

PATHWAY TO SUCCESS

STATE BOARD THEORY REVIEW

41. All people in the cosmetology field wear bright, vibrant haircolor. This is an example of a/an:

- a) fact b) reality c) stereotype d) experiment

42. Keeping and using a cancellation list, and the perception it creates for your Guests, is an example of:

- a) appointment service b) value-added service c) irrelevant service d) up-selling service

43. Running late, deadlines, or personal issues can be demanding situations that can cause:

- a) relief b) stress c) comfort d) passion

44. An individual who has total responsibility for all profits and losses of a business:

- a) sole proprietor b) joint owner c) partner d) corporation

45. Paraphrasing uses your:

- a) words to summarize what you heard b) expertise to up-sell a service c) eyes to read your Guest's body language d) hands to perform a service

My Need To Know Notes:

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