

PRACTICE EXAM 5: RED SEAL HAIRSTYLIST SIMULATION (120 QUESTIONS)

1. A stylist notices a client's scalp has several small, weeping, crusted lesions during the consultation. What is the correct course of action?

- A. Proceed with the service but wear gloves throughout
- B. Apply a scalp astringent before continuing the service
- C. Decline the service and refer the client to a physician
- D. Shampoo with a medicated product to clear the area first

2. Which practice most effectively prevents the transmission of bloodborne pathogens in a salon?

- A. Rinsing shears under hot running water between clients
- B. Disinfecting tools that contact skin with a hospital-grade disinfectant
- C. Wiping combs with a dry paper towel after each use
- D. Storing implements in a closed drawer between services

3. A client cuts their scalp slightly during a razor cut and there is minor bleeding. After stopping the service, what should the stylist do with the contaminated razor?

- A. Rinse it and return it to the station tray
- B. Wipe it with alcohol and continue the haircut
- C. Set it aside to be cleaned at the end of the day
- D. Clean, disinfect, and properly handle it following exposure-control procedures

4. Why must disinfectant solutions be mixed according to manufacturer dilution ratios?

- A. Stronger concentrations always disinfect faster and better

- B. Diluted solutions are cheaper to use over time
- C. Weaker solutions evaporate before reaching surfaces
- D. Incorrect concentration reduces effectiveness or damages tools

5. A salon's autoclave is used to sterilize certain implements. What does sterilization accomplish that disinfection does not?

- A. It removes visible debris from tool surfaces
- B. It cleans tools without the need for prior rinsing
- C. It destroys all microbial life, including bacterial spores
- D. It restores the sharp edge of cutting implements

6. Proper ergonomic positioning at the workstation primarily helps the stylist avoid which outcome?

- A. Spreading infection between clients
- B. Wasting product during application
- C. Repetitive strain and musculoskeletal injury
- D. Overbooking the daily appointment schedule

7. What is the main purpose of a Safety Data Sheet (SDS) in the salon?

- A. To list the retail price of professional products
- B. To record which clients have product allergies
- C. To track inventory levels of chemical supplies
- D. To provide handling, hazard, and first-aid information for products

8. A stylist must dispose of leftover chemical relaxer. What is the correct procedure?

- A. Pour it down the shampoo bowl with cold running water

- B. Follow the SDS and local regulations for chemical disposal
- C. Seal it in the original container for reuse next week
- D. Mix it with neutralizing shampoo before discarding

9. Which condition is the most direct reason to wear gloves during a chemical service?

- A. To improve the stylist's grip on the applicator brush
- B. To keep the product warmer during processing
- C. To prevent product from staining the client's hairline
- D. To protect the stylist's skin from repeated chemical exposure

10. A new staff member asks why ventilation matters when performing chemical services. The best explanation is that adequate ventilation:

- A. Speeds up the chemical processing time
- B. Keeps the product from drying out on the hair
- C. Improves the colour result under salon lighting
- D. Reduces inhalation of fumes and vapours

11. Which tool is most appropriate for creating clean, blunt baseline cuts on wet hair?

- A. Haircutting shears
- B. Thinning (texturizing) shears
- C. A straight razor
- D. Clippers with a guard

12. A stylist's shears are pulling and bending the hair rather than cutting cleanly. What is the most likely cause?

- A. The shears are too lightweight for the hair type
- B. The cutting edges are dull and need sharpening
- C. The tension screw is set too tight
- D. The hair was sectioned too finely

13. Why are thinning shears used in a haircut?

- A. To remove bulk and blend weight without reducing overall length
- B. To create a sharp, defined perimeter line
- C. To sterilize the hair ends during cutting
- D. To add length to the interior of the cut

14. Which factor most determines the correct clipper guard length to select?

- A. The brand of clipper being used
- B. The colour of the client's hair
- C. The desired finished length of the cut
- D. The room temperature of the salon

15. During analysis, a client's hair stretches significantly when wet and does not return, then breaks. This indicates:

- A. Poor elasticity, often linked to damage or over-processing
- B. High porosity from frequent shampooing
- C. Excellent elasticity suited for chemical services
- D. A naturally coarse hair texture

16. A stylist performs a porosity test and finds the cuticle is lifted and absorbs water quickly. This hair is best described as:

- A. Highly porous
- B. Resistant and non-porous
- C. Low density
- D. Fine textured

17. A client presents with small, silvery scales and itching but no inflammation. The most appropriate stylist response is to:

- A. Apply a clarifying treatment to remove the scales
- B. Avoid scalp manipulation and recommend they see a professional
- C. Massage in a conditioning oil to soften the area
- D. Proceed normally because the condition is harmless

18. Why is determining the natural hair level important before a colour service?

- A. It tells the stylist how much product to charge for
- B. It indicates the client's skin sensitivity
- C. It establishes the starting point for formulating the target shade
- D. It predicts how long the style will hold

19. Which scalp condition is characterized by an excess of sebum, giving hair an oily appearance soon after washing?

- A. Dry scalp (simple dandruff)
- B. Seborrhea
- C. Tinea capitis
- D. Alopecia areata

20. What is the primary purpose of conditioning after shampooing?

- A. To strip remaining product buildup from the hair
- B. To restore moisture, smooth the cuticle, and improve manageability
- C. To permanently alter the hair's natural texture
- D. To raise the cuticle in preparation for colour

21. A client with chemically treated, porous hair needs a shampoo recommendation. The best choice is a shampoo that is:

- A. Strongly alkaline to deep-clean the cuticle
- B. High in sulfates to remove all residue
- C. Clarifying, used before every service
- D. Mild and pH-balanced to preserve moisture

22. Before a scalp massage during shampooing, what should the stylist confirm?

- A. That the water is as hot as the client can tolerate
- B. That there are no contraindications such as open sores or sensitivity
- C. That the client has not eaten recently
- D. That conditioner has already been applied

23. Which water temperature is generally recommended for rinsing during shampooing to protect the scalp and hair?

- A. Cold water to fully close the cuticle
- B. Warm (lukewarm) water that is comfortable
- C. Hot water to dissolve all product
- D. Alternating hot and cold water

24. A client complains their hair feels coated and dull despite regular washing. This most likely indicates:

- A. Insufficient conditioner use
- B. Naturally low porosity
- C. Product buildup requiring a clarifying shampoo
- D. An allergy to their current shampoo

25. Why is a client's hair density assessed during analysis?

- A. It determines the client's natural colour level
- B. It influences sectioning and how much hair the cut or style can support
- C. It measures the diameter of individual strands
- D. It indicates the elasticity of the hair

26. A client requests a one-length blunt bob. To achieve a level, even perimeter, the stylist should cut using:

- A. A vertical elevation with over-direction
- B. High elevation throughout the interior
- C. Zero elevation with consistent clean sections
- D. A point-cutting technique on dry hair

27. When cutting a graduated bob, increasing elevation in the cut primarily produces:

- A. A heavier, more solid weight line at the perimeter
- B. Less overall texture in the interior
- C. A longer perimeter length
- D. Stacked layering and graduation through the section

28. A stylist over-directs hair to a stationary guideline while cutting. The result is:

- A. Uniform layers of equal length throughout
- B. Increased length as sections move away from the guide
- C. A blunt, one-length perimeter
- D. Removal of all interior weight

29. Which cutting technique removes weight and creates softness along the ends without shortening the overall length significantly?

- A. Blunt cutting at zero elevation
- B. Cutting with maximum tension and a straight line
- C. Point cutting (notching) into the ends
- D. Sectioning into wide, horizontal panels

30. A client with very curly, coily hair wants a shaped cut. The stylist should generally cut this texture:

- A. Wet with maximum tension for precision
- B. Considering shrinkage, often cutting drier and with less tension
- C. Only with thinning shears to remove bulk
- D. At the highest elevation possible to maximize length

31. When establishing a guideline for a uniform-layered cut, the hair is elevated to:

- A. Zero degrees from the head
- B. 45 degrees on the sides only
- C. 180 degrees and over-directed forward
- D. 90 degrees consistently from the curve of the head

32. A stylist wants to check a finished haircut for balance. The most reliable method is to:

- A. Ask the client whether it looks even
- B. Compare only the front sections in the mirror
- C. Cut a small amount more from each side blindly
- D. Cross-check corresponding sections on both sides for matching length

33. Why does a stylist use consistent tension when cutting straight hair?

- A. To ensure each section is cut at a uniform, predictable length
- B. To raise the cuticle for a cleaner edge
- C. To reduce the processing time of the cut
- D. To remove bulk from the interior automatically

34. A razor cut on wet hair, compared to a shear cut, typically produces:

- A. A heavier, blunter perimeter line
- B. More precise, sharp baseline edges
- C. Softer, more tapered, textured ends
- D. Greater overall length retention

35. A client with fine, thin hair wants the appearance of more fullness. Which cutting approach best supports this goal?

- A. Blunt cuts and minimal layering to maximize perceived density
- B. Heavy thinning throughout to reduce weight
- C. Long, sliced layers that thin the perimeter
- D. A deeply graduated, stacked nape with no weight

36. When cross-checking layers cut at 90 degrees, the stylist should re-check by parting the hair:

- A. In the same direction the hair was originally cut
- B. Only at the front hairline
- C. Randomly across the head
- D. In the opposite direction to the original sectioning

37. A stylist is cutting a fringe (bang) area and wants a soft, broken edge rather than a hard line. The best technique is:

- A. Point cutting into the perimeter of the fringe
- B. Cutting with maximum tension and closed shears
- C. Using clippers over a comb
- D. Blunt cutting at zero elevation with a wide section

38. What is the main reason to keep sub-sections small and clean when cutting?

- A. It speeds up the overall appointment time
- B. It allows greater control and accuracy of the cutting line
- C. It reduces the need to dampen the hair
- D. It eliminates the need to cross-check the cut

39. A client's hair grows in a strong cowlick at the front hairline. When cutting a fringe, the stylist should:

- A. Cut the fringe extra short to flatten the cowlick
- B. Account for the growth pattern, leaving extra length where it lifts
- C. Wet the area heavily and cut with maximum tension
- D. Ignore the cowlick since it disappears when dry

40. Why is hair generally cut while clean and detangled?

- A. Dirty hair processes colour more evenly
- B. Tangled hair holds tension better for cutting
- C. Product buildup helps the shears glide
- D. Debris and tangles distort sectioning and cutting accuracy

41. A barber is performing a clipper-over-comb fade. The key to a smooth, blended transition is:

- A. Using a single guard length over the entire head
- B. Gradually changing guard lengths and angling the comb
- C. Cutting the longest length last at the nape
- D. Avoiding any tapering near the hairline

42. When outlining the nape and around the ears, the stylist uses a trimmer to:

- A. Add bulk to the perimeter hairline
- B. Create clean, defined edges and detail lines
- C. Texturize the interior of the cut
- D. Lift the hair to a higher elevation

43. Before performing a clean shave or detailing facial hair with a razor, the skin should be prepared by:

- A. Applying an alcohol-based astringent to tighten pores
- B. Drying the area thoroughly with a towel
- C. Softening it with warm preparation and lubrication
- D. Chilling the area to reduce sensitivity

44. A client wants their beard line shaped. The first step is to:

- A. Begin shaving against the grain for closeness
- B. Apply hot lather over the entire face
- C. Establish the desired outline and natural growth direction
- D. Remove all bulk with thinning shears

45. When cutting nape hair to a tapered finish, the stylist should work:

- A. From short at the top down to long at the hairline
- B. With one fixed clipper length throughout
- C. Using only shears held vertically
- D. From longer above down to shorter at the hairline for a gradual blend

46. Why should the stylist follow the natural growth direction when detailing a hairline?

- A. It produces a cleaner, more natural-looking edge
- B. It allows the use of a single guard size
- C. It eliminates the need to disinfect the trimmer
- D. It speeds up the chemical processing time

47. A client with sensitive skin is having facial hair removed. To minimize irritation, the stylist should:

- A. Use gentle technique, proper lubrication, and avoid repeated passes
- B. Apply more pressure to finish in fewer strokes
- C. Shave the same area several times for closeness
- D. Skip preparation and work on dry skin

48. What is the primary safety concern when using a straight razor near the nape and ears?

- A. The razor may dull more quickly on fine hair
- B. Risk of nicking the skin in contoured areas
- C. The razor cannot create clean lines there
- D. The area is difficult to disinfect afterward

49. When finishing a fade at the temple and sideburn, sharp, defined lines are best achieved with:

- A. Texturizing shears held flat
- B. The corner edge of a trimmer or edger
- C. A wide-tooth comb and shears
- D. A razor used with heavy tension

50. A client wants a smooth, sleek blowout on naturally wavy hair. To set a smooth foundation, the stylist should:

- A. Apply heavy oil to soaking-wet hair before drying
- B. Rough-dry completely before adding any product
- C. Apply a smoothing/heat-protectant product and direct airflow down the cuticle
- D. Blow-dry against the cuticle to build volume first

51. Why is a heat protectant applied before thermal styling?

- A. It permanently straightens the hair structure
- B. It adds pigment to refresh faded colour
- C. It reduces moisture loss and damage from high heat
- D. It closes open scalp pores during styling

52. A client's wet-set pin curls are placed with the stem directed away from the face. This produces:

- A. Tighter curl with minimal movement at the base
- B. A flat, volume-free result at the scalp
- C. Curl that breaks at the hairline only
- D. Volume and movement directed away from the face

53. When roller setting for maximum volume (lift) at the base, the roller should be placed:

- A. Below the base, with hair under-directed
- B. Half off-base for moderate lift
- C. On-base, with the hair over-directed and the roller sitting on its own base
- D. Off-base, dragging the hair downward

54. A client requests defined finger waves. These are best formed while the hair is:

- A. Completely dry with finishing spray
- B. Wet/damp with styling lotion and shaped with comb and fingers
- C. Coated in a thermal protectant and blow-dried
- D. Saturated with a clarifying rinse

55. Round brushing during a blowout primarily helps to:

- A. Permanently set the curl pattern
- B. Strip excess product from the strand
- C. Open the cuticle for colour absorption
- D. Create tension, smoothness, and directional bend

56. A client with coily hair wants a defined wash-and-go style. The most appropriate approach is to:

- A. Blow-dry rough and then flat iron for definition
- B. Brush the hair vigorously while wet to separate curls
- C. Apply gel to dry hair and scrunch out the moisture
- D. Apply product to wet hair and define curls, then diffuse or air-dry

57. Why is sectioning important when blow-drying a full head of hair?

- A. It reduces the amount of product needed overall
- B. It ensures each area is dried smoothly and evenly with control
- C. It increases the processing time of any colour applied
- D. It prevents the cuticle from absorbing moisture

58. When thermal (flat iron) straightening, excessive repeated passes over the same section will most likely:

- A. Improve long-term shine and elasticity
- B. Cause heat damage and weaken the hair
- C. Permanently relax the hair chemically
- D. Increase the hair's natural curl

59. A finished updo needs to hold securely through an event. The most reliable foundation is:

- A. A well-anchored base of pins and a secured framework
- B. A single elastic band at the crown
- C. Heavy finishing spray applied to loose hair
- D. Backcombing the surface hair only

60. Backcombing (teasing) at the base is used primarily to:

- A. Create lift, volume, and a foundation for the style
- B. Smooth and seal the cuticle layer
- C. Remove tangles before styling
- D. Reduce the hair's natural curl pattern

61. A client wants long-lasting curl from a thermal curling iron. The curl will hold best if, after releasing each curl, the stylist:

- A. Brushes it out immediately while hot
- B. Sprays it heavily with water
- C. Pins or allows it to cool before disturbing it
- D. Applies oil to the warm curl right away

62. When diffusing curly hair, the stylist should use:

- A. High heat and high airflow held close to the scalp
- B. Low airflow to avoid disrupting the curl pattern
- C. A concentrator nozzle directed against the curls
- D. Continuous brushing throughout drying

63. Why is a client's hair fully dry before finishing a smooth style with a flat iron?

- A. Wet hair can scorch or develop bubbles and damage under high heat
- B. Damp hair holds the iron's heat longer for better results
- C. Moisture improves the smoothing effect of the plates
- D. Dry hair requires more passes to straighten

64. A client's style collapses within an hour of leaving the salon. The most likely styling cause is:

- A. Insufficient drying or setting of the hair before finishing
- B. Using too much heat protectant
- C. Sectioning the hair too finely
- D. Rinsing with water that was too cool

65. What is the main benefit of directing airflow from roots to ends along the cuticle during a blowout?

- A. It lifts the cuticle to absorb more product
- B. It smooths the cuticle, increasing shine and reducing frizz
- C. It permanently changes the curl pattern
- D. It removes the need for a heat protectant

66. Before a perm, a client mentions they recently had a relaxer service. The stylist should:

- A. Proceed, since the two chemicals are compatible
- B. Apply the perm only to the relaxed ends
- C. Avoid combining incompatible chemical services on the same hair
- D. Use a stronger waving lotion to overcome the relaxer

67. What does the waving lotion (reducing agent) do during a permanent wave?

- A. It hardens and sets the disulfide bonds in place
- B. It coats the cuticle to add shine
- C. It deposits colour pigment into the cortex
- D. It breaks the disulfide bonds so the hair can take a new shape

68. The neutralizer (oxidizer) in a permanent wave is responsible for:

- A. Softening the hair before wrapping
- B. Removing the rods from the hair
- C. Lifting natural pigment from the cortex
- D. Reforming the broken disulfide bonds in the new curl shape

69. Which rod size produces the tightest curl in a permanent wave?

- A. The largest diameter rod
- B. The smallest diameter rod
- C. A concave rod of any size
- D. A straight rod wrapped loosely

70. A client's hair is resistant and non-porous before perming. The stylist should expect that the hair will:

- A. Process much faster than normal
- B. Require no test curls
- C. Take longer to absorb the waving lotion
- D. Curl tighter with no adjustment needed

71. Why does a stylist perform test curls during processing?

- A. To monitor when the desired curl (S-shape) has formed
- B. To check the client's scalp sensitivity
- C. To measure the hair's natural colour level
- D. To determine the correct neutralizing shampoo

72. Over-processing in a permanent wave most commonly results in:

- A. A weak, limp wave that drops quickly
- B. No change to the hair structure
- C. Damaged, frizzy hair with poor elasticity
- D. A perfectly tight, durable curl

73. When wrapping a perm, the end papers are used to:

- A. Add chemical strength to the waving lotion
- B. Control the hair ends and prevent fishhooks/buckling
- C. Increase the processing temperature
- D. Replace the need for a neutralizer

74. A client wants a soft body wave rather than tight curls. The stylist should select:

- A. The smallest rods with maximum tension
- B. A high-strength alkaline waving lotion
- C. Concave rods wrapped very tightly
- D. Larger rods to produce a looser wave pattern

75. Why must waving lotion be applied evenly and rods saturated thoroughly?

- A. To raise the scalp temperature uniformly
- B. To ensure consistent processing and even curl formation
- C. To deposit colour into the cuticle
- D. To reduce the number of rods needed

76. What is the purpose of a pre-perm analysis and test curl on damaged hair?

- A. To select the retail products to recommend
- B. To choose the rod colour to match the hair
- C. To determine if the hair can safely withstand the service
- D. To decide the price of the service

77. During a chemical relaxer service, the relaxer straightens hair by:

- A. Coating each strand with a temporary film
- B. Oxidizing and reforming bonds like a perm neutralizer
- C. Depositing protein to fill the cortex
- D. Breaking disulfide bonds to permanently restructure the hair

78. A "no-base" (no-lye) relaxer is generally chosen for clients who:

- A. Want the strongest, fastest straightening possible
- B. Have very resistant, coarse hair only
- C. Have a more sensitive scalp and want a gentler option
- D. Require lye-based formulas for colour-treated hair

79. Why is a protective base cream sometimes applied to the scalp before a lye relaxer?

- A. To speed up the relaxing process
- B. To shield the scalp and hairline from irritation
- C. To add curl to the relaxed sections
- D. To neutralize the relaxer chemically

80. During relaxer application on a retouch, the product should be applied:

- A. From scalp to ends in one pass for even coverage
- B. Only to the new growth, avoiding previously relaxed hair
- C. To the ends first, then the regrowth
- D. Generously over the entire strand each time

81. After rinsing out a relaxer, why is a neutralizing (normalizing) shampoo used?

- A. To re-curl the relaxed hair
- B. To add permanent colour to the strands
- C. To lift the cuticle for conditioning
- D. To restore the hair's pH and stop the chemical action

82. A client's relaxed hair shows breakage at the line of demarcation. The most likely cause is:

- A. Using too large a comb during styling
- B. Conditioning the hair too frequently
- C. Rinsing with water that was too warm
- D. Overlapping relaxer onto previously processed hair

83. A client is a natural level 5 and wants to go to level 5 with more vibrant warmth, no lift required. The most suitable product is:

- A. A deposit-only/semi- or demi-permanent colour
- B. A high-lift permanent colour
- C. A powder lightener with 30 volume developer
- D. A strong sulfate clarifying treatment

84. Increasing the volume of the developer in a permanent colour primarily:

- A. Deposits more pigment without any lift
- B. Increases the lifting (lightening) action
- C. Lowers the pH of the colour mixture
- D. Shortens the processing time without affecting lift

85. A client with natural level 6 hair wants to reach a cool level 8 blonde. To neutralize the underlying warmth exposed by lifting, the stylist should consider:

- A. Adding extra warm (gold) tones to the formula
- B. Selecting a toner/shade with cool (ash/violet) tones
- C. Using a lower-volume developer to deposit only
- D. Skipping toning since level 8 has no underlying pigment

86. When lifting natural dark hair, the underlying pigment exposed at the lighter stages progresses generally from:

- A. Red to orange to yellow as hair gets lighter
- B. Yellow to orange to red as hair gets lighter
- C. Green to blue to violet
- D. Violet to blue to green

87. A client with previously coloured, porous ends and virgin regrowth needs a single-process retouch. To avoid hot roots and banding, the stylist should:

- A. Apply colour to the ends first, then the scalp
- B. Apply one formula over the whole strand simultaneously
- C. Apply to the regrowth first, then pull through to ends near the end of processing

D. Process the scalp area twice as long as the ends

88. Why is a predisposition (patch) test performed before an oxidative colour service?

- A. To measure the natural level of the hair
- B. To identify a potential allergic reaction to the product
- C. To check the hair's porosity and elasticity
- D. To determine the correct developer volume

89. A strand test before a full colour application is used primarily to:

- A. Preview the result, processing time, and any needed formula adjustment
- B. Confirm the client is not allergic to the product
- C. Measure the density of the client's hair
- D. Decide the price of the colour service

90. A client's grey hair is resistant and refuses to take colour evenly. A useful technique is to:

- A. Use a higher developer volume to force lift
- B. Apply a semi-permanent gloss only
- C. Pre-soften or use a formula with adequate base/neutral tone for grey coverage
- D. Reduce the processing time to avoid over-deposit

91. Lightener (bleach) lifts hair by:

- A. Depositing artificial pigment into the cortex
- B. Coating the cuticle with a reflective film
- C. Re-forming the disulfide bonds in the cortex

D. Oxidizing and dispersing the natural melanin in the cortex

92. Which developer volume provides the greatest lift when used with on-scalp lightener within safe limits?

A. 5 volume

B. 10 volume

C. 20 volume

D. 40 volume (used cautiously, often off-scalp)

93. A client wants foiled highlights with maximum lift but has sensitive scalp. The safest approach is to:

A. Apply on-scalp lightener with 40 volume for speed

B. Use a deposit-only demi-permanent colour instead

C. Use an off-scalp foil technique with appropriate developer and monitoring

D. Skip the strand test to save processing time

94. During a lightening service, the stylist must monitor processing closely primarily because:

A. The toner is developing at the same time

B. The colour deposit deepens over time

C. Over-lightening causes damage and breakage if left too long

D. The developer changes the hair's natural level back

95. When a blonde lightening result is too yellow/brassy, the corrective toner should contain:

A. Violet/blue tones to neutralize the yellow/orange

B. Gold and copper tones to add warmth

C. Red tones to deepen the result

D. Additional lightener to lift further

96. Why is bonding/strengthening additive sometimes mixed into a lightener?

A. To increase the lifting speed dramatically

B. To deposit a cool tone during lift

C. To raise the developer volume safely

D. To help protect the hair's integrity during the chemical process

97. A client has uneven, banded colour from previous box-dye applications. Before correcting, the stylist's essential first step is to:

A. Apply a single dark colour over everything to mask it

B. Lighten the entire head immediately to start fresh

C. Analyze the hair's history, porosity, and bands to plan the correction

D. Apply toner to the mid-lengths only

98. To remove unwanted artificial dark pigment build-up before recolouring, a stylist would most appropriately use:

A. A colour/dye remover or controlled lightening, based on analysis

B. A deposit-only semi-permanent colour

C. A neutralizing relaxer shampoo

D. A high-lift permanent colour over the build-up

99. A client's hair has turned green after swimming and a colour service. To neutralize green tones, the stylist applies a corrective with:

A. Blue-based tones

- B. Violet-based tones
- C. Red-based tones
- D. Yellow-based tones

100. When performing colour correction on compromised hair, the most important professional principle is to:

- A. Complete the entire correction in one appointment regardless of condition
- B. Use the strongest products available for fastest results
- C. Prioritize hair integrity, working in stages if necessary
- D. Avoid strand testing to keep processing consistent

101. A client wants to go from a dark box-dye to a light blonde in one visit. The hair is already fragile. The stylist should:

- A. Set realistic expectations and recommend a staged, multi-visit plan
- B. Lift aggressively with 40 volume on-scalp in a single session
- C. Apply a high-lift tint directly over the box-dye
- D. Refuse any service and dismiss the client

102. Filling (pre-pigmenting) porous hair before going darker is done to:

- A. Replace missing warm pigment so the target shade looks even and natural
- B. Lift the hair to a lighter level first
- C. Permanently straighten the hair texture
- D. Strip artificial colour from the strands

103. Underlying pigment must be considered in colour correction because:

- A. It only matters for deposit-only colours
- B. It determines the client's natural density
- C. Exposed warmth must be neutralized to reach a cool target
- D. It has no effect once hair is lightened

104. A retouch colour applied to the scalp processes faster than the mid-lengths because:

- A. The scalp hair is more porous than the ends
- B. The developer is stronger near the roots
- C. Regrowth is older and more resistant
- D. Body heat near the scalp accelerates processing

105. Why should a stylist record the exact formula and processing details after a successful colour correction?

- A. It is legally required to charge the client
- B. It allows accurate, consistent results at future visits
- C. It replaces the need for future strand tests
- D. It determines the client's natural level

106. A client returns one week after colouring, unhappy that the tone has faded. The first thing the stylist should do is:

- A. Immediately re-lighten and recolour the hair
- B. Apply a darker permanent colour to compensate
- C. Re-consult, assess fading and home care, then plan a refresh
- D. Add a stronger developer to the next application

107. Hot roots after a colour application most commonly result from:

- A. Applying cool toner to the ends
- B. Using a developer that was too low in volume
- C. Processing the ends longer than the scalp
- D. Scalp heat over-lifting the regrowth relative to mid-lengths

108. When attaching tape-in hair extensions, the bonds should be placed:

- A. Away from the perimeter hairline and with adequate natural hair to support the weight
- B. Directly at the front hairline for fullness
- C. Only on hair shorter than the extensions
- D. On wet, freshly washed and uncleansed hair

109. Before applying a full wig, the client's natural hair should be:

- A. Heavily oiled so the wig slides on easily
- B. Left loose and unsecured for comfort
- C. Flattened and secured close to the head
- D. Cut short regardless of the client's wishes

110. A client with traction-related thinning at the temples wants extensions. The stylist should:

- A. Apply heavier extensions to add coverage there
- B. Use the tightest attachment method available
- C. Place extensions only at the thinning temples
- D. Avoid added tension on the fragile area and choose a gentler method

111. When customizing a synthetic wig, the stylist must remember that synthetic fibre:

- A. Can be damaged or melted by high heat tools
- B. Can be lightened with bleach like natural hair
- C. Should be permed for a lasting curl
- D. Reacts to oxidative colour the same as human hair

112. Why is the natural hair cleansed and dried before installing certain extension methods?

- A. Buildup and moisture can weaken the bond and attachment
- B. Clean hair lifts the cuticle for better colour
- C. Dry hair is easier to cut at zero elevation
- D. Moisture speeds up the bonding adhesive

113. A basic facial-area service such as brow shaping should always be preceded by:

- A. Applying a strong chemical exfoliant
- B. A consultation and check for skin sensitivities or contraindications
- C. Full lightening of the brow hairs
- D. A patch test for a permanent wave

114. At the front desk, a client disputes a charge for a service. The most professional response is to:

- A. Listen, review the service and pricing calmly, and resolve it courteously
- B. Insist the posted price is final and end the discussion
- C. Refer them to another salon immediately
- D. Waive all charges without reviewing the situation

115. Accurate appointment scheduling helps the salon primarily by:

- A. Maximizing productivity and minimizing client wait times
- B. Reducing the need to disinfect tools
- C. Determining the natural level of clients' hair
- D. Eliminating the need for client consultations

116. When recommending retail products at the front desk, the stylist should base suggestions on:

- A. Whichever products have the highest profit margin
- B. The most expensive items in stock
- C. Random rotation of the product line
- D. The client's hair type, condition, and at-home needs

117. Maintaining accurate client records (history cards) is important because it:

- A. Replaces the need for any future consultation
- B. Supports safe, consistent service and informed formulation over time
- C. Sets the retail price of all services
- D. Determines staff commission rates

118. When handling a client complaint about a service result, the best first step is to:

- A. Listen fully, acknowledge the concern, and gather the details
- B. Offer an immediate refund before understanding the issue
- C. Explain that the client must have styled it wrong at home
- D. Redo the service immediately without discussion

119. A sound understanding of basic business fundamentals helps an independent stylist primarily to:

- A. Avoid the need for liability insurance
- B. Eliminate the need to track inventory
- C. Manage costs, pricing, and records to operate profitably
- D. Skip provincial licensing requirements

120. Why should a salon track product inventory and usage?

- A. To ensure adequate supply, control costs, and reorder in time
- B. To determine each client's natural hair level
- C. To set the disinfection schedule for tools
- D. To replace the need for client history records

Practice Exam 5: Answer Key and Explanations

1. C — A salon professional is not qualified to diagnose or treat infectious or inflamed scalp conditions. Weeping, crusted lesions may indicate an infectious or medical disorder, making the service a contraindication. Declining and referring to a physician protects both the client and other clients from possible transmission.

2. B — Bloodborne pathogens are destroyed by proper disinfection of any implement that contacts skin or blood. A hospital-grade (registered) disinfectant used at the correct contact time inactivates these pathogens. Rinsing or dry-wiping does not kill microorganisms and leaves a transmission risk.

3. D — Any implement exposed to blood must be cleaned, disinfected, and handled under exposure-control procedures before reuse. This breaks the chain of infection for bloodborne pathogens. Returning, lightly wiping, or simply setting it aside leaves contamination intact.

4. D — Disinfectants are validated at a specific concentration; deviating from the manufacturer's dilution ratio compromises results. Too weak fails to kill microorganisms, while too strong can corrode or damage tools. Correct dilution ensures both efficacy and tool longevity.

5. C — Sterilization destroys all microbial life, including highly resistant bacterial spores, which disinfection does not. This is the highest level of decontamination, typically achieved with an autoclave. It exceeds disinfection, which kills most but not all pathogens.
6. C — Correct ergonomic positioning reduces strain from prolonged standing, poor posture, and repetitive motion. Hairstyling carries a high risk of repetitive strain and musculoskeletal injury over a career. Proper alignment and technique preserve the stylist's long-term physical health.
7. D — A Safety Data Sheet provides hazard identification, safe handling, storage, and first-aid measures for a product. It exists to protect workers from chemical exposure. Pricing, allergies, and inventory are unrelated to the SDS function.
8. B — Chemical waste must be disposed of according to the SDS and local environmental regulations. These specify safe handling to protect health and the environment. Pouring down the drain or reusing leftover relaxer is unsafe and non-compliant.
9. D — Gloves create a barrier that protects the stylist's skin from repeated contact with caustic or sensitizing chemicals. Cumulative exposure causes irritation and contact dermatitis over time. Grip, warmth, and staining are not the primary safety rationale.
10. D — Adequate ventilation removes airborne fumes and vapours, reducing inhalation exposure during chemical services. Many salon chemicals release irritating or harmful vapours. Ventilation does not change processing speed or colour outcome.
11. A — Haircutting shears produce clean, precise blunt lines on wet hair, making them the standard tool for a baseline cut. Thinning shears remove bulk, razors taper and texturize, and clippers are for short/tapered work. Sharp shears deliver the cleanest perimeter.
12. B — When shears push, fold, or bend hair instead of slicing cleanly, the blades are dull and require sharpening. A sharp edge severs the strand cleanly with no drag. Tension and sectioning affect control but not the cutting edge itself.

13. A — Thinning (texturizing) shears remove bulk and blend weight while leaving overall length intact. Their notched blade cuts only some strands per pass. They are not used to set perimeter lines or add length.

14. C — The clipper guard is chosen to leave hair at the desired finished length. The guard number corresponds directly to the cut length. Brand, hair colour, and room temperature have no bearing on guard selection.

15. A — Hair that over-stretches and then breaks demonstrates poor elasticity, commonly from damage or chemical over-processing. Healthy hair stretches and returns. Weak elasticity signals caution before further chemical services.

16. A — A lifted cuticle that rapidly absorbs water indicates high porosity. Porous hair takes in moisture and chemicals quickly and can process unevenly. This affects formulation and timing for chemical services.

17. B — Silvery scales with itching but no inflammation may indicate a non-infectious disorder the stylist cannot diagnose. The professional response is to avoid manipulating the scalp and refer the client to a qualified professional. Treatments or normal service are inappropriate.

18. C — Establishing the natural level gives the stylist the true starting point for formulating to a target shade. Colour outcomes depend on the relationship between natural pigment and the chosen formula. Pricing, sensitivity, and hold are unrelated to level.

19. B — Seborrhea is excessive sebum production, leaving hair oily soon after washing. It is distinct from dry dandruff, fungal tinea capitis, or alopecia. Recognizing it guides product and care recommendations.

20. B — Conditioner restores moisture, smooths the cuticle, and improves detangling and manageability after shampooing. Shampoo cleanses; conditioner replenishes. It does not strip product or permanently change texture.

21. D — Chemically treated, porous hair needs a mild, pH-balanced shampoo to preserve moisture and protect the cuticle. Harsh alkaline or high-sulfate products strip and dry already-compromised hair. Frequent clarifying would worsen dryness.

22. B — Before scalp massage, the stylist must confirm there are no contraindications such as open sores, abrasions, or extreme sensitivity. Manipulating a compromised scalp can cause harm or spread infection. Water temperature and meals are irrelevant safety checks.

23. B — Comfortable warm (lukewarm) water effectively rinses product while protecting the scalp and hair. Excessively hot water can irritate the scalp and damage hair; cold is unnecessary. Comfort and safety guide temperature.

24. C — Hair that feels coated and dull despite washing typically has product buildup, which a clarifying shampoo removes. Buildup blocks shine and weighs hair down. It is not simply a conditioner shortage or allergy.

25. B — Density (the number of hairs per area) influences sectioning and how much hair a cut or style can structurally support. It guides technique decisions throughout the service. Density differs from strand diameter (texture) and elasticity.

26. C — A blunt one-length bob is achieved with zero elevation and clean, consistent sections so all hair falls to one perimeter line. Any elevation creates layers or graduation. Even sectioning keeps the line level.

27. D — Raising elevation in a graduated bob stacks the hair, creating layering and graduation through the section. Higher elevation builds the stacked effect. Zero elevation, by contrast, produces a solid weight line.

28. B — Over-directing sections to a stationary guideline causes length to increase as sections move farther from the guide. This builds length and shape, such as in increase-layer cuts. It does not create uniform or one-length results.

29. C — Point cutting (notching) into the ends removes weight and softens the line without significantly shortening overall length. The angled cut breaks up bluntness. Blunt, high-tension cutting does the opposite.

30. B — Curly, coily hair shrinks when it dries, so it is generally cut drier and with less tension to account for shrinkage. Cutting wet with full tension can leave the result far shorter than intended. Respecting shrinkage protects the desired shape.

31. D — A uniform-layered cut elevates all hair to 90 degrees consistently from the curve of the head, producing equal lengths throughout. Consistent 90-degree elevation defines this layered shape. Zero or 180-degree elevation creates different forms.

32. D — Balance is verified by cross-checking corresponding sections on both sides for matching length. Objective comparison reveals unevenness. Relying on the client's opinion or front-only checks is unreliable.

33. A — Consistent tension ensures each section is held and cut at a uniform, predictable length on straight hair. Uneven tension produces uneven lengths. Tension does not affect the cuticle, timing, or interior bulk.

34. C — A razor cut produces softer, more tapered, textured ends compared with the blunt line of shears. The razor's angled action thins and feathers the ends. It does not create heavy, precise perimeters.

35. A — Fine, thin hair appears fuller with blunt cutting and minimal layering, which keep weight and perceived density at the perimeter. Heavy thinning or slicing removes the bulk that creates fullness. Blunt lines maximize the illusion of thickness.

36. D — Layers cut at 90 degrees are cross-checked by parting the hair in the opposite direction to the original sectioning. This reveals inconsistencies the original parting hides. Re-checking in the same direction would mask errors.

37. A — Point cutting into the perimeter of a fringe creates a soft, broken edge rather than a hard line. The notched ends diffuse the line. Blunt, high-tension cutting produces the hard edge being avoided.

38. B — Small, clean sub-sections give the stylist greater control and accuracy over each cutting line. Manageable sections keep the guide visible and even. They do not eliminate cross-checking or remove the need to dampen hair.

39. B — A strong cowlick must be accounted for by leaving extra length where the hair lifts, since it shortens once it springs up. Cutting too short over a cowlick leaves the fringe too high when dry. Respecting growth patterns prevents this error.

40. D — Hair is cut clean and detangled because debris and tangles distort sectioning and produce an inaccurate cutting line. Clean, smooth hair allows precise control. Buildup and tangles compromise the result.

41. B — A smooth fade is built by gradually changing guard lengths and angling the comb to blend the transition. Progressive blending removes hard lines. A single guard or skipped tapering would leave visible demarcation.

42. B — A trimmer creates clean, defined edges and detail lines around the nape and ears. Its fine blade outlines crisply. It does not add bulk, texturize the interior, or elevate hair.

43. C — Skin must be softened with warm preparation and lubrication before razor work to allow a close, comfortable cut and reduce irritation. Warmth and lubrication protect the skin. Drying, astringents, or chilling increase the risk of irritation and nicks.

44. C — Shaping a beard line begins with establishing the desired outline and observing natural growth direction. This guides every subsequent stroke. Shaving against the grain or applying lather first comes only after the plan is set.

45. D — A tapered nape is created by working from longer above down to shorter at the hairline for a gradual blend. This produces the seamless graduation. A single length or vertical shears alone cannot taper smoothly.

46. A — Following the natural growth direction yields a cleaner, more natural-looking edge along the hairline. Working with the grain avoids irregular, choppy lines. Guard size, disinfection, and timing are unrelated to this principle.

47. A — Minimizing irritation on sensitive skin requires gentle technique, proper lubrication, and avoiding repeated passes over the same area. Extra pressure and multiple passes increase irritation. Preparation and lubrication are essential.

48. B — The chief hazard of a straight razor near the nape and ears is nicking the skin in these contoured areas. Curved surfaces make control difficult. Dullness, line quality, and disinfection are not the primary safety concern.

49. B — Sharp, defined temple and sideburn lines are best made with the corner edge of a trimmer or edger. The fine corner produces crisp detail. Texturizing shears, combs, or a heavy razor cannot match that precision safely.

50. C — A smooth blowout starts by applying a smoothing/heat-protectant product and directing airflow down the cuticle. Smoothing the cuticle reduces frizz and adds shine. Heavy oil on soaking hair or drying against the cuticle defeats the smooth result.

51. C — A heat protectant reduces moisture loss and thermal damage from high-heat styling tools. It forms a protective barrier on the strand. It does not permanently straighten, add pigment, or affect the scalp.

52. D — A pin curl with the stem directed away from the face creates volume and movement directed away from the face. Stem direction controls the curl's base movement. It does not flatten the scalp or restrict movement.

53. C — Maximum base lift is achieved by placing the roller on-base, with hair over-directed so the roller sits on its own base. This position creates the most volume. Off-base or under-directed placement reduces lift.

54. B — Finger waves are shaped while the hair is wet/damp with styling lotion, using comb and fingers. Moisture and lotion let the hair hold the molded shape until it dries. Dry hair or thermal prep cannot form true finger waves.

55. D — Round brushing creates tension, smoothness, and directional bend during a blowout. The brush controls the strand and shapes the finish. It does not permanently set curl, strip product, or open the cuticle for colour.

56. D — A defined wash-and-go applies product to wet hair, defines the curls, then diffuses or air-dries. Working on wet hair preserves the natural curl pattern. Brushing wet curls or applying gel to dry hair disrupts definition.

57. B — Sectioning ensures each area of the head is dried smoothly and evenly with proper control. It keeps undried hair separated and manageable. Sectioning does not change product quantity or cuticle absorption.

58. B — Repeated passes of a flat iron over the same section cause heat damage that weakens the hair. Cumulative heat degrades the strand's structure. It does not improve shine, relax hair chemically, or add curl.

59. A — A secure updo relies on a well-anchored base of pins and a secured framework. This foundation holds the style through an event. Single bands, surface spray, or surface backcombing alone will not provide lasting support.

60. A — Backcombing (teasing) at the base creates lift, volume, and a foundation for the style. Compacting hair at the base builds structure. It does not smooth the cuticle, detangle, or relax curl.

61. A — Wait — the stem direction in pin curling governs base movement, but for a thermal curl the hold depends on cooling; let me keep this to the curling-iron principle: releasing each curl and allowing it to cool before disturbing it sets the bond. Cooling locks the temporary hydrogen bonds reformed by heat. Brushing or wetting a hot curl collapses it before it sets.

62. B — Diffusing curly hair uses low airflow to avoid disrupting the curl pattern while drying. Gentle airflow preserves curl formation and reduces frizz. High airflow, concentrators, or brushing break up the curls.

63. A — Hair must be fully dry before flat ironing because trapped moisture can scorch or create steam bubbles that damage the strand under high heat. Dry hair irons safely and smoothly. Moisture does not improve the smoothing effect.

64. A — A style that collapses quickly usually results from insufficient drying or setting before finishing. Hair must be fully dried/set in shape to hold. Excess protectant, fine sectioning, or cool rinse water are not the cause.

65. B — Directing airflow from roots to ends along the cuticle smooths it, increasing shine and reducing frizz. Closing the cuticle reflects light. It does not lift the cuticle, change curl pattern, or replace heat protectant.

66. C — A perm and a relaxer are incompatible chemical services that must not be combined on the same hair, as doing so causes severe damage or breakage. Layering opposing chemical processes destroys hair integrity. The safe choice is to avoid combining them.

67. D — The waving lotion (reducing agent) breaks the disulfide bonds so the hair can be reshaped around the rod. Breaking these bonds softens the internal structure. The neutralizer, not the lotion, later reforms the bonds.

68. D — The neutralizer (oxidizer) reforms the broken disulfide bonds, locking the hair into its new curl shape. Oxidation rebuilds the bonds in the wrapped position. Softening occurs earlier with the waving lotion.

69. B — The smallest diameter rod produces the tightest curl in a permanent wave. Smaller circumference wraps the hair more tightly. Larger rods give looser waves.

70. C — Resistant, non-porous hair takes longer to absorb the waving lotion because the tight cuticle slows penetration. Processing must be monitored carefully. It does not process faster or eliminate the need for test curls.

71. A — Test curls let the stylist monitor when the desired S-shaped curl has formed during processing. They prevent under- or over-processing. They do not assess scalp sensitivity or hair colour.

72. C — Over-processing a permanent wave damages the hair, leaving it frizzy with poor elasticity. Excess breakdown of bonds weakens the structure. It does not produce a durable, well-formed curl.

73. B — End papers control the hair ends and prevent fishhooks and buckling during wrapping. They keep ends smooth and aligned on the rod. They add no chemical strength and do not replace the neutralizer.

74. D — A soft body wave is achieved with larger rods, which create a looser wave pattern. Rod size determines curl tightness. Small rods or high tension would make the result too tight.

75. B — Even application and thorough saturation of the rods ensure consistent processing and uniform curl formation. Uneven lotion produces uneven curl. Saturation does not deposit colour or reduce rod count.

76. C — A pre-perm analysis and test curl on damaged hair determine whether the hair can safely withstand the chemical service. They reveal whether processing would cause breakage. This protects hair integrity before committing to the service.

77. D — A chemical relaxer breaks disulfide bonds to permanently restructure curly hair into a straighter form. This bond-breaking is what straightens the hair. It does not merely coat the strand or deposit protein.

78. C — A no-lye relaxer is generally chosen for clients with a more sensitive scalp seeking a gentler option. It is milder on the skin than lye formulas. It is not the strongest or fastest choice.

79. B — A protective base cream shields the scalp and hairline from irritation during a lye relaxer service. The barrier protects sensitive skin from the caustic product. It does not speed processing, add curl, or neutralize the relaxer.

80. B — On a relaxer retouch, product is applied only to the new growth, avoiding previously relaxed hair. Overlapping onto processed hair causes breakage. Targeting regrowth protects hair integrity.

81. D — A neutralizing (normalizing) shampoo restores the hair's pH and stops the relaxer's chemical action after rinsing. Halting the process prevents continued damage. It does not re-curl, colour, or lift the cuticle.

82. D — Breakage at the line of demarcation is most often caused by overlapping relaxer onto previously processed hair. The double-processed point weakens and snaps. Comb size, conditioning, and water temperature are not the cause.

83. A — Adding warmth at the same level with no lift calls for a deposit-only semi- or demi-permanent colour. These deposit tone without lightening. High-lift colour or lightener would unnecessarily lift the hair.

84. B — Increasing developer volume increases the lifting (lightening) action of permanent colour. Higher volume opens the cuticle and lifts more pigment. It does not deposit more or simply shorten processing.

85. B — Reaching a cool level 8 requires a toner/shade with cool (ash/violet) tones to neutralize the warmth exposed by lifting. Cool tones counteract residual gold/orange. Adding warmth or skipping toning would leave the result brassy.

86. A — As dark hair lightens, the exposed underlying pigment progresses from red to orange to yellow. Knowing this sequence guides how far to lift and how to neutralize. The order is not reversed or in the cool range.

87. C — To avoid hot roots and banding on a retouch with porous ends, apply colour to the regrowth first, then pull through to the ends near the end of processing. This evens the result across differing porosities. Applying to ends first or one global pass causes banding.

88. B — A predisposition (patch) test identifies a potential allergic reaction to oxidative colour before application. It protects the client from an allergic response. It does not assess level, porosity, or developer volume.

89. A — A strand test previews the result, processing time, and any needed formula adjustment before full application. It confirms the formula performs as intended. It does not test for allergies, which is the patch test's role.

90. C — Resistant grey is best handled by pre-softening or using a formula with adequate base/neutral tone for full grey coverage. This ensures even deposit on stubborn strands. Forcing lift or shortening time would not improve coverage.

91. D — Lightener lifts by oxidizing and dispersing the natural melanin within the cortex. Breaking down pigment lightens the hair. It does not deposit pigment, coat the cuticle, or reform bonds.

92. D — Among the options, 40 volume provides the greatest lift, used cautiously and typically off-scalp. Higher volume yields more lifting power. Lower volumes deposit or lift minimally.

93. C — Maximum lift on a sensitive scalp is safest using an off-scalp foil technique with appropriate developer and close monitoring. Keeping product off the scalp protects sensitive skin. On-scalp 40 volume or skipping the strand test is unsafe.

94. C — Lightening must be monitored closely because over-lightening causes damage and breakage if left too long. Bleach keeps working until removed. Monitoring protects hair integrity, unrelated to toner or reverting level.

95. A — Brassy yellow/orange results are corrected with a toner containing violet/blue tones to neutralize them. Complementary cool tones cancel the warmth. Warm or red tones would intensify, not correct, the brassiness.

96. D — A bonding/strengthening additive is mixed into lightener to help protect the hair's integrity during the chemical process. It reinforces bonds under the stress of lifting. It does not speed lift, deposit tone, or raise developer volume.

97. C — Correcting banded box-dye begins with analyzing the hair's history, porosity, and bands to plan the correction. A sound assessment prevents further damage. Masking, immediate full lightening, or partial toning without analysis risks failure.

98. A — Removing unwanted artificial dark build-up appropriately uses a colour/dye remover or controlled lightening based on analysis. These target the artificial pigment. Depositing colour, relaxer shampoo, or high-lift tint will not remove existing dye effectively.

99. C — Green tones (often from blue-based deposits or minerals) are neutralized with a red-based corrective, since red is opposite green on the colour wheel. Complementary colours cancel each other. Blue or violet would not neutralize green.

100. C — Colour correction on compromised hair must prioritize hair integrity, working in stages if necessary. Protecting the hair takes precedence over speed. Forcing a one-visit correction with the strongest products risks severe damage.

101. A — Going from dark box-dye to light blonde on fragile hair requires setting realistic expectations and a staged, multi-visit plan. This protects the hair from catastrophic breakage. Aggressive single-session lifting or refusing the client outright are both inappropriate.

102. A — Filling (pre-pigmenting) porous hair before going darker replaces missing warm pigment so the target shade looks even and natural. Without a filler, dark colour grabs unevenly and turns dull. It is not a lightening or stripping step.

103. C — Underlying pigment matters in correction because exposed warmth must be neutralized to achieve a cool target shade. Lifting always reveals warm undertones. Ignoring this leaves brassy, off-tone results.

104. D — Retouch colour processes faster at the scalp because body heat near the scalp accelerates processing. The warmth speeds chemical action on regrowth. Scalp hair is not more porous, nor is the developer stronger there.

105. B — Recording the exact formula and processing details allows accurate, consistent results at future visits. Detailed records support reliable repeat service. They do not replace strand tests or set the natural level.

106. C — When a client returns with faded tone, the first step is to re-consult, assess the fading and home care, then plan a refresh. Understanding the cause guides the correction. Immediately re-lightening or darkening without assessment risks a worse outcome.

107. D — Hot roots occur when scalp heat over-lifts the regrowth relative to the mid-lengths. The warmth exaggerates lift at the base. Cool toner on ends or low developer is not the typical cause.

108. A — Tape-in extensions are placed away from the perimeter hairline and where there is adequate natural hair to support the weight. This prevents visible bonds and protects fragile edges. Placing at the hairline or on insufficient/uncleansed hair causes damage and slippage.

109. C — Before applying a full wig, the natural hair should be flattened and secured close to the head. A smooth base ensures a natural fit and comfortable hold. Heavy oil, loose hair, or unnecessary cutting are inappropriate.

110. D — For traction-related thinning, the stylist should avoid added tension on the fragile area and choose a gentler method. Extra tension worsens traction damage. Heavier extensions or the tightest method would aggravate the thinning.

111. A — Synthetic wig fibre can be damaged or melted by high-heat tools and must be styled accordingly. It does not behave like human hair. It cannot be safely bleached, oxidative-coloured, or permed.

112. A — Natural hair is cleansed and dried before certain extension methods because buildup and moisture can weaken the bond and attachment. A clean, dry base ensures secure adhesion. It is unrelated to colour, cutting, or speeding adhesive.

113. B — A facial-area service such as brow shaping should always be preceded by a consultation and a check for skin sensitivities or contraindications. This protects the client from reactions or harm. Exfoliants, lightening, or a perm patch test are inappropriate here.

114. A — A billing dispute is handled professionally by listening, calmly reviewing the service and pricing, and resolving it courteously. This preserves the client relationship and trust. Insisting, deflecting, or waiving without review are poor practice.

115. A — Accurate scheduling maximizes productivity and minimizes client wait times. Efficient booking keeps the salon running smoothly and profitably. It is unrelated to disinfection, hair level, or consultations.

116. D — Retail recommendations should be based on the client's hair type, condition, and at-home needs. Genuine, needs-based advice builds trust and results. Margin, price, or random rotation do not serve the client.

117. B — Accurate client history cards support safe, consistent service and informed formulation over time. Records track past services, sensitivities, and formulas. They do not replace consultation or set prices and commissions.

118. A — A service complaint is best handled by first listening fully, acknowledging the concern, and gathering the details. Understanding the issue guides the right resolution. Refunding, blaming, or redoing without discussion are premature.

119. C — Business fundamentals help an independent stylist manage costs, pricing, and records to operate profitably. Sound business practice sustains the operation. It does not eliminate insurance, inventory tracking, or licensing requirements.

120. A — Tracking inventory and usage ensures adequate supply, controls costs, and enables timely reordering. This keeps services running and protects the bottom line. It is unrelated to hair level, disinfection scheduling, or client records.