each of the sulfur atoms in a disulfide bond. The sulfur atoms attach to the hydrogen from the permanent waving solution and break their attachment to each other. Once the disulfide bond is broken, the polypeptide chains are able to slip into their new curled shape.*
6. What is the function of thio neutralizer?
- Thio neutralizer has two important functions: it is an oxidizing agent that neutralizes any waving solution that remains in the hair, and it rebuilds the disulfide bonds broken by the waving solution.*
7. List and describe the eight major types of permanent waving solutions.
- *Alkaline waves use ammonium thioglycolate (ATG) as the primary reducing agent and process at room temperature. Most alkaline waves have a pH between 9.0 and 9.6. The terms "alkaline, wave," "cold wave," and "thio" all refer to ammonium thioglycolate.*

- *True acid waves have a pH between 4.5 and 7.0 and use glyceryl monothioglycolate (GMTG) as the primary reducing agent. True acid waves process more slowly and do not produce as firm a curl as alkaline waves. Most true acid waves are endothermic because they require the added heat of a hair dryer to accelerate processing.*
- *Most of the acid waves found in today's salons are not true acid waves but acid-balanced waves. Most acid-balanced waves contain glyceryl thioglycolate and ammonium thioglycolate and have a pH between 7.8 and 8.2. They process at room temperature and do not require the added heat of a hair dryer. They also process more quickly and produce firmer curls than true acid waves.*
- *Exothermic waves release heat and become hot because of a rapid exothermic oxidation reaction.*
- *Endothermic waves require heat from a hair dryer and will not process properly at room temperature. Most true acid waves are endothermic and require the additional heat provided by a hair dryer.*
- *Ammonia-free waves use alkanolamines to replace ammonia.*
- *Thio-free waves use reducing agents other than ammonium thioglycolate as the primary reducing agent. The most common thio-free waves rely on cysteamine or mercaptamine.*
- *Low-pH waves use sulfates, sulfites, and bisulfites. The most common are ammonium sulfite and ammonium bisulfite. Permanents based on sulfites are very weak and do not provide a firm curl, especially on strong or resistant hair. Sulfite permanents are usually marketed as body waves or alternative waves.*

8. Explain the procedure for a soft curl permanent.

Soft curl permanents do not straighten the hair; they simply make the existing curl larger and looser. A soft curl permanent consists of a thio relaxer followed by a thio permanent wave that is wrapped on large rods. Like thio permanent waves, soft curl permanents use ammonium thioglycolate and oxidation neutralizers.

9. What is lantionization?

Hydroxide relaxers work by a process called lantionization. The disulfide bonds that are broken by hydroxide relaxers are converted to lantionine bonds when the relaxer is rinsed from the hair. The disulfide bonds that are broken by hydroxide relaxers are broken permanently and can never be re-formed.

10. What is the major difference between thio and hydroxide relaxers?

Thio relaxers have a pH of about 10 and use thio to break the disulfide bonds. Although the high pH of a thio relaxer swells the hair, thio breaks the disulfide bonds. Hydroxide relaxers have an even higher pH and can swell the hair up to twice its normal diameter. The average pH of the hair is 5.0 and many hydroxide relaxers have a pH over 13.0.

11. What is the difference between thio and hydroxide neutralizers?

Thio neutralizers are oxidizing agents, usually hydrogen peroxide, just like permanents. Thio neutralizer rebuilds the disulfide bonds that were broken by the thio relaxer. Unlike thio neutralization, the neutralization of hydroxide relaxers does not involve oxidation or the rebuilding of disulfide bonds. The neutralization of hydroxide relaxers involves the neutralization of the alkaline residues left in the hair by the relaxer. The disulfide bonds that are broken by hydroxide relaxers are broken permanently and can never be re-formed.

12. List at least 10 safety precautions for permanent waving, soft curl permanents, and chemical hair relaxers.

- *Always protect the client and clothing. Have the client change into a gown; use a waterproof shampoo cape, and double drape with towels to absorb accidental spills.*
- *Always have the client remove glasses, earrings, and necklaces to prevent damage.*
- *Do not give a perm to a client who has experienced an allergic reaction to a previous perm.*
- *Do not save any opened, unused waving lotion or neutralizer. These lotions may change in strength and effectiveness, if not used promptly.*

- Do not dilute or add anything to the waving lotion or neutralizer unless specified in the product directions.
- Keep waving lotion out of the client's eyes and away from the client's skin. In case of accidental exposure, rinse thoroughly with cool water.
- Always follow the manufacturer's directions.
- Wear gloves when applying solutions.
- Replace cotton or towels that have become wet with solution immediately. Do not allow towels or cotton that are wet with solution to remain in contact with the client's skin.
- Always examine the scalp before the perm service. Do not proceed with the perm service if there are any skin abrasions or any signs of scalp disease.
- Do not perm hair that is excessively damaged or shows signs of breakage.
- Do not attempt to perm hair that has been previously treated with hydroxide relaxers.
- Always perform a test for metallic salts if there is a possibility that metallic haircolor was used on the hair previously.
- Always apply protective barrier cream around the client's hairline and ears, prior to applying permanent waving solution.
- When using a plastic bag to cover the client's head, always punch a few holes in the bag and prevent the bag from touching the client's skin.

CHAPTER 16

1. List the primary, secondary, and tertiary colors.

The primary colors are blue, red, and yellow. The secondary colors are green, orange, and violet. The tertiary colors are blue-green, blue-violet, red-violet, red-orange, yellow-orange, and yellow-green.

2. Name the two types of melanin.

- Eumelanin is the melanin that gives black and brown color to hair.
- Pheomelanin is the melanin found in red hair. Very dark hair and most brunettes contain this pigment. Blonde hair contains a small amount of pheomelanin.

3. Define level, tone, and intensity.

Level is the unit of measurement used to identify the lightness or darkness of a color. The term tone, or tonality, is used to describe the warmth or coolness of a color. Intensity refers to the strength of a color tone and is described as mild, medium, or strong.

4. What are the classifications of haircolor? Briefly describe each one.

- temporary haircolor: makes only a physical change, not a chemical change, in the hair shaft, and no patch test is required; pigment molecules are large and do not penetrate the cuticle layer, allowing only a coating action that is removed by shampooing
- semipermanent haircolor: formulated to last through several shampoos; pigment molecules are small enough to partially penetrate the hair shaft and stain the cuticle layer but also small enough to diffuse out of the hair during shampooing and thus fade with each shampoo; does not lighten the hair, so there is no significant color change
- demipermanent (deposit-only) haircolor: similar in nature to semipermanent haircolor but longer lasting; formulated to deposit but not lift (lighten) color; has a smaller tint molecule and is able to penetrate the hair shaft
- permanent haircolor: is mixed with a developer (hydrogen peroxide) and remains in the hair shaft until the new growth of hair occurs; used to match, lighten, and cover gray hair; generally contain ammonia, oxidative tints, and peroxide

5. Why is a patch test important?

A patch test is used to determine whether a client has any allergies or sensitivities to the haircolor mixture.

6. What is a strand test?

A preliminary strand test is performed on a small strand of the client's hair to determine how the hair will react to the haircolor formula and how long the formula should be left on the hair.

7. What is the role of ammonia in a haircolor formula?

The role of ammonia (the alkalizing ingredient) is to:

- *open the cuticle so that the hair fiber so the tint can penetrate*
- *facilitate the formation of tints within the hair fiber (also referred to as the "oxidation reaction")*
- *bring about the lightening action of peroxide*

8. What is the role of hydrogen peroxide in a haircolor formula?

Hydrogen peroxide is the most commonly used developer, an oxidizing agent that, when mixed with an oxidative haircolor, supplies the necessary oxygen gas to develop color molecules and create a change in hair color.

9. What are the four key questions you ask when formulating a haircolor?

- *What is the natural level? Is there any gray hair?*
- *What is the client's desired level and tone?*
- *Are contributing pigments (undertones) revealed?*
- *What colors should be mixed to get the desired result?*

10. Explain the procedure for a single-process tint.

Single-process haircoloring is a process that lightens and colors the hair in a single application. A patch test is done prior to the service. The color is applied first where the hair is most resistant. It is applied to the midshaft, 1/2" from the scalp and not including the ends. Color development is checked with a strand test. Then color is applied to the scalp area and pulled through the ends. The hair is rinsed, then shampooed and styled.

11. What are the two processes involved in double-process haircoloring?

The hair is first prelightened, and then the depositing color is applied.

12. What are three forms of hair lightener?

Oil and cream lighteners are considered on-the-scalp lighteners, which can be used directly on the scalp. Powder lighteners are off-the-scalp lighteners, which cannot be used directly on the scalp.

13. What are the three most commonly used methods for highlighting?

The methods are cap, foil, and balayage or free-form techniques.

14. What are fillers, and for what purpose are they used?

Fillers are preparations designed to help equalize porosity and deposit a base color in one application. Conditioner fillers are used to recondition damaged, overly porous hair. Color fillers are used when there is doubt as to whether the color result will be an even shade.

15. List at least ten safety precautions to follow during the haircolor process.

- *Give a patch test 24 hours prior to any application of aniline derivative. Apply a tint only if the patch test is negative.*
- *Do not apply tint if abrasions are present.*

- Do not apply tint if a metallic or compound tint is present.
- Do not brush the hair prior to applying color.
- Always read and follow all of the manufacturer's directions.
- Use sanitized applicator bottles, brushes, combs, and towels.
- Protect your client's clothing with proper draping.
- Perform a strand test for color, breakage, and/or discoloration.
- Use an applicator bottle or bowl (glass or plastic) for mixing the tint.
- Do not mix tint before you are ready to use it; discard leftover tint.
- Wear gloves to protect your hands.
- Do not permit the color to come in contact with the client's eyes.
- Do not overlap during a tint retouch.
- Use a mild shampoo. An alkaline or harsh shampoo will strip the color.
- Always wash hands before and after serving a client.

CHAPTER 17

1. Briefly describe healthy skin.

Healthy skin is slightly moist, soft, flexible, smooth, fine-grained, and slightly acidic in reaction.

2. Name the main divisions of the skin and the layers within each division.

Epidermis (stratum corneum, stratum lucidum, stratum granulosum, stratum germinativum) and dermis (papillary layer, reticular layer).

3. How is the skin nourished?

It is nourished by blood and lymph vessels.

4. List the three types of nerve fibers found in the skin.

Motor, sensory and secretory nerves.

5. What is collagen?

It is a fibrous protein that gives the skin form and strength and makes up 70% of the dermis.

6. Name the two types of glands contained within the skin and describe their functions.

- *sudoriferous or sweat glands excrete sweat to regulate body temperature and eliminate waste*
- *sebaceous or oil glands secrete sebum to lubricate the skin and preserve softness of the hair*

7. What are the six important functions of the skin?

Protection, sensation, heat regulation, excretion, secretion, absorption.

8. List the factors that contribute to the aging of the skin.

Sun, environment, lifestyle factors (smoking, drinking and drug use) and dietary choices.

9. Explain the effect of overexposure to the sun on the skin.

Burning of the skin and increased risk of skin cancer and/or premature aging of the skin.

10. Define *dermatology*.

The medical branch of science that deals with the study of skin and its nature, structure, functions, diseases, and treatment.

11. What is a skin lesion?

Injury or damage that changes the structure of tissues or organs.

12. Name and describe at least five disorders of the sebaceous glands.

- *comedone - blackhead; a wormlike mass of hardened sebum in a hair follicle*
- *milia - whiteheads; small, whitish, pearlike masses in the epidermis due to retention of sebum*
- *seborrhea - skin condition caused by an abnormal increase of secretion from the sebaceous glands*
- *acne - skin disorder characterized by chronic inflammation of the sebaceous glands from retained secretions*
- *asteatosis - condition of dry, scaly skin due to a deficiency or absence of sebum, caused by old age and by exposure to cold*
- *rosacea - chronic congestion appearing primarily on the cheeks and nose, characterized by redness, dilation of the blood vessels, and the formation of papules and pustules*
- *steatoma - sebaceous cyst or fatty tumor filled with sebum; ranges in size from a pea to an orange*

13. Name and describe at least five changes in skin pigmentation.

- *albinism - congenital leucoderma or absence of melanin pigment of the body, including the skin, hair, and eyes*
- *chloasma - condition characterized by increased pigmentation on the skin, in spots that are not elevated*
- *lentigines - technical term for freckles*
- *leukoderma - skin disorder characterized by light abnormal patches; caused by a burn or congenital disease that destroys the pigment-producing cells*
- *nevus - birthmark; small or large malformation of the skin due to abnormal pigmentation or dilated capillaries*
- *stain - abnormal brown or wine-colored skin discoloration with a circular and irregular shape*
- *tan - change in pigmentation of skin caused by exposure to the sun or ultraviolet rays*
- *vitiligo - milky-white spots (leukoderma) of the skin; acquired condition*

14. List at least six skin conditions and disorders that should be referred to a physician.

Basal cell carcinoma, squamous cell carcinoma, malignant melanoma, occupational disorders, eczema, disorders of the sudoriferous glands, contagious or communicable diseases, cysts, tumors.

15. Name and describe the three forms of skin cancer.

- *basal cell carcinoma - least malignant and most common skin cancer; characterized by light or pearly nodules*
- *squamous cell carcinoma - more serious than basal cell carcinoma; characterized by scaly red papules and nodules*
- *malignant melanoma - most serious and least common skin cancer; often characterized by black or dark brown patches on the skin that may appear uneven in texture, jagged or raised*

CHAPTER 18

1. What information should be entered in the client record during the consultation?

Information should include all medications, both topical and oral; any skin disorders; any allergies or sensitivities.

2. What conditions, treatments, and medications contraindicate hair removal in the salon?

Conditions that contraindicate hair removal are: rosacea or very sensitive skin; sunburn; history of fever blisters or cold sores; pustules or papules. Treatments that contraindicate hair removal are: recent chemical peel using glycolic, salicylic, or other acid-based product; recent botox or collagen injections; cosmetic or reconstructive surgery. Medications that contraindicate hair removal are: Retin-A, Renova, hydroquinone, or similar products; blood-thinning medications; topical or oral cortisone medication; Accutane.

3. What are the two major types of hair removal? Name examples of each.

The two major types are permanent (electrolysis, photo-epilation, laser hair removal) and temporary (shaving, tweezing, electronic tweezing, depilatories, epilators, waxing, sugaring, threading).

4. Define these methods of hair removal: electrolysis, photo-epilation, and laser removal.

Electrolysis is the removal of hair by means of an electric current that destroys the root of the hair. Photo-epilation is a permanent hair removal treatment that uses intense light to destroy the hair follicles. Laser hair removal is a permanent hair removal treatment in which a laser beam is pulsed on the skin, impairing the hair follicles.

5. Which hair removal techniques should not be performed in the salon without special training?

Electrolysis, photo-epilation, laser hair removal, threading.

6. What is the difference between a depilatory and an epilator?

A depilatory dissolves the hair at the skin level. An epilator pulls the hair out of the follicle.

7. Why must a patch test be given before waxing?

A patch test must be given to determine if the client is allergic to beeswax.

8. List safety precautions that must be followed for hot and cold waxing. For hot waxing, always test the temperature of the wax before applying to prevent burns.

For hot and cold waxing, do not allow wax to come in contact with the eyes; do not apply wax over warts, abrasions, irritated or inflamed skin, or moles; use cold wax if the skin under the arms is sensitive; apply aloe gel to red or swollen skin.

9. Define *threading* and *sugaring*.

Threading is a temporary hair removal method that involves twisting and rolling cotton thread along the surface of the skin, entwining the hair in the thread and lifting it from the follicle. Sugaring is a temporary hair removal method that involves the use of a thick, sugar-based paste.

CHAPTER 19

1. What are the five main categories of professional skin care products?

The categories are: cleansing products, exfoliants, treatment and massage creams, moisturizers, and intensive care products.

2. On what skin types should you not use a mechanical exfoliant?

A mechanical exfoliant should not be used on: skin with many visible capillaries; thin skin that reddens easily; older skin that is thin and bruises easily; skin being medically treated with tretinoin (retinoic acid or Retin-A), Accutane®, azelaic acid, adapalene (Differin®), alphahydroxy acid (AHA), or salicylic acid; and acne-prone skin with inflamed papules and pustules.

3. What is the difference between treatment creams and massage creams?

Massage creams are lubricants with very little or no active ingredients. Treatment creams hydrate and condition the skin during the night and contain more active ingredients.

4. On what skin types would you use clay masks? Modelage masks?

Clay masks are used on oily and combination skin. Modelage masks are beneficial for dry, mature skin and skin that is dull and lifeless-looking.

5. How are alginate and paraffin masks used?

These masks have few treatment properties of their own and are used with treatment creams. They allow for deeper penetration of the cream's therapeutic ingredients into the skin.

6. Explain the importance of the client consultation with regard to facials.

A consultation and skin analysis are important for determining the client's skin type, any abnormalities or disorders, and possible contraindications for treatments or skin-care products.

7. What information should be written on the record card?

- *client's name, home address, and home telephone number*
- *client's occupation and date of birth*
- *client's medical history and current medications; whether or not client is under the care of a physician or dermatologist.*
- *any contraindications, such as a pacemaker, metal implants, pregnancy, diabetes, epilepsy, allergies, high blood pressure, that call for alternative methods of treatments*
- *information on prior facials and what kind of treatments were used*
- *skin-care products the client is currently using*
- *how the client was referred to the salon*
- *client's skin type, skin condition, and any skin abnormalities*
- *date and type of service/treatment being performed, products used, and products purchased by the client for home care*

8. Why is it important to give home care advice?

It is important to tell the client that if she wishes to achieve the best results from a treatment, she must follow a routine of skin care at home with products that reinforce the salon treatments. Also, if you do not recommend professional products, your client will often go elsewhere for advice, such as a department store or drugstore.

9. Briefly describe the four basic skin types.

- *oily skin: has an overabundance of sebum; may or may not be blemished*
- *normal skin: usually in good condition; has adequate supply of sebum and moisture*
- *dry skin: lacking in oil; often dehydrated*
- *combination skin: may have either oily and normal areas or normal and dry areas*

10. Explain the purpose of massage.

Massage increases metabolism and circulation, promotes absorption, and relieves pain. Cosmetologists massage their clients to help them keep their facial skin healthy and their muscles firm.

11. Name and briefly describe the five categories of massage manipulations.

- *effleurage: light, continuous stroking movement applied with the fingers (digital) or the palms (palmar) in a slow, rhythmic manner, without pressure*
- *petrissage: kneading movement performed by lifting, squeezing, and pressing the tissue with a light, firm pressure*
- *friction: deep rubbing movement in which pressure is applied on the skin with the fingers or palm while moving it over an underlying structure*
- *tapotement or percussion: short, quick tapping, slapping, and hacking movements*
- *vibration: rapid shaking of the body part while the balls of the fingertips are pressed firmly on the point of application*

12. Name the different kinds of electrical current used in facials.

Cosmetologists are concerned with the galvanic, faradic, sinusoidal, and high-frequency currents.

13. Name and define the two basic categories of facial treatments.

Preservative facial treatments maintain the health of the facial skin by cleansing correctly, increasing circulation, relaxing the nerves, and activating the skin glands and metabolism through massage. Corrective treatments correct some facial skin conditions, such as dryness, oiliness, comedones, aging lines, and minor conditions of acne.

14. List the steps involved in giving a basic facial.

- *Drape the client for a facial, including head covering.*
- *Perform a consultation.*
- *Remove makeup.*
- *Apply, then remove, cleanser.*
- *Analyze the skin.*
- *Steam the face.*
- *Apply massage cream. Optional: expose face to infrared light.*
- *Massage the face. Remove cream and apply tonic lotion or freshener.*
- *Apply treatment mask. Leave on for appropriate time, then remove.*
- *Apply tonic lotion, freshener, or astringent, then a moisturizer.*

CHAPTER 20

1. What is the main objective of makeup application?

To emphasize the client's most attractive facial features while minimizing those features that are less attractive.

2. List eight types of facial cosmetics and how they are used.

1. *Foundation evens skin tone and color, conceals minor imperfections of the skin and protects the skin from climate, dirt and debris.*
2. *Concealers used to cover blemishes and discolorations.*
3. *Face powder used to add a matte or dull finish to the face.*
4. *Cheek color used to color the cheeks and the skin beneath the cheekbones.*
5. *Lip color used to color the lips and enhance or correct the shape of the lips.*

6. *Lip liner used to outline the lips.*
 7. *Eye shadow used to accentuate or contour the eyes.*
 8. *Eyeliners used to outline and emphasize the eyes.*
 9. *Eyebrow pencils used to add color and shape to the eyebrows.*
 10. *Mascara used to darken, define and thicken the eyelashes.*
3. Name the different types and uses of foundation.
1. *Cream foundations are generally suited for dry to normal skin and gives medium to full coverage.*
 2. *Liquid foundations are suited for clients with oily to normal skin conditions that desire a sheer to medium coverage foundation.*
 3. *Powder foundations are effective for oily skin.*
 4. *Cream-to-powder foundations are moist on application but dry to a powdery finish.*
4. Name four types of cheek color.
- *Cream*
 - *Liquid*
 - *Dry (pressed)*
 - *Loose powder*
5. Name the three different types of eye shadow and how they are used.
1. *A highlight color is lighter than the client's skin tone and may have a any finish.*
 2. *A base color is a medium tone that is close to the client's skin tone.*
 3. *A contour color is a color, in any finish, that is deeper and darker than the client's skin tone.*
6. List the primary and secondary colors?
- Primary colors - yellow, red and blue*
- Secondary colors - orange, violet and green*
7. Name the colors in the warm range and the cool range.
- Warm colors - yellow, red and orange*
- Cool colors - blue, violet and green*
8. What are complementary colors?
- When mixed these colors cancel each other out to create a neutral brow or gray color.*
9. List the cosmetics used in basic makeup procedure, in the order in which they are applied.
- Foundation, Concealer, powder, eye color, eyeliner, eyebrow color, mascara, cheek color, lip liner and lip color.*
10. What are the seven facial types?
1. *Oval Shape Face - Ideal*
 2. *Round Face - corrective makeup can be applied to slenderize and lengthen the face.*
 3. *Square shaped face - offset the squareness and soften the hard lines around the face.*
 4. *Triangular (pear-shaped) face - width at the forehead, slenderize the jawline and add length to the face.*
 5. *Inverted triangle (heart-shaped) face - minimize the width of the forehead and to increase the width of the jawline.*

6. *Diamond shaped face - reduce the width across the cheekbone line.*
7. *Oblong face - create the illusion of width across the cheek bone line, making the face appear shorter.*

11. Name and describe the two types of artificial eyelashes.

Band lashes or strip lashes are eyelash hairs on a strip that applied with adhesive to the natural lash line.

Individual lashes are separate artificial eyelashes that are applied to the eyelids one at a time.

12. List at least ten safety measures that should be followed when applying makeup.

1. *Wash your hands thoroughly with soap and warm water before and after every makeup application.*
2. *Properly drape the client to protect her clothing and have her use a headband or hair clip during the makeup procedure.*
3. *Protect the client's hair and skin from direct contact with the facial chair.*
4. *Keep your fingernails smooth to avoid scratching the client's skin.*
5. *Use only sanitized brushes and implements.*
6. *Use a shaker-type container for loose powder.*
7. *Pour all lotions from bottle containers.*
8. *Always use a clean spatula or cosmetic applicator to remove cosmetics from their containers.*
9. *Never apply lip color directly form the container to the clients lips. Use a spatula or disposable applicator to remove the product from the container, then use a brush to apply.*
10. *Use an antiseptic on tweezed areas of the eyebrow to avoid infection.*
11. *Discard all disposable items, such as sponges, pads, spatulas, and applicators, after use.*
12. *Place all towels, linens, makeup capes, and other washable items that can be washed and sanitized in the proper containers.*
13. *Keep your workstation sanitary, neat and well organized.*

CHAPTER 21

1. Describe a normal healthy nail.

A normal, healthy nail is firm and flexible, shiny, and slightly pink in color. Its surface is smooth and unspotted, with no hollows or wavy ridges.

2. What is the technical term for nail?

Onyx.

3. What is the nail composed of?

The nail is composed mainly of keratin, the same protein found in skin and hair.

4. Name the six basic parts of the nail.

The six basic parts are the nail bed, matrix bed, nail plate, cuticular system, specialized ligaments, and nail folds.

5. What part of the nail contains the nerve and blood supply?

The matrix bed contains nerves, lymph, and blood vessels to nourish the nail.

6. Explain how the nail grows.

A normal nail grows forward, starting at the matrix and extending over the tip of the finger.

7. How does the nail become malformed?

A normal nail will be replaced as long as the matrix remains in good condition. If disease, injury, or infection occurs in the matrix, the shape or thickness of the nail plate can change. If the nail plate is separated from the nail bed through injury, it becomes distorted or discolored. If the nail bed be injured after the loss of a nail, the new nail will be badly formed.

8. In what situation should a nail service not be performed?

If the nail or skin to be worked on is infected, inflamed, broken, or swollen, you should not service the client but rather refer the client to a physician.

9. What is *Pseudomonas aeruginosa*? Why is it important to learn about it?

Pseudomonas aeruginosa is a naturally occurring bacteria on our skin that can grow out of control and cause an infection under certain conditions. Nail fungi are of concern to the salon because they are contagious and can be transmitted from one client to the other through unsanitary implements and work conditions.

10. Name at least eight nail disorders that can be treated in the salon.

These disorders include: blue nails, bruised nails, corrugations, eggshell nails, furrows, hangnails, leukonychia, melanonychia, onychatrophia, onychauxis, onychocryptosis (if the tissue around the nail is not infected or if the nail is not too deeply embedded in the flesh), onychogryposis (if no infection exists), onychophagy, onychorrhaxis, plicatured nail, pterygium, tile-shaped nail, trumpet nail.

11. What is the most effective way to avoid fungal or bacterial infections among your clients?

The most effective way is to practice strict sanitation and disinfection procedures during every nail service with every client.

CHAPTER 22

1. What are the Latin root words for *manicure* and *pedicure*?

The word manicure is derived from manus (hand) and cura (care), and means the artful treatment and care of the hands and nails. The word pedicure is derived from ped, for foot, and means the care of the feet and toenails.

2. What are the six areas of knowledge that every nail technician should master?

- *Knowledge of the structure of the nail.*
- *Knowledge of the composition of the cosmetics used in manicuring.*
- *The ability to give a manicure and pedicure efficiently and effectively.*
- *The ability to care for the client's manicuring problems or concerns.*
- *The knowledge to be able to distinguish between disorders that may be treated in the salon and those that must be treated by a physician.*
- *A thorough awareness of the procedures involved in sanitation and disinfection.*

3. What are the four basic categories of nail care tools? *The basic categories are equipment, implements, nail cosmetics, and materials.*
4. What is the most important difference between equipment and implements? *Equipment consists of the permanent tools used to perform nail services. They do not require replacement unless they are no longer in good repair. Implements are instruments or tools that must be disinfected, sanitized, or disposed of after use with each client.*
5. List the implements used in a plain manicure. Which ones are disposable?

The reusable (nondisposable) implements are: cuticle nipper, cuticle pusher, nail clippers, metal nail file, nail brush, tweezers. The disposable implements are: emery board, orangewood stick, chamois cover on buffer.

6. Describe the three types of nail hardeners.
 - *Formaldehyde hardeners: contain keratin fibers to strengthen the nail and no more than 5% formaldehyde*
 - *Nylon fiber hardeners: combination of clear polish and nylon fibers, applied first vertically, then horizontally on nail plate*
 - *Protein hardeners: combination of clear polish and a protein such as collagen*
7. What are the five basic nail shapes? *The five general shapes are square, "squoval," round, oval, and pointed.*
8. List the eight steps of a manicure pre-service procedure.
 1. *Sanitizing your table.*
 2. *Sanitizing all additional equipment, tools, and implements.*
 3. *Setting up your standard table.*
 4. *Washing your hands with soap and warm water.*
 5. *Cordially greeting your client.*
 6. *Having your client remove all jewelry and placing the items in a safe, secure place.*
 7. *Having your client wash his or her hands with soap and warm water and drying them thoroughly with a clean and/or disposable towel.*
 8. *Performing a client consultation.*

9. What is the proper way to file fingernails? Toenails?

File fingernails from corner to center, going from right to left and then from left to right. File toenails straight across, rounding them slightly at the corners to conform to the shape of the toes.

10. Explain the value of a hot-oil manicure.

It is beneficial for ridged and brittle nails and dry cuticles; it is also beneficial for people who bite their nails because it helps keep rough cuticles soft.

11. Define French manicure.

A French manicure is one in which the free edge of the nail is polished, tipped, or sculpted in an opaque color while the nail plate is polished or left a more translucent color.

12. Why is pedicuring an important salon service?

Pedicures not only improve personal appearance but also add to the comfort of the feet, especially for clients who are on their feet much of the day, such as dancers, nurses, sales clerks, and cosmetologists.

13. Why is it critical that proper disinfection procedures be followed after a pedicure service?

Failure to follow proper disinfection procedures with foot spas and basins can lead to the spread of infections among clients. Not only is clients' health and safety at stake, but the salon may be served with fines and lawsuits as well.

14. List at least 10 safety rules when manicuring.

- *Keep all containers covered and labeled.*
- *Make sure your hands are dry when holding or moving containers.*
- *Handle sharp or pointed implements carefully and avoid dropping them.*
- *Dull very sharp cutting edges with an emery board.*
- *Bevel a sharp nail edge with an emery board.*
- *Do not file too deeply into nail corners.*
- *Do not use a sharp, pointed implement to clean under the nail.*
- *Avoid excessive friction in nail buffing.*
- *Immediately apply an antiseptic if the skin is accidentally cut.*
- *Apply alum powder or solution to stop the bleeding from a small cut. Never use a styptic pencil.*
- *Avoid pushing the cuticle back too far.*
- *Avoid too much pressure at the base of the nail.*
- *Do not work on a nail when the surrounding skin is inflamed or infected.*
- *Any disposable sharp objects, such as files, or materials such as cotton that come in contact with blood or body fluids must be disposed of in a sealed plastic bag.*
- *If bleeding occurs during a procedure, stop the service until the implement is cleaned and disinfected, or use another implement. Do not risk cutting yourself with a sharp tool that has blood on it.*

CHAPTER 23

1. List the four uses of artificial nails.

The four uses are:

- *To mend or conceal broken or damaged nails.*
- *To improve the appearance of very short or badly shaped nails.*
- *To help overcome the habit of nail biting.*
- *To protect a nail or nails against splitting or breakage.*

2. List the steps of the pre-service procedure.

The steps are:

1. *Rinse all implements with cool running water, then wash with soap and warm water.*
2. *Rinse the implements in plain warm water, taking care to wash away all traces of soap. Dry thoroughly with a clean and/or disposable towel.*
3. *Completely immerse all implements in an EPA-registered, hospital-level disinfectant for the required time (usually 10 minutes). Use tongs or rubber gloves to avoid skin contact with the disinfectant.*
4. *Wash your hands with liquid soap and warm water. Rinse well and dry with a clean and/or disposable towel.*
5. *Remove the implements from the disinfectant solution with tongs or while wearing rubber gloves and rinse them well in water. Wipe them dry with a clean and/or disposable towel to prevent rusting.*
6. *Follow your state or province regulations for storing sanitized manicuring implements (usually sealed containers or closed cabinet sanitizer).*
7. *Sanitize the manicure table by wiping with disinfectant or sanitizing solution.*

8. *Disinfect all working surfaces. Spray with an EPA-registered disinfectant that is approved by your state or province. Allow surfaces to remain wet for 10 minutes and then wipe dry. Spray again and allow the surfaces to air dry.*
9. *Wrap the manicuring cushion with a clean and/or disposable towel.*
10. *Refill all disposable materials—abrasive (file), orangewood stick, cotton balls, and other such materials—on the manicuring table. These materials are discarded after they have been used.*
11. *Set up the standard manicuring table, adding the items you need for the advanced nail service you are performing.*
12. *Greet your client and ask her to wash her hands with a soap and warm water. Wash your hands as well, using a waterless hand sanitizer gel or wipe. Dry hands and nails thoroughly with a clean and/or disposable towel.*
13. *Perform a client consultation. Fill out a client card. If you determine that it is safe to proceed with the service, discuss your client's needs and wants.*

3. List the steps of the post-service procedure.

The steps are:

1. *Book another appointment with the client.*
2. *Offer retail products to the client.*
3. *Clean the table and surrounding area. Allow enough time to restore the basic setup.*
4. *Discard all used materials in a closed pail.*
5. *Sanitize the table and disinfect implements. Perform the complete pre-service sanitation procedure.*

4. Define *nail tips, nail wraps, acrylic nails, and gels.*

Nail tips are pre-formed artificial nails applied to the tips of the natural fingernails. Nail wraps are a corrective treatment that forms a protective coating for damaged or fragile nails. Acrylic nails, or sculptured nails, are artificial nails created by combining a liquid acrylic product with a powdered product to form a soft ball that can easily be molded into a nail shape. Gels are strong, durable artificial nails that are brushed onto the nail plate.

5. Explain briefly how nail tips are applied. How are they removed?

To apply: buff the nails to remove natural oils; apply nail antiseptic; apply adhesive from the middle of the nail plate to the free edge or to the well of the nail tip; apply the tip with a stop, rock, and hold motion; apply a bead of adhesive to the seam between the natural nail plate and the tip; trim the nail tip; blend the tip with a nail file, buff, and shape. To remove: soak the fingertips in acetone for the time recommended by the manufacturer; use a metal pusher to slide off the softened tips; buff nails and condition cuticles.

6. Describe the four kinds of nail wraps.

- *Silk wraps give a smooth, even appearance to the nail and become almost transparent when adhesive is applied.*
- *Fiberglass is a very thin synthetic mesh with a loose weave that makes it easy for adhesive to penetrate. It is strong and durable.*
- *Linen provides a durable wrap but requires a colored polish to cover the completed nail; much thicker than silk or fiberglass and remains opaque even after adhesive is applied.*
- *Paper wraps are made of very thin paper and dissolve in both acetone and non-acetone remover; they are temporary and must be reapplied when polish is removed.*

7. Describe briefly how nail wraps are applied. How are they removed?

To apply: remove natural oil from nail plate with abrasive; apply antiseptic; apply nail tips if desired; cut wrap material to fit nail; apply adhesive down the center of the nail or coat the entire nail plate and under the free edge; apply wrap material and smooth it down with an orangewood stick; trim wrap material; apply adhesive to entire nail plate; file entire nail; apply more adhesive, buffing between coats; apply base coat and nail enamel. To remove: soak the fingertips in acetone for the time recommended by the manufacturer; use a metal pusher or orangewood stick to slide off the wrap; buff nails and condition cuticles.

8. Explain the chemistry of acrylic nails.

The process begins when the liquid acrylic (the monomer) on the brush picks up the powder acrylic (the polymer) from the jar. The catalyst in the powder acrylic "explodes" when it comes in contact with the monomer, causing heat. The heat starts a chain reaction from one polymer bead to the other, until the last polymer bead receives heat and the acrylic hardens.

9. Explain briefly how acrylic nails are applied using forms. How are they applied over tips or the natural nail?

To apply over forms: buff nails; apply nail dehydrator, if used, and nail antiseptic; position form over nail plate; apply primer; dip brush into liquid acrylic, then into powder, forming small ball; place ball of acrylic on nail form where free edge joins nail form; shape free edge; apply second ball of acrylic on natural nail next to free edge line in the center of the nail; apply extremely wet acrylic mixture to lower half of nail; remove nail forms when acrylic is dry; file nails, wash, dry, and apply base coat and polish. The procedure for applying acrylic over tips or natural nail is similar, but acrylic is applied directly to the nail surface or to the tips.

10. What are the two types of gels?

Light-cured gels harden when exposed to a special light source, either ultraviolet or halogen. No-light gels harden when an activator or accelerator is sprayed or brushed on, or when they are soaked in water. They are thicker and can be applied by themselves or over a silk or fiberglass wrap.

11. List at least 10 safety precautions you should always follow when performing artificial nail services.

- Use a new orangewood stick with each client.
- Keep all products from touching the skin. They may cause sensitivities.
- Keep alcohol nearby in case the acrylic gets hot from the chemical action of the product.
- Soften the edges on your abrasive. A new file can etch a groove in the nail during filing.
- If you accidentally touch the nails after you apply antiseptic, you must clean them again and reapply.
- When working with primer, put on safety gloves and safety glasses. Offer safety glasses to your client.
- Check primer for clarity on a regular basis to make sure it is not contaminated with bacteria. If bacteria is present, the primer will appear cloudy.
- Use primer sparingly. It can cause irritation or primer burn if it touches the skin.
- If you accidentally spill primer on your clothing, remove the soiled garment immediately.
- Acrylic applied too thickly near the cuticle or touching the cuticle will lift.
- Do not use a nipper to clip away loose acrylic. Nipping may make the lifting problem worse and can damage the nail plate. If lifting is excessive, soak off the acrylic and start fresh with a new nail application.
- Make sure bottles are tightly capped when not in use.
- Do not store acrylic products near heat, or use near an open flame.
- Do not apply acrylic to injured or inflamed skin.
- Make sure that your work area is well ventilated.

CHAPTER 24

1. What are the two ways in which you may go into business for yourself?

Open a salon or rent a booth in a salon.

2. List five factors to consider when opening a beauty salon.

Location, the surrounding area, salon visibility, parking facilities, and competing salons.

3. Name three types of ownership under which a business may operate.

Individual ownership, partnership, and corporate ownership.

4. What purpose do accurate records serve?

Proper business records are necessary to meet the requirements of local, state, and federal laws regarding taxes and employees.

5. What two types of supplies make up a beauty salon's inventory?

Consumption supplies and retail supplies.

6. Why is the reception area of a salon important?

It is the area where the client is greeted and introduced to the salon, and a significant amount of business is conducted there.

7. Why is the receptionist called the "quarterback" of the salon?

He or she is the first person the client will see upon arrival; also handles other important functions, including answering the phone, booking appointments, informing the stylist that a client has arrived, preparing the daily appointment information for the staff, and recommending other services to the client.

8. Explain the elements of good telephone technique.

Use a pleasant telephone voice, show interest and concern when talking with a client or a supplier, be polite, respectful, and courteous to all callers, be tactful, and plan what is to be said during the call.

9. List six different kinds of advertising.

Newspaper, direct mail, classified ads, window display, radio, and television.

10. What is the best form of advertising? Why?

Client referral, because it comes with a personal recommendation from a satisfied client.

CHAPTER 25

1. What is the most important way a learner can do well on any test?

To be thoroughly familiar with the applicable course content.

2. Explain deductive reasoning.

It is a process which allows learners to reach a logical conclusion by employing logical reasoning.

3. List eight steps learners should take prior to the actual examination to improve results.

Answer:

- *Get mentally and physically ready. Develop a positive attitude toward taking the test.*
- *Know what to expect; learn ahead of time what type of test you will be taking, the date and time of the test, and what materials are needed.*
- *Follow a healthy diet to ensure that your body and mind are clear and ready.*
- *Exercise regularly during the weeks preceding the test.*
- *Get plenty of rest the evening before the test.*
- *Dress comfortably.*
- *Expect some anxiety; being concerned about the test results may help you do better.*
- *Avoid cramming the night before an examination.*

4. List at least 12 strategies learners can use on the day of the actual examination for improved results.

- *Relax and try to slow down physically; take slow deep breaths to calm yourself.*
- *Review the material lightly the day of the exam if possible.*
- *Arrive early with the correct selfconfident attitude; be alert, calm, and ready for the challenge.*
- *Read all written directions and listen carefully to all verbal directions before beginning.*
- *Ask the test examiner questions if there is anything you don't understand.*
- *Skim the entire test before beginning.*
- *Budget your time to ensure that you have ample time to complete the test; do not spend too much time on one question.*
- *Wear a watch so you can monitor the time allotted.*
- *Begin work as soon as possible and mark the answers in the test booklet carefully, but quickly.*
- *Answer the easiest questions first in order to save time for the more difficult ones; reviewing all the questions first may give you clues to the more difficult questions.*
- *Mark any questions which are skipped so they can be easily identified later.*
- *Read each question carefully; make sure you know what the question is asking so you can answer all parts.*
- *Answer as many questions as possible; for questions you are unsure of, guess or estimate.*
- *Look over the test when it is completed to be sure you have read all questions correctly and answered as many as possible.*
- *Make changes to answers only if there is a good reason to do so.*
- *Check the test booklet carefully before turning it in.*

5. When considering a statement on a true/false test, why are long statements more likely to be true than shorter statements?

Because it takes more detail to provide the truthful, factual data.

6. Name and describe at least five types of salon businesses.

- *small independent salon: owned by an individual or two or more partners; usually has one to three styling chairs*
- *independent salon chains: usually chains of ten or fewer salons owned by one individual or two or more partners; range from basic hair salons to full-service salons to day spas, from low-priced to very high-priced*
- *large national salon chains: companies that operate salons throughout the country and even internationally; can be budget or value-priced, haircut-only or full-service, midprice or high end; may operate within department store chains; management and marketing professionals at corporate headquarters*

make all the decisions for each salon, such as size, decor, hours, services, prices, advertising, and profit targets

- *franchise salons: salons owned by individuals who pay a fee to use the name; these individuals receive a business plan and can take advantage of national marketing campaigns; such decisions as size, location, decor, and prices are made in advance by the parent company*
- *basic value-priced salons: often located in busy low-rent strip shopping centers; depend on a high volume of walk-in traffic; hire recent cosmetology graduates and generally pay by the hour, sometimes adding commission-style bonuses; haircuts are usually priced around \$10, sometimes less, and stylists are trained to work fast, with no frills*
- *midpriced full-service salons: cater to men, women, and children with a complete menu of hair, nail, and skin services and retail products; often offer “service and retail packages” to entice haircut-only clients; also run strong marketing programs to encourage client returns and referrals*
- *high-end image salons or day spas: salons where clients can have their hair styled by a well-known stylist and can also be pampered with luxurious, higher-priced services and treatments; usually located in trendy, upscale sections of large cities, elegant mansions, high-rent office and retail towers, or luxury hotels and resorts; clients expect a high level of personal service*
- *booth rental establishments: see Chap. 24*

7. List up to eight strategies that you will find helpful when writing your resume.

- *Make it easy to read. Use concise clear sentences and avoid overwriting or flowery prose.*
- *Know your audience; use the vocabulary and language used by your potential employer.*
- *Keep it short. Keep the overall length to one or two pages and no more.*
- *Stress accomplishments. Emphasize past accomplishments and skills used to achieve desired results.*
- *Center on career goals. Focus on information that is relevant to your own career goals or the position sought.*
- *Emphasize transferable skills. Stress the skills you have already obtained which are transferable to support your current career goals.*
- *Use action verbs. Begin accomplishment statements with action verbs such as: achieved, coordinated, developed, increased, maintained, and strengthened rather than with a personal pronoun.*
- *Make it neat. A poorly structured, badly typed resume is a reflection of you.*

8. List at least six things you should avoid when developing your resume.

- *Avoid salary references. Don't state your salary history or reason for leaving your former employment.*
- *Don't enclose a photograph (you may look like someone the reader dislikes).*
- *Don't stretch the truth. Misinformation or untruthful statements will catch up with you.*
- *Don't include personal references. Potential employers are really only interested in references who can speak to your professional ability.*
- *Avoid the personal. Don't use references to hobbies or memberships that are not business related.*
- *Don't expect too much. Don't hold unreasonable expectations of what a resume can accomplish. The potential employer is looking to hire a person, not a resume!*

9. List several items that should be included in your professional portfolio.

- *Diplomas, both secondary and postsecondary.*
- *Awards and achievements while completing the practitioner course.*
- *Current resume focusing on accomplishments.*
- *Letters of reference from former employers.*
- *Synopsis of continuing education and/or copies of actual training certificates.*
- *Statement of professional affiliations (memberships in industry organizations).*
- *Statement of relevant civic affiliations and/or activities.*
- *Before and after photographs of services you have performed on clients or models.*
- *A brief statement about why you have chosen a career in cosmetology.*
- *Any other relevant information.*

10. Briefly summarize the preliminary things you should consider before beginning your salon search.
- *Accept that you probably won't begin where you ultimately want to be. Don't wait until graduation to begin your search. If you do, it is probable that you will take the first offer you receive and that may not be the most suitable establishment for you.*
 - *Locate an establishment that serves the type of clients you wish to serve. You may not get the opportunity of starting exactly where you want to be, but your experience there will be more beneficial if it relates to your ultimate career goals.*
 - *Obtain a list of area salons or establishments. The yellow pages is the best source for this list. You may desire to relocate to another area. The local library probably has phone books you would need to compile your list. The Internet may also be useful for this task.*
 - *Watch for advertising by various salons. Look for consistency; evaluate the quality of the ad; consider what market they are targeting in the ad.*
11. In your own words, explain what can be accomplished by visiting a salon prior to an employment interview.

Visiting salons prior to an employment interview allows you to begin the process of networking and allows you to establish contacts and distinguish between establishments.

12. Why are thank-you notes important even if you visit a salon where you do not wish to become employed?

You should never burn your bridges, but rather build a network of contacts who have a favorable opinion of you. You never know when the future will find you working together in some capacity or another.

13. List twelve important interview behaviors that you should practice.

- *Always be on time. If you are unsure of the location, be sure to find it the day before so there will be no reason for delays.*
- *Project a warm, friendly smile. Smiling is the universal language.*
- *Walk, sit, stand with good posture.*
- *Be polite and courteous.*
- *Don't sit until asked or it is obvious that you are expected to do so.*
- *Don't smoke or chew gum even if either is offered to you.*
- *Don't lean or touch the interviewer's desk. People are often territorial and do not like their personal space invaded without invitation.*
- *Don't fidget. You must concentrate on appearing confident and create a positive first impression.*
- *Speak clearly. The interviewer must be able to hear and understand you.*
- *Answer questions honestly. Think the question and the answer through carefully. Don't speak before you are ready and don't speak for more than 2 minutes at a time.*
- *Acknowledge the interview with thanks.*
- *Never criticize former employers.*

CHAPTER 26

1. What should you look for in a salon to determine whether or not it is right for you?

A salon whose characteristics and attitudes match your personal style and your attitudes about life.

2. List seven rules of conduct that help a new employee succeed in a service profession like cosmetology.

Put others first, be true to your word, be punctual, be grateful, be a problem-solver, be respectful, be a life-long learner.

3. List six habits of a good team player.

The six habits of team players are: strive to help, pitch in, share your knowledge, remain positive, become a relationship builder, be willing to resolve conflicts, be sincerely loyal.

4. Explain how a job description is used by the salon and by the employee.

A job description enumerates all your job duties so that you are clear on what is expected of you and so the salon can have reasonable criteria with which to make evaluations.

5. What are the three most common methods of salon compensation?

Salary, commission, and salary plus commission.

6. Complete a personal budget and explain why managing your personal finances is important to your success.

If your personal finances are stable, then you can make better business decisions and meet all of your obligations.

7. Name at least six principles of selling retail products in the salon.

- *Be familiar with the products.*
- *Adapt your approach according to the needs and personality of the client.*
- *Be self-confident in your recommendations.*
- *Generate interest by asking questions.*
- *Never misrepresent a service or product.*
- *Do not underestimate the client's intelligence.*
- *Demonstrate use of the product if possible.*
- *Stop selling when the client has agreed to buy.*

8. List the important personal characteristics that help you build a client base.

Provide good service, be reliable, be respectful, be positive, and be professional.

9. Explain at least three different activities you can undertake to expand your client base.

Birthday cards with special offers to current clients, business card referrals, local business referrals, public speaking engagements.

CHAPTER 14 Study of Nails

Make flash cards using the following words:

1. Free Edge
2. Nail Body
3. Nail Wall
4. Lunula
5. Eponychium
6. Cuticle
7. Nail Matix
8. Nail Root
9. Mantle
10. Nail Bed
11. Nail Grooves
12. Perionychium
13. Hyponychium
14. Onychosis
15. Etiology
16. Systemic
17. Diagnosis
18. Prognosis
19. Six signs of infection
20. Onychomycosis
21. Tinea manus
22. Tinea pedis
23. Paronychia
24. Onychoptosis
25. Onychia
26. Onychatrophia
27. Onycholysis
28. Blue Nail
29. Eggshell Nail
30. Corrugations
31. Kolionychia
32. Furrows
33. Onychogryposis
34. Onychocryptosis
35. Onychauxis
36. Agnail
37. Bruised Nail
38. Leuconychia
39. Pterygium
40. Onychophagy
41. Onychorrhhexis
42. Pigmentation

For disorders, diseases, and conditions, write what it is, cause, prognosis, and treatment

Name: _____

Haircutting Worksheet 1

Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

1. The artistic carving or removing of hair lengths to create various forms and shapes is defined as:
 - a. haircutting
 - b. hairstyling
 - c. hair coloring
 - d. chemical texturizing

2. The foundation of every haircut is:
 - a. porosity
 - b. texture
 - c. color
 - d. form

3. The three dimensions of form are:
 - a. texture, shape and color
 - b. width, color and texture
 - c. length, width and texture
 - d. length, width and depth

4. What element of a haircut produces its form?
 - a. length arrangement
 - b. color
 - c. texture
 - d. porosity of the hair

5. Horizontal lines are:
 - a. up and down
 - b. parallel to the horizon
 - c. slanted
 - d. curved

6. What are vertical lines?
 - a. lines that go straight up and down
 - b. lines that go left to right
 - c. lines that slant
 - d. lines that are convex

7. The lines that curve inward, like the inside of a sphere, are called:
 - a. convex
 - b. diagonal
 - c. concave
 - d. horizontal

Name: _____

8. The lines used in haircutting that create the illusion of movement and excitement are called:
 - a. vertical lines
 - b. horizontal lines
 - c. diagonal lines
 - d. curved lines

9. How many degrees are there in a full circle?
 - a. 45 degrees
 - b. 90 degrees
 - c. 180 degrees
 - d. 360 degrees

10. The term used to describe the hair as the lengths lay or fall naturally over the curve of the head is:
 - a. anatomy
 - b. natural fall
 - c. structure graphic
 - d. normal projection

11. The widest area around the head is known as the:
 - a. crest area
 - b. interior area
 - c. parietal area
 - d. exterior area

12. What is unactivated texture?
 - a. a smooth texture
 - b. a rough texture
 - c. when the ends of the hair strands are showing
 - d. a wet look

13. What is activated texture?
 - a. a smooth texture
 - b. a rough texture
 - c. when no ends of the hair strands are showing
 - d. a dry look

14. Which of the following forms would indicate a smooth texture?
 - a. square combination
 - b. graduation
 - c. uniformly layered
 - d. solid

Name: _____

15. The projection used to create the arrangement of hair lengths that are the same throughout the head form is:
 - a. 0-degree angle cut
 - b. 30-degree angle cut
 - c. 45-degree angle cut
 - d. 90-degree angle cut

16. Which basic form consists of hair lengths that progress from shorter in the exterior to longer in the interior and is referred to as a one-length cut?
 - a. solid
 - b. graduated
 - c. increase-layered
 - d. uniformly layered

17. The graduated form is sometimes referred to as a wedge cut or a(n):
 - a. bob
 - b. shag
 - c. 0-degree angle cut
 - d. 45-degree angle cut

18. What form would result from creating a 180-degree angle cut?
 - a. solid
 - b. graduated
 - c. increase-layered
 - d. uniformly layered

19. A layered cut or 90-degree cut is known as a(n):
 - a. solid form
 - b. graduated form
 - c. increase-layered form
 - d. uniformly layered form

20. All of the following are true about the uniformly layered form EXCEPT:
 - a. circular shape
 - b. activated texture
 - c. same length throughout
 - d. rectangular or oval shape

21. What form is also known as a box cut?
 - a. increase-layered
 - b. solid
 - c. square
 - d. graduated

Name: _____

22. Which of the following cutting tools is used to create a clean, blunt edge?
 - a. razor
 - b. shears
 - c. clippers
 - d. taper shears

23. When cutting with a razor, all of the following results are achieved EXCEPT:
 - a. ends are tapered
 - b. softer appearance to hair
 - c. a diffused form line appears
 - d. regular alternation of short and long lengths

24. Taper shears, also known as thinning shears, are used on the ends of the hair to:
 - a. reduce bulk
 - b. create precise lines
 - c. create a clean, blunt edge
 - d. create a broom-like effect

25. Which finger should be placed in the finger grip to control the still blade when holding shears?
 - a. ring
 - b. pinky
 - c. index
 - d. thumb

26. The moveable blade of the shears is controlled by the:
 - a. still blade
 - b. thumb grip
 - c. hand screw
 - d. finger brace

27. To hold the comb and shear in the same hand, without jeopardizing your client's safety, release the thumb grip and:
 - a. wrap your fingers tightly around the blade
 - b. close your fingers over the finger grip
 - c. close your palm over the shear
 - d. wrap your thumb around the finger grip

28. What type of cutting position is commonly used for cutting solid forms?
 - a. palm up
 - b. palm to palm
 - c. palm down
 - d. on top of the fingers

Name: _____

29. This position is commonly used when cutting along diagonal lines:
 - a. palm up
 - b. palm down
 - c. palm to palm
 - d. on top of the fingers

30. Which of the following shear types has the least amount of spacing between teeth?
 - a. taper 8 shears
 - b. taper 16 shears
 - c. taper 32 shears
 - d. channeling shears

31. Which of the following shear types removes a minimal amount of hair within a parting?
 - a. taper 8 shears
 - b. taper 16 shears
 - c. taper 32 shears
 - d. channeling shears

32. For the comfort of the client and ease in cutting when using the razor, the hair should be:
 - a. damp to wet
 - b. dry
 - c. permed
 - d. tinted

33. When using electric clippers, the attachment that allows the hair to be cut at the same length is the:
 - a. taper
 - b. razor
 - c. guard
 - d. trimmer

34. A trimmer, also known as an edger, is a tool used to:
 - a. create beveling
 - b. part and distribute the hair
 - c. outline and refine the hairline
 - d. create short lengths within the form

35. As it cuts hair, the moveable blade of the clipper moves:
 - a. up and down
 - b. to the left only
 - c. to the right only
 - d. from side to side

Name: _____

36. What product defines texture and gives a light to firm hold on wet or dry hair?
- a. pomade
 - b. mousse
 - c. cutting lotion
 - d. gel
37. What product adds gloss and sheen to dry hair and creates texture separation?
- a. pomade
 - b. mousse
 - c. cutting lotion
 - d. gel
38. Which tool controls short perimeter lengths when cutting against the skin?
- a. razor
 - b. trimmer
 - c. cutting comb
 - d. taper/contour comb

Name: _____

Test Ch 9 Haircutting

Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

1. The artistic carving or removing of hair lengths to create various forms and shapes is defined as:
 - a. haircutting
 - b. hairstyling
 - c. hair coloring
 - d. chemical texturizing

2. What element of a haircut produces its form?
 - a. length arrangement
 - b. color
 - c. texture
 - d. porosity of the hair

3. The lines that curve inward, like the inside of a sphere, are called:
 - a. convex
 - b. diagonal
 - c. concave
 - d. horizontal

4. How many degrees are there in a full circle?
 - a. 45 degrees
 - b. 90 degrees
 - c. 180 degrees
 - d. 360 degrees

5. The widest area around the head is known as the:
 - a. crest area
 - b. interior area
 - c. parietal area
 - d. exterior area

6. What is activated texture?
 - a. a smooth texture
 - b. a rough texture
 - c. when no ends of the hair strands are showing
 - d. a dry look

7. Which of the following forms would indicate a smooth texture?
 - a. square combination
 - b. graduation
 - c. uniformly layered
 - d. solid

Name: _____

8. Which basic form consists of hair lengths that progress from shorter in the exterior to longer in the interior and is referred to as a one-length cut?
 - a. solid
 - b. graduated
 - c. increase-layered
 - d. uniformly layered

9. The graduated form is sometimes referred to as a wedge cut or a(n):
 - a. bob
 - b. shag
 - c. 0-degree angle cut
 - d. 45-degree angle cut

10. A layered cut or 90-degree cut is known as a(n):
 - a. solid form
 - b. graduated form
 - c. increase-layered form
 - d. uniformly layered form

11. What form is also known as a box cut?
 - a. increase-layered
 - b. solid
 - c. square
 - d. graduated

12. When cutting with a razor, all of the following results are achieved EXCEPT:
 - a. ends are tapered
 - b. softer appearance to hair
 - c. a diffused form line appears
 - d. regular alternation of short and long lengths

13. The moveable blade of the shears is controlled by the:
 - a. still blade
 - b. thumb grip
 - c. hand screw
 - d. finger brace

14. What type of cutting position is commonly used for cutting solid forms?
 - a. palm up
 - b. palm to palm
 - c. palm down
 - d. on top of the fingers

Name: _____

15. Which of the following shear types has the least amount of spacing between teeth?
 - a. taper 8 shears
 - b. taper 16 shears
 - c. taper 32 shears
 - d. channeling shears

16. For the comfort of the client and ease in cutting when using the razor, the hair should be:
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 - d. tinted

17. When using electric clippers, the attachment that allows the hair to be cut at the same length is the:
 - a. taper
 - b. razor
 - c. guard
 - d. trimmer

18. What product defines texture and gives a light to firm hold on wet or dry hair?
 - a. pomade
 - b. mousse
 - c. cutting lotion
 - d. gel

19. Which tool controls short perimeter lengths when cutting against the skin?
 - a. razor
 - b. trimmer
 - c. cutting comb
 - d. taper/contour comb

20. The area below the occipital is referred to as the:
 - a. nape
 - b. crest
 - c. crown
 - d. perimeter

21. The direction the hair assumes as it falls naturally from the head due to gravity is called:
 - a. natural distribution
 - b. perpendicular distribution
 - c. shifted distribution
 - d. directional distribution

Name: _____

22. Which of the following angles best represents low projection (elevation)?
- 0 to 30 degrees
 - 30 to 60 degrees
 - 90 to 180 degrees
 - 180 to 240 degrees
23. Holding the hair straight out from the curve of the head and cutting at 90 degrees is using what level of projection?
- low
 - medium
 - high
 - increased
24. The two types of finger and shear positions that are used while cutting are:
- parallel and nonparallel
 - natural and perpendicular
 - left and right
 - stationary and mobile
25. Which line is considered to be the artistic guideline used while cutting hair?
- crest line
 - design line
 - elevation line
 - projection line
26. A moveable guide that consists of a small amount of previously cut hair is known as what type of design line?
- stationary
 - parallel
 - controllable
 - mobile
27. Which of the following terms identifies the technique used to check the accuracy of a haircut by using the opposite parting pattern?
- parting
 - sectioning
 - texturizing
 - crosschecking
28. Texturizing reduces bulk without:
- lengthening the hair
 - adding volume to the hair
 - adding additional movement to the hair
 - shortening the overall length appearance of the hair

Name: _____

29. As a general rule, coarse hair should be texturized at least:
 - a. 1/2" (1.25 cm) away from the scalp
 - b. 1" (2.5 cm) away from the scalp
 - c. 1.5" (3.75 cm) away from the scalp
 - d. 2" (5.0 cm) away from the scalp

30. A technique performed on the ends of the hair to reduce bulk, allow for mobility, soften the ends and blend weight lines is called:
 - a. slithering
 - b. razor rotation
 - c. end texturizing
 - d. base texturizing

31. To allow for more control and the shrinkage factor, very curly hair should be texturized while it is:
 - a. dry
 - b. wet
 - c. damp
 - d. processing

32. Which of the following growth patterns forms from a point at the front hairline and curves to one side?
 - a. whorl
 - b. fringe
 - c. cowlick
 - d. widow's peak

True/False

Indicate whether the sentence or statement is true or false.

33. Haircutting is defined as the artistic carving or removing of hair lengths to create various forms and shapes.
 - a. True
 - b. False

34. Natural fall describes the arrangement of lengths across the curves of the head.
 - a. True
 - b. False

35. The uniformly layered form has consistent lengths throughout the design.
 - a. True
 - b. False

36. The hand-held implements you use during a haircutting procedure must be disinfected after each use.
 - a. True
 - b. False

Name: _____

37. The more teeth the taper shear has, the more hair it removes.
 - a. True
 - b. False

38. When cutting with a razor, it is essential that the hair is dry throughout.
 - a. True
 - b. False

39. With shifted distribution, the hair is combed out of natural distribution in any direction except perpendicular to its base parting.
 - a. True
 - b. False

40. The four basic forms are solid, graduated, increase-layered and rectangle.
 - a. True
 - b. False

Name: _____

Ch 7 Quiz #2 P. 187-196

Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

1. The degree of coarseness or fineness of the hair fiber is referred to as:
 - a. texture
 - b. density
 - c. porosity
 - d. viscosity

2. The number of active hair follicles per square inch on the scalp refers to:
 - a. color
 - b. texture
 - c. density
 - d. porosity

3. Extreme porosity describes hair that has been damaged by the environment or has been:
 - a. broken
 - b. stretched
 - c. conditioned
 - d. overprocessed

4. Small cracks starting in the cuticle and splitting the hair entirely are known as brittle hair, fragilitis crinium or:
 - a. pityriasis
 - b. trichoptilosis
 - c. trichorhexis nodosa
 - d. pityriasis steatoides

5. Which of the following is a condition in which alternating bands of gray and dark hair exist?
 - a. matting
 - b. canities
 - c. ringed hair
 - d. monilethrix

6. A condition in which beads or nodes form on the hair shaft is called:
 - a. canities
 - b. nodules
 - c. monilethrix
 - d. hypertrichosis

Name: _____

7. Dry flakes attached to the scalp or on the hair, which can appear translucent, are called:
 - a. ringworm
 - b. split ends
 - c. pediculosis capitis
 - d. pityriasis capitis simplex

8. The medical term for greasy or waxy dandruff is:
 - a. tinea capitis
 - b. tinea favosa
 - c. pityriasis capitis
 - d. pityriasis steatoides

9. A red, circular patch of small blisters caused by a vegetable parasite is also known as tinea or:
 - a. pityriasis
 - b. ringworm
 - c. split ends
 - d. dry socket

10. What scalp disease might be present if prior to a service several dry, yellow, encrusted areas on the scalp are noticed along with a peculiar odor?
 - a. scabies
 - b. pityriasis
 - c. tinea favosa
 - d. pediculosis capitis

11. Red, watery vesicles or pus-filled areas caused by an itch mite burrowing under the skin are known as:
 - a. dandruff
 - b. scabies
 - c. head lice
 - d. ringworm

12. An infestation of head lice on the scalp is called:
 - a. scabies
 - b. tinea favosa
 - c. pediculosis capitis
 - d. pityriasis steatoides

13. Which hair color generally has the highest number of hairs per square inch on the head?
 - a. red
 - b. black
 - c. brown
 - d. blonde

Name: _____

14. Short, fine, non-pigmented hair that covers most of the body is called:
 - a. cilia
 - b. vellus
 - c. lanugo
 - d. terminal

15. What is the average amount of daily hair loss?
 - a. 10 to 20 strands
 - b. 40 to 100 strands
 - c. 250 to 500 strands
 - d. 1,000 strands

16. In androgenetic alopecia, a combination of heredity, hormones and age causes:
 - a. the hair's growing cycle
 - b. the anagen phase to become longer
 - c. the telogen phase to become shorter
 - d. shrinking or miniaturization of follicles

17. Which procedural step is generally used to determine if hair loss may be identified as androgenetic alopecia?
 - a. ask questions about family history
 - b. instruct client to consult a physician
 - c. determine the pattern of hair growth
 - d. examine the hair shaft under a microscope

18. There is a gradual conversion from terminal hair follicles to vellus-like follicles in clients with:
 - a. ringworm
 - b. split ends
 - c. postpartum alopecia
 - d. androgenetic alopecia

19. A smaller diameter ponytail on female clients is a sign of:
 - a. ringworm
 - b. split ends
 - c. telogen effluvium
 - d. androgenetic alopecia

20. Sudden hair loss in round or irregular patches without the display of an inflamed scalp is referred to as:
 - a. alopecia areata
 - b. telogen effluvium
 - c. traumatic alopecia
 - d. postpartum alopecia

Name: _____

21. Hair loss caused by excessive pulling or twisting on the hair or by chemical damage is called:
- a. areata
 - b. terminal
 - c. telogen effluvium
 - d. traumatic alopecia

True/False

Indicate whether the sentence or statement is true or false.

22. In healthy hair, the cuticle scales should lie flat along the cortex.
- a. True
 - b. False
23. Abrasion of the hair can occur from loss of pigment in the hair as the person ages.
- a. True
 - b. False
24. During androgenetic alopecia, the active growth stage (anagen) becomes shorter while the resting phase (telogen) becomes longer.
- a. True
 - b. False
25. Women who stop taking birth-control pills or eat a crash diet that is too low on protein may experience a type of hair loss known as postpartum alopecia.
- a. True
 - b. False

Name: _____

Ch 13 Hair Coloring Worksheet #2

Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

1. What products are used to remove or diffuse melanin?
 - a. tints
 - b. toners
 - c. lighteners
 - d. intensifiers

2. Lighteners utilize ingredients such as ammonia and peroxide to penetrate the cortex and:
 - a. create a foundation
 - b. stop the oxidation process
 - c. cause the melanin to break down
 - d. increase the vibrancy of a color

3. Hair should never be lightened or decolorized to:
 - a. white
 - b. palest yellow
 - c. the third degree
 - d. the orange stage

4. If the hair is overlightened, a toner may cause the hair to appear:
 - a. shiny
 - b. brassy
 - c. ashy or gray
 - d. darker than desired

5. Which of the following factors would NOT affect the processing time when lightening hair?
 - a. texture of the hair
 - b. porosity of the hair
 - c. the amount of natural pigment
 - d. hair length

6. When the hair is decolorized (prelightened) and recolorized with new pigment, this is a technique known as:
 - a. concentrate
 - b. double-process
 - c. pre-lightening
 - d. on-the-scalp lightener

Name: _____

7. Which of the following statements about on-the-scalp lightener is NOT true?
 - a. comes in oil and cream
 - b. possesses a pH of around 9
 - c. lightens the natural pigment
 - d. darkens the natural pigment

8. What can be mixed with an on-the-scalp lightener to speed the process?
 - a. water
 - b. peroxide
 - c. a thinning agent
 - d. an activator (booster)

9. What product comes in powder form and when mixed with hydrogen peroxide becomes a strong lightening agent?
 - a. henna
 - b. mousse
 - c. intensifiers
 - d. off-the-scalp lightener

10. A powder lightener without buffering agents and conditioners could NOT be used for which of the following procedures?
 - a. weaving
 - b. surface painting
 - c. partial highlights
 - d. on-the-scalp lightening

11. On-the-scalp and off-the-scalp lighteners have a pH level around:
 - a. 3
 - b. 5
 - c. 7
 - d. 9

12. Which of the following items is an oxidizing agent used with demi-permanent and permanent colors, lighteners and toners?
 - a. filler
 - b. drabber
 - c. intensifier
 - d. developer

13. What is the pH level of hydrogen peroxide?
 - a. between 1.2 and 2.2
 - b. between 2.5 and 4.5
 - c. between 5.5 and 6.5
 - d. between 7.2 and 8.2

Name: _____

14. What is used to achieve more levels of lift when working with lighteners?
 - a. a stronger toner
 - b. an additional developer
 - c. lower volume of developer
 - d. higher volume of developer

15. Which type of mixing bowls may cause peroxide to weaken?
 - a. glass
 - b. metal
 - c. plastic
 - d. ceramic

16. What is the shelf life of hydrogen peroxide?
 - a. 2 months
 - b. 1 year
 - c. 3 years
 - d. indefinite

17. Color products that are available, but are not recommended for professional use are:
 - a. temporary colors
 - b. off-the-scalp lighteners
 - c. semi-permanent colors
 - d. metallic, compound dyes and vegetable dyes

18. Metallic dyes are known as progressive dyes because the:
 - a. hair lightens with each application
 - b. hair darkens with each application
 - c. cost increases with each application
 - d. processing time decreases with each application

19. Why does the base area lighten faster during a virgin lighter technique?
 - a. hair at base is darker
 - b. hair at base is fully keratinized
 - c. heat from the scalp accelerates processing
 - d. lack of exposure to environment causes resistance

20. Which application technique is used to brush color or lightener on the surface of the hair?
 - a. base retouch
 - b. base to ends
 - c. freeform painting
 - d. midstrand-to-ends then base

Name: _____

21. Special effects using color darker than the natural hair color on selected strands is referred to as:
 - a. lowlighting
 - b. darklighting
 - c. freeforming
 - d. base to ends

22. Which of the following techniques utilizes a piece of foil or thermal strip to isolate the selected strands prior to coloring?
 - a. freeform painting
 - b. retouch application
 - c. weaving and slicing
 - d. zone coloring

23. The amount and density of the strands selected during the cap technique in hair coloring will determine:
 - a. the porosity of the hair
 - b. the elasticity of the hair
 - c. the type of product to use
 - d. if the effect will be subtle or dramatic

24. After the formula has been mixed, any leftover color product needs to be:
 - a. discarded
 - b. disinfected
 - c. stored in a dry cabinet
 - d. placed on the shelf in its proper place

25. Overlapping lightener during a retouch service could:
 - a. result in breakage
 - b. ensure proper coverage
 - c. result in uniform coverage
 - d. help speed up the procedure time

26. What signs after a predisposition test would prevent you from proceeding with a color service?
 - a. color staining
 - b. redness or swelling
 - c. lightness of skin
 - d. darkness of skin

27. To prevent irritating and staining the hairline apply:
 - a. lotion
 - b. mousse
 - c. barrier cream
 - d. cosmetic cream

Name: _____

28. If the hair does not appear light enough during a preliminary strand test, which step should be implemented?
 - a. decrease processing time
 - b. increase processing time
 - c. add a filler to the formula
 - d. add conditioning agents to the formula

29. To avoid false color analysis, be sure the location used for performing the consultation is:
 - a. the reception area
 - b. a room with no windows
 - c. well-lit, preferably with windows
 - d. a room with fluorescent lighting

30. Repeating back what a client has said in order to clarify any misunderstanding is called:
 - a. repetitiveness
 - b. active listening
 - c. passive listening
 - d. reflective listening

31. When should the cosmetologist ask a client about past color services?
 - a. during the Greet phase
 - b. during Ask, Analyze and Assess
 - c. while completing the service and thanking the client
 - d. during the Delivery phase

32. During the Ask, Analyze and Assess phase, which of the following items could be used to better understand the client's hair color desires?
 - a. appointment book
 - b. photos or hair color swatches
 - c. client release statement
 - d. client record card

33. Maintaining consistent hair color services and consistent chemical results can be achieved by:
 - a. overbooking clients
 - b. keeping accurate records
 - c. leaving obligations unfulfilled
 - d. using negative body language

34. In what condition should the hair be when a temporary color is applied?
 - a. dry
 - b. soaking wet
 - c. unshampooed
 - d. clean, towel-blotted

Name: _____

35. Semi-permanent colors are usually applied with a brush onto:
 - a. dry hair
 - b. soaking wet hair
 - c. unshampooed hair
 - d. clean, towel-dried hair

36. When performing a virgin lighter technique on a client, the color first should be applied:
 - a. at the base only
 - b. at the ends only
 - c. from the ends to the midstrand
 - d. from the midstrand to the ends

37. During a retouch procedure for a lighter result, apply mixture to:
 - a. ends only
 - b. faded areas only
 - c. entire hair structure
 - d. base (new growth) area only

38. How often should the client generally schedule a retouch after receiving a lighter result on the hair?
 - a. 5 to 6 days
 - b. every week
 - c. every 3 to 6 weeks
 - d. every 6 months

39. What process involves decolorizing the hair and then recolorizing the hair to the desired tone?
 - a. toning
 - b. recoloring
 - c. cap highlighting
 - d. double-process blonde

40. What size partings are used for a double-process blonde procedure?
 - a. 1/8" (.3 cm)
 - b. 1/4" (.6 cm)
 - c. 1/2" (1.25 cm)
 - d. 1" (2.5 cm)

41. In a double-process blonde procedure, after rinsing the lightener and checking for scalp abrasions you should:
 - a. style the hair
 - b. sculpt the hair
 - c. mix and apply henna
 - d. mix and apply the toner

Name: _____

42. Coloring the hair back to its original color is called a:
- a. tint back
 - b. stripping
 - c. lightening
 - d. repositioning
43. What would provide an even base from which to work during a tint back procedure?
- a. filler
 - b. peroxide
 - c. conditioners
 - d. medicated shampoo
44. Which of the following methods would be used if the client wants to return to his/her natural, lighter shade?
- a. tint back
 - b. apply lightener
 - c. double-process blonde
 - d. hair color removal technique
45. 70% alcohol should be applied to the hair strand for five to seven minutes to remove which of the following products?
- a. henna
 - b. a filler
 - c. shampoo
 - d. a neutralizer
46. Which of the following responses could be the reason for a color result that is too light?
- a. color formula was too light
 - b. hair wasn't decolorized enough
 - c. strength of developer was too low
 - d. color formula was left on too long