

PRACTICE EXAM 7: RED SEAL HAIRSTYLIST SIMULATION (120 QUESTIONS)

1. A stylist notices a client's cape is resting directly against the skin at the back of the neck. What is the BEST immediate corrective action?
 - A. Loosen the cape fully and continue the service without further adjustment
 - B. Place a clean neck strip or towel between the cape and the client's skin
 - C. Tell the client the contact is normal and proceed with the scheduled service
 - D. Remove the cape entirely and drape only with a single shoulder towel

2. Before beginning any chemical service, a stylist must confirm the client has no contraindications. Which step MOST directly accomplishes this?
 - A. Reviewing the salon's retail product inventory for the day
 - B. Asking the client to sign a payment authorization form
 - C. Conducting a thorough client consultation and reviewing health history
 - D. Selecting the styling tools that will be used after the service

3. A first-aid situation arises when a client faints in the styling chair. What is the FIRST action the stylist should take?
 - A. Apply cold water to the client's face to revive them quickly
 - B. Move the client to the staff break room for privacy
 - C. Ensure the client's airway is open and call for emergency help if needed
 - D. Offer the client a sugary drink before assessing responsiveness

4. WHMIS labelling on salon products is designed primarily to communicate what?

- A. The retail price and supplier discount structure of the product
- B. Hazard information and safe handling precautions for the product
- C. The marketing claims and fragrance profile of the product
- D. The recommended resale margin for the salon owner

5. A stylist sustains a minor cut while using shears. According to standard infection-control practice, what should happen to any blood-contaminated surface?

- A. Wipe it with a dry paper towel and resume the service immediately
- B. Clean and disinfect it with an appropriate hospital-grade disinfectant
- C. Cover it with a towel until the end of the workday
- D. Spray it lightly with styling product to seal the area

6. Personal protective equipment for chemical services MOST importantly includes which item to protect the stylist?

- A. Chemical-resistant gloves worn throughout the application
- B. A decorative apron matching the salon's colour scheme
- C. Closed-toe shoes with a fashionable heel height
- D. A name tag identifying the stylist to the client

7. Why is proper ergonomic positioning important during a full day of services?

- A. It allows the stylist to complete services faster than competitors
- B. It reduces the risk of repetitive strain and musculoskeletal injury
- C. It makes the styling station appear more organized to clients
- D. It eliminates the need to sanitize tools between appointments

8. A client mentions they are pregnant before a chemical service. What is the MOST appropriate professional response?

- A. Consult the manufacturer's directions and consider any noted precautions
- B. Refuse all services to the client until after the pregnancy ends
- C. Proceed exactly as normal since pregnancy has no relevance to services
- D. Double the processing time to ensure the strongest possible result

9. Sustainable salon practice encourages stylists to reduce water waste. Which habit BEST supports this goal?

- A. Turning off the water at the bowl while massaging in shampoo
- B. Running the rinse water continuously throughout every service
- C. Washing each towel individually in separate small loads
- D. Leaving the shampoo bowl taps partially open between clients

10. A communicable scalp condition is suspected during consultation. What should the stylist do?

- A. Begin the service quickly before the condition can spread further
- B. Apply a strong disinfectant directly onto the client's scalp
- C. Decline the service and refer the client to a medical professional
- D. Cover the area with a cap and proceed with the requested style

11. Tools that come into contact with broken skin or blood require what level of decontamination?

- A. A simple rinse under warm running tap water
- B. Cleaning followed by sterilization or single-use disposal
- C. A quick wipe with a damp cloth between uses
- D. Air-drying on a towel until the next appointment

12. Effective client communication during consultation depends MOST on which skill?

- A. Speaking continuously so the client cannot interrupt the plan
- B. Using only technical jargon to demonstrate professional expertise
- C. Active listening combined with clarifying questions about the client's goals
- D. Avoiding eye contact to keep the interaction strictly businesslike

13. Why should a stylist record service details on a client record card?

- A. To meet a legal requirement to publish client information publicly
- B. To increase the retail price charged for future appointments
- C. To share the client's personal data with other salons in the area
- D. To track formulations and results for consistent future services

14. A spill of a flammable styling aerosol occurs near a heat source. What is the FIRST priority?

- A. Remove ignition sources and ventilate the area safely
- B. Photograph the spill for the salon's insurance records
- C. Continue the current service while the product evaporates
- D. Mix the spilled product with water to dilute the fumes

15. During a scalp analysis, a stylist observes excessive flaking with no inflammation. This MOST likely indicates which condition?

- A. Inflamed bacterial folliculitis requiring medical referral
- B. A simple dry scalp that may benefit from conditioning treatment
- C. An active fungal infection that contraindicates all services
- D. A chemical burn from a previous lightening service

16. What is the primary purpose of brushing the hair before a shampoo service?

- A. Loosening debris and distributing scalp oils before cleansing
- B. Permanently straightening the natural curl pattern of the hair
- C. Removing the need to use any shampoo during the service
- D. Creating tangles so conditioner can be applied more heavily

17. A client has a sensitive scalp. Which water temperature is MOST appropriate for the shampoo?

- A. Lukewarm water that is comfortable and avoids irritation
- B. The hottest setting available to open the cuticle fully
- C. Ice-cold water to numb the scalp before manipulation
- D. Alternating very hot and very cold water repeatedly

18. Scalp massage during shampooing provides which BENEFIT?

- A. It permanently changes the texture of the hair strand
- B. It stimulates circulation and helps relax the client
- C. It removes the need to rinse the shampoo afterward
- D. It lightens the natural pigment of the hair over time

19. Why is it important to select a shampoo appropriate to the client's hair and scalp condition?

- A. Because all shampoos perform identically regardless of formulation
- B. Because the most expensive shampoo always produces the best result
- C. Because matching fragrance to the season is the primary concern
- D. Because pH and ingredients affect cleansing, moisture, and scalp health

20. A client's hair feels coated and limp from product buildup. Which product type BEST addresses this?

- A. A heavy leave-in oil to add additional shine
- B. A thick styling pomade to weigh the hair down further
- C. A neutral-pH daily conditioner with no cleansing action
- D. A clarifying shampoo formulated to remove residue

21. Conditioner is applied primarily to which area of the hair?

- A. Only the scalp, avoiding the hair strands entirely
- B. The full scalp surface to stimulate oil production
- C. The mid-lengths and ends where moisture is most needed
- D. Only the very first inch of hair closest to the roots

22. What does the term "porosity" describe in hair analysis?

- A. The natural diameter and thickness of an individual strand
- B. The hair's ability to absorb and retain moisture or chemicals
- C. The number of strands present per square centimetre of scalp
- D. The natural wave pattern present along the hair shaft

23. A client with high-porosity hair is scheduled for a chemical service. What does high porosity typically indicate about processing?

- A. The hair will resist all chemical penetration and need extra time
- B. The hair may process quickly and require careful monitoring
- C. The hair cannot undergo any chemical service safely at all
- D. The hair must be heated aggressively to force product absorption

24. Why is a scalp free of cuts or abrasions important before a chemical service?

- A. Because chemicals improve the healing of open skin wounds
- B. Because abrasions make the hair shaft stronger during processing
- C. Because product entering broken skin can cause irritation or injury
- D. Because cuts increase the shine of the finished chemical result

25. Trichology is BEST defined as the study of what?

- A. The chemistry of permanent hair colour formulations only
- B. The hair and scalp, including their structure and disorders
- C. The marketing and retail sale of professional hair products
- D. The design of salon furniture and ergonomic workstations

26. A client requests a blunt one-length bob. Which cutting technique produces this result?

- A. Heavy point-cutting along the entire perimeter line
- B. Aggressive internal slide-cutting to remove bulk
- C. A clean horizontal line with all hair cut to the same length
- D. Razor-rotation cutting to create maximum texture

27. When establishing a guideline for a haircut, what is its primary FUNCTION?

- A. To decorate the finished style with visible layering marks
- B. To determine the colour formulation used after the cut
- C. To set the fragrance applied at the end of the service
- D. To act as the reference length that all subsequent sections follow

28. Elevation in haircutting refers to which action?

- A. The temperature setting used on thermal styling tools
- B. The angle at which hair is held away from the head before cutting
- C. The amount of product applied to the hair before drying
- D. The speed at which the shears are moved through the section

29. A client wants increased volume and movement through the interior. Which technique BEST achieves this?

- A. Cutting layers that are shorter at the top and longer below
- B. Cutting a single blunt perimeter with zero elevation
- C. Removing length only from the front fringe area
- D. Thinning only the very ends of the perimeter line

30. Why is consistent tension important when cutting wet hair?

- A. Because tension determines the final colour saturation
- B. Because uneven tension changes the fragrance of the product
- C. Because tension warms the shears for a cleaner cut
- D. Because uneven tension produces an uneven finished line

31. A 90-degree elevation cut on uniform-length hair typically creates which shape?

- A. A solid, unlayered one-length form with weight at the perimeter
- B. A graduated stacked shape with weight building at the nape
- C. A rounded layered form with uniform layers throughout
- D. A severe asymmetrical line falling heavily to one side

32. Cross-checking a haircut is performed to confirm what?

- A. That the cut is balanced and even by checking opposite to the cutting direction
- B. That the retail products were correctly charged to the client
- C. That the colour formula was mixed in the right proportions
- D. That the shampoo bowl was disinfected before the service

33. A client with a cowlick at the front hairline requests heavy, short fringe. What is the BEST professional approach?

- A. Cut the fringe extremely short so the cowlick cannot be seen
- B. Cut to allow for the cowlick's growth pattern and advise on styling
- C. Use chemical relaxer on the fringe to eliminate the cowlick entirely
- D. Refuse to cut any fringe because cowlicks cannot be worked with

34. Point-cutting into the ends of a haircut primarily achieves what?

- A. A perfectly blunt and solid perimeter line
- B. A softened, textured edge rather than a hard line
- C. A permanent change to the hair's natural curl
- D. An increase in the overall density of the hair

35. When using clippers for a tapered nape, which technique creates a smooth blend?

- A. Holding the clippers completely still against one spot
- B. Cutting against the natural fall to maximize bulk
- C. Using a guard-graduation and clipper-over-comb to blend lengths
- D. Removing all length at a single setting with no blending

36. Why should shears be held correctly using the thumb and ring finger?

- A. To allow the stylist to cut without ever looking at the hair
- B. To make the shears appear more expensive to the client
- C. To eliminate the need to clean the shears after the service
- D. To provide control and reduce strain during cutting

37. A client requests a precise, sharp perimeter on fine, straight hair. Which tool is MOST suitable?

- A. A texturizing razor used with heavy rotation
- B. Thinning shears used along the entire length
- C. Sharp cutting shears used with a blunt-cutting technique
- D. A wide-tooth comb used to break the line apart

38. Graduation in a haircut produces what effect?

- A. A completely uniform length with no stacking anywhere
- B. A reduction of all interior length to a single short layer
- C. A purely decorative colour pattern along the ends
- D. A buildup of weight and a stacked area where lengths overlap

39. When cutting curly hair, why is it often cut with less tension or when dry?

- A. Because curly hair never requires any elevation when cutting
- B. Because curl shrinks after drying, affecting the finished length
- C. Because curly hair cannot be cut with shears at any time
- D. Because dry curly hair changes colour during the cut

40. A client's two sides appear uneven after a cut. What is the FIRST thing the stylist should check?

- A. Whether the client paid the correct service price
- B. Whether the head position and partings were even during cutting
- C. Whether the salon lighting matches the client's home lighting
- D. Whether the retail shampoo was the correct fragrance

41. Why is removing weight from very thick hair sometimes necessary?

- A. To permanently darken the natural pigment of the hair
- B. To increase the diameter of each individual strand
- C. To convert straight hair into a permanent curl pattern
- D. To improve manageability and achieve the desired silhouette

42. A barbering-style fade requires blending between which elements?

- A. Two unrelated colour formulas applied at the nape
- B. The fragrance of two different finishing products
- C. Two separate shampoo types used during one service
- D. Progressively shorter guard lengths blended seamlessly into longer hair

43. What is the purpose of sectioning the hair before cutting?

- A. To create control and ensure accuracy and consistency throughout the cut
- B. To determine which retail products to recommend afterward
- C. To replace the need for any consultation with the client
- D. To warm the scalp before chemical processing begins

44. A client with a receding hairline wants a flattering short style. Which approach is MOST appropriate?

- A. Recommend a style that works with the existing hairline and density
- B. Cut the remaining hair as long as possible to cover the area
- C. Apply permanent colour to disguise the receding hairline
- D. Refuse the service because short styles never suit thinning hair

45. Why must shears be kept sharp and properly maintained?

- A. So they can be sold at a higher resale value later
- B. Because dull shears bend and fold hair, causing damage and uneven cuts
- C. Because sharp shears change the natural colour of the hair
- D. Because dull shears improve the precision of the finished line

46. When cutting a child who is restless, what is the BEST safety practice?

- A. Keep cutting tools clear of sudden movements and pause when needed
- B. Cut as fast as possible regardless of the child's movement
- C. Hold the child's head firmly in place against their will
- D. Use a razor instead of shears for greater speed

47. A "weight line" in a graduated cut refers to what?

- A. The maximum load a styling chair can safely support
- B. The pricing tier charged for a graduated service
- C. The area where the most length and density accumulate visibly
- D. The line marking where colour was last applied

48. Why is it important to keep the comb and shears coordinated during a scissor-over-comb technique?

- A. To control the amount of hair cut and create an even, blended result
- B. To eliminate the need to section the hair beforehand
- C. To warm the shears for smoother cutting action
- D. To apply finishing product evenly during the cut

49. After completing a cut, why does a stylist style the hair before the client leaves?

- A. To increase the cost of the service after it is finished
- B. To remove the requirement to cross-check the cut
- C. To replace the need for any future appointments
- D. To confirm the cut falls correctly and meets the client's expectations

50. A client wants long-lasting curls from a thermal styling iron. Which factor MOST affects curl longevity?

- A. Selecting the correct iron temperature and allowing curls to cool set
- B. Applying a heavy oil to the hair before using the iron
- C. Brushing the curls out immediately while they are still hot
- D. Using the lowest possible heat regardless of hair type

51. Why is a heat-protectant product recommended before thermal styling?

- A. Because it permanently changes the hair's natural curl pattern
- B. Because it eliminates the need to shampoo before styling
- C. Because it lightens the hair colour during heat application
- D. Because it helps reduce thermal damage to the hair shaft

52. When blow-drying for smoothness, in which direction should the airflow be aimed?

- A. Down the hair shaft, following the cuticle from root to end
- B. Upward against the cuticle to maximize frizz and volume
- C. Randomly in all directions to speed up the drying time
- D. Only at the scalp, never reaching the mid-lengths or ends

53. A client requests a sleek updo for a formal event. What preparation BEST supports a long-lasting result?

- A. Building a secure foundation with proper sectioning and product
- B. Leaving the hair completely loose with no securing whatsoever
- C. Applying heavy oil so the style slides freely throughout the night
- D. Avoiding any pins so the style can move naturally

54. Why is the cool-shot button on a blow-dryer useful?

- A. It increases the temperature for faster drying
- B. It sets the style and helps close the cuticle for shine
- C. It permanently straightens curly hair in one pass
- D. It replaces the need for any finishing product

55. Backcombing (teasing) at the base of a section is used to achieve what?

- A. A reduction in the overall volume of the style
- B. A permanent colour change at the roots
- C. Added volume and a foundation to support the style
- D. A smoother, flatter finish with no lift

56. A client with fine hair wants more apparent fullness. Which styling approach is MOST effective?

- A. Weighing the hair down with heavy styling wax
- B. Drying the hair completely flat against the scalp
- C. Using root-lifting product and directional drying for volume
- D. Applying a thick oil from root to end before drying

57. Why should thermal tools be tested or used cautiously near the scalp?

- A. To increase the curl's hold closer to the root
- B. To avoid burning the client's skin and scalp
- C. To change the hair's porosity during styling
- D. To eliminate the need for a heat protectant

58. A roller set is used primarily to create what?

- A. A permanent chemical wave that does not wash out
- B. A reduction in the hair's natural density
- C. Smooth volume and curl that can be brushed into a finished style
- D. A lightened colour effect through heat alone

59. What is the purpose of finishing spray at the end of a style?

- A. To cleanse residual shampoo from the scalp
- B. To permanently alter the hair's natural texture
- C. To add moisture that loosens the completed style
- D. To hold the style in place and add a polished finish

60. A client's blow-dried style collapses within an hour. Which factor MOST likely contributed?

- A. The hair was cut with sharp shears
- B. The client's record card was not updated
- C. The hair was not fully dried or set before finishing
- D. The salon used a clarifying shampoo that morning

61. When braiding, why is even tension important throughout the braid?

- A. It changes the natural colour along the braid
- B. It removes the need to section the hair first
- C. It creates a uniform, secure, and comfortable braid
- D. It permanently straightens the braided sections

62. A client requests a style suited to a humid climate. Which recommendation is MOST appropriate?

- A. A loose style with no product, relying on humidity for hold
- B. An anti-humidity product and a style that resists frizz and reversion
- C. A heavy oil treatment that increases moisture absorption
- D. Avoiding any finishing product to let the hair move freely

63. Why should heated styling tools be unplugged and stored safely after use?

- A. To permanently set the curl pattern of the previous client
- B. To increase the resale value of the tool over time
- C. To prevent fire hazards and burns in the salon
- D. To change the porosity of tools between services

64. Directional drying refers to what?

- A. Drying the hair only at the very ends, never the roots
- B. Guiding the airflow to shape and place the hair as desired
- C. Drying without any brush or comb at any point
- D. Using only cold air for the entire blow-dry service

65. A client wants natural-looking waves without heat. Which method BEST achieves this?

- A. Setting damp hair with rollers, twists, or braids and allowing it to dry
- B. Applying high-heat flat-iron passes repeatedly to damp hair
- C. Brushing dry hair vigorously to break the cuticle apart
- D. Using a clarifying shampoo immediately before styling

66. Before applying a permanent wave solution, a preliminary test curl helps determine what?

- A. The processing time and the hair's response to the solution
- B. The retail price that should be charged for the service
- C. The fragrance of the finishing product to be used
- D. The colour formula needed after the perm is complete

67. What is the primary function of the neutralizer in a permanent wave service?

- A. To soften the hair before the rods are wound
- B. To break the disulfide bonds and allow reshaping
- C. To clarify product buildup before the service begins
- D. To re-form the broken bonds and fix the new curl shape

68. A client's hair is wound on perm rods that are too large for the desired result. What is the LIKELY outcome?

- A. An extremely tight curl that is far smaller than requested
- B. A looser curl or wave than the client requested
- C. No curl formation and complete hair breakage
- D. A permanent colour change throughout the hair

69. Why is an accurate strand test important before a chemical relaxer service?

- A. To assess processing time and the hair's tolerance to the product
- B. To select the fragrance of the post-service finishing product
- C. To determine the retail discount offered to the client
- D. To decide which styling chair the client should sit in

70. Sodium hydroxide relaxers are known for which characteristic?

- A. They are pH-neutral and require no protective measures
- B. They are strong, high-pH relaxers requiring careful handling
- C. They lighten the hair's natural colour during processing
- D. They are interchangeable with permanent wave solution

71. Why must a relaxer be thoroughly rinsed and neutralized?

- A. To permanently darken the natural pigment of the hair
- B. To increase the diameter of each individual strand
- C. To create curl rather than straightening the hair
- D. To stop the chemical action and prevent ongoing damage

72. A client with previously relaxed hair returns for a retouch. Where should the relaxer be applied?

- A. From the ends upward toward the scalp in reverse order
- B. Only to the new growth, avoiding previously relaxed hair
- C. To the entire length to ensure uniform straightening again
- D. Only to the ends, since the new growth is already straight

73. During a perm, why are end papers used when wrapping the hair?

- A. To increase the curl's diameter beyond the rod size
- B. To add permanent colour to the ends of the hair
- C. To replace the need for any neutralizing step
- D. To control the ends and prevent fishhooks or buckling

74. Over-processing during a chemical texture service MOST commonly results in what?

- A. A stronger, more elastic, and healthier hair shaft
- B. A permanent darkening of the hair's natural colour
- C. Excessive damage, weakened bonds, and possible breakage
- D. A complete reversal of the hair to its virgin state

75. A client with colour-treated hair requests a perm. What is the BEST professional consideration?

- A. Assess the hair's condition and choose a gentle, compatible formula
- B. Use the strongest perm solution available to guarantee a curl
- C. Refuse all chemical services to colour-treated hair permanently
- D. Apply the perm without any strand test to save service time

76. Why is it important to follow manufacturer's directions for chemical texture services?

- A. Because the directions list the retail price of the product
- B. Because directions guarantee the client will purchase retail products
- C. Because the directions describe the product's fragrance only
- D. Because directions ensure safe, effective, and predictable results

77. The purpose of a base cream or protective barrier before a relaxer is to do what?

- A. Protect the scalp and skin from chemical irritation
- B. Increase the strength of the relaxer's straightening action
- C. Add permanent colour to the hairline during the service
- D. Replace the need to rinse the relaxer afterward

78. A client experiences a burning sensation during a relaxer application. What is the FIRST action?

- A. Rinse the product immediately with cool water and assess the scalp
- B. Add more relaxer to complete the processing faster
- C. Cover the scalp with a plastic cap to increase heat
- D. Continue processing and recommend a soothing retail product

79. Why should the porosity and elasticity of hair be evaluated before perming?

- A. To determine the fragrance of the neutralizer used
- B. To calculate the retail markup on the service
- C. To choose the styling chair height for the client
- D. To predict how the hair will process and hold the new curl

80. A thio relaxer differs from a hydroxide relaxer in which key way?

- A. It uses a different chemistry and the two should never be combined
- B. It is identical and the two can be freely interchanged
- C. It permanently lightens the hair during straightening
- D. It eliminates the need for any neutralizing or rinsing step

81. What does "processing time" mean in a chemical texture service?

- A. The time spent recommending retail products to the client
- B. The duration the chemical is left on to achieve the desired result
- C. The time required to disinfect tools after the service
- D. The time the client spends in the reception area

82. Why is a release statement or thorough consultation important before chemical services on compromised hair?

- A. To increase the price charged for the chemical service
- B. To inform the client of risks and confirm professional judgment
- C. To replace the need for a strand test before the service
- D. To guarantee the client returns for future appointments

83. The level system in hair colouring measures what?

- A. The lightness or darkness of a hair colour from dark to light
- B. The warmth or coolness of the underlying pigment only
- C. The retail price tier of the colour product
- D. The processing speed of the developer used

84. A client wants to lift their natural level 4 hair to a level 7. Which product is MOST appropriate?

- A. A permanent colour with an appropriate volume of developer
- B. A semi-permanent colour with no developer at all
- C. A temporary colour rinse that washes out immediately
- D. A clear glaze containing no lifting capability

85. Why is a patch (predisposition) test recommended before applying oxidative colour?

- A. To identify a possible allergic reaction to the product
- B. To determine the retail price of the colour service
- C. To select the styling tools used after colouring
- D. To measure the diameter of the client's hair strands

86. Developer (hydrogen peroxide) in a colour formula primarily does what?

- A. Permanently straightens the natural curl during colouring
- B. Replaces the need to shampoo before the colour service
- C. Adds fragrance and shine to the finished colour result
- D. Oxidizes the dye and lifts the natural pigment as needed

87. A client has warm orange tones after lightening and wants a neutral result. Which toner is MOST appropriate?

- A. A warm gold toner to enhance the orange tones further
- B. A red-based toner to deepen the warmth
- C. A blue or blue-violet based toner to neutralize the orange
- D. A clear glaze with no pigment to lock in the warmth

88. Why does the level of developer (volume) matter in a colour service?

- A. Higher volume lowers the price of the colour service
- B. The volume only changes the fragrance of the product
- C. Volume controls the amount of lift and deposit achieved
- D. Volume has no measurable effect on the final result

89. The law of colour states that to neutralize an unwanted tone, a stylist uses what?

- A. The colour directly opposite it on the colour wheel
- B. The colour directly beside it on the colour wheel
- C. The exact same colour as the unwanted tone
- D. A colour two levels lighter than the unwanted tone

90. A client requests full grey coverage. Which factor is MOST important for a successful result?

- A. Using a temporary rinse that washes out after one shampoo
- B. Avoiding any developer to keep the colour gentle
- C. Selecting adequate base/deposit and appropriate developer for coverage
- D. Applying colour only to the ends, avoiding the grey roots

91. Why is a strand test useful before a full colour application?

- A. To determine the retail price charged for the colour
- B. To preview the colour result, timing, and the hair's reaction
- C. To choose the fragrance of the shampoo used afterward
- D. To decide the height of the styling chair for the service

92. During a retouch colour application, where is new colour applied first?

- A. To the new growth at the regrowth area near the scalp
- B. To the previously coloured ends in reverse direction
- C. To the entire length simultaneously for uniformity
- D. Only to the mid-shaft, skipping roots and ends

93. Underlying pigment (warmth) exposed during lightening progresses in which general order?

- A. From pale yellow directly to black with no stages between
- B. From blue to green with no warm tones appearing at all
- C. It remains completely unchanged throughout the lightening
- D. From red through orange to yellow as lightening continues

94. A double-process blonde service typically involves which sequence?

- A. A single application of permanent colour with no lightening
- B. Toning first, then lightening the hair to remove the toner
- C. Applying a relaxer followed by a permanent wave solution
- D. Lightening the hair first, then toning to the desired shade

95. Why is it important to perform a thorough consultation before a colour correction?

- A. To guarantee the client buys retail products afterward
- B. To replace the need for any strand test during the service
- C. To assess hair history, condition, and set realistic expectations
- D. To determine the fragrance of the finishing product used

96. What is the role of a "filler" in some colour-correction services?

- A. To permanently straighten over-processed curly hair
- B. To replace missing underlying pigment before depositing colour
- C. To increase the diameter of each strand of hair
- D. To remove all pigment from the hair before toning

97. A client's previously coloured hair appears too warm and brassy. Which approach BEST corrects this?

- A. Adding more warm pigment to balance the existing warmth
- B. Lightening the hair further to remove all remaining pigment
- C. Applying a cool-toned colour or toner to neutralize the warmth
- D. Leaving the hair as is because brass cannot be corrected

98. Why must developer be mixed in the correct ratio with colour?

- A. Because the ratio affects lift, deposit, and the final result
- B. Because the ratio determines the retail price of the service
- C. Because the ratio only changes the fragrance of the mixture
- D. Because the ratio decides which styling chair is used

99. A client with resistant grey hair is not achieving coverage. Which adjustment is MOST appropriate?

- A. Use a temporary colour that rinses out after one wash
- B. Skip the developer entirely to keep the formula gentle
- C. Apply colour only to the warm ends, avoiding the grey
- D. Pre-soften or use a formula designed for resistant grey

100. Why is timing critical during a lightening (bleaching) service?

- A. Because timing determines the retail markup on the service
- B. Because timing changes only the fragrance of the lightener
- C. Because over-processing can cause severe damage and breakage
- D. Because timing has no effect once the lightener is applied

101. What does "demi-permanent" colour typically do?

- A. Permanently lifts the natural pigment several levels lighter
- B. Washes out completely after a single shampoo every time
- C. Lightens the hair without the use of any developer
- D. Deposits colour and tone without significant lifting, fading gradually

102. A foiling (highlighting) technique is used primarily to achieve what?

- A. Dimensional colour by isolating sections for lightening or colour
- B. A single solid block of uniform colour across all the hair
- C. A permanent change to the hair's natural curl pattern
- D. Removal of all product buildup from the scalp

103. Why should colour be applied quickly and accurately during a retouch?

- A. To process evenly and avoid overlapping onto previously coloured hair
- B. To increase the retail price charged for the service
- C. To eliminate the need for a strand test beforehand
- D. To change the fragrance of the colour during processing

104. A client requests a vivid fashion colour over dark hair. What is the BEST first step?

- A. Apply the vivid colour directly over the dark hair immediately
- B. Use a temporary rinse and skip any lightening process
- C. Lighten the hair to an appropriate level to allow the vivid to show
- D. Apply a darker colour first to deepen the existing base

105. Why is protective clothing and gloves important during colour services?

- A. To increase the perceived value of the colour service
- B. To change the processing speed of the colour formula
- C. To match the salon's branded colour scheme for photos
- D. To protect the stylist from staining and chemical contact

106. What does "porosity equalizing" before colour help to achieve?

- A. A permanent change to the natural curl pattern
- B. More even colour absorption along uneven hair lengths
- C. An increase in the diameter of each individual strand
- D. A reduction in the total density of the client's hair

107. A client's home-coloured hair has uneven banding. Which factor MOST likely caused this?

- A. The salon used sharp shears at the previous appointment
- B. The client's record card listed the wrong fragrance
- C. The styling chair was set to the incorrect height
- D. Overlapping applications and uneven previous colour deposits

108. A client requests temporary hair additions for a special event. Which service category does this fall under?

- A. A permanent chemical relaxer service on natural hair
- B. A single-process permanent colour application service
- C. A blunt one-length precision haircut service
- D. Specialized services such as extensions or hair additions

109. When applying a wig, why is preparing the client's natural hair important?

- A. To create a smooth, flat base for a secure and natural fit
- B. To permanently change the colour of the natural hair
- C. To remove the need to measure the client's head size
- D. To eliminate the need to clean the wig before fitting

110. Why should extension attachment methods be chosen based on the client's hair condition?

- A. Because all attachment methods damage hair identically
- B. Because improper methods can stress and damage natural hair
- C. Because the method determines the retail price of shampoo
- D. Because the method changes the client's natural hair colour

111. A client wants facial hair grooming as an added service. What is the MOST important consideration?

- A. Using the same unwashed tools from the previous client
- B. Skipping consultation since facial hair is simple to groom
- C. Applying permanent colour to the facial hair without testing
- D. Following sanitation standards and assessing skin sensitivity

112. Why is matching extension hair to the client's natural hair important?

- A. To ensure a seamless, natural-looking blend in colour and texture
- B. To increase the retail price of the extension service
- C. To eliminate the need for any consultation beforehand
- D. To change the porosity of the client's natural hair

113. When providing a specialized scalp treatment, why is product selection based on scalp condition?

- A. Because all scalp products perform identically regardless of condition
- B. Because the most expensive product always gives the best result
- C. Because the right product targets the specific scalp concern effectively
- D. Because product choice determines the styling chair used

114. Effective inventory management in a salon helps achieve what?

- A. Ensuring products are available and reducing waste and shortages
- B. Permanently changing the texture of the salon's retail stock
- C. Eliminating the need to consult with clients about services
- D. Increasing the processing time of every chemical service

115. Why is accurate appointment scheduling important to salon operations?

- A. Because it changes the chemistry of the colour products used
- B. Because it permanently alters the salon's retail pricing
- C. Because it determines the fragrance of the products in stock
- D. Because it maximizes productivity and reduces client wait times

116. When recommending retail products to a client, what is the BEST professional approach?

- A. Recommending only the most expensive products regardless of need
- B. Avoiding any product recommendations to save the client money
- C. Matching products to the client's hair needs and home-care goals
- D. Recommending products unrelated to the service performed

117. Why is maintaining accurate financial records important for a salon business?

- A. To track income, expenses, and support sound business decisions
- B. To permanently change the texture of the salon's products
- C. To determine the curl pattern achieved in chemical services
- D. To select the styling chairs used during appointments

118. Good client retention in a salon depends MOST on what?

- A. Charging the highest possible price for every single service
- B. Avoiding all communication with clients between appointments
- C. Consistent quality service and strong professional relationships
- D. Refusing to recommend any retail products to clients

119. Why should a salon follow applicable health and licensing regulations?

- A. To increase the retail markup charged on products
- B. To change the fragrance of the products carried in stock
- C. To permanently alter the hair texture of every client
- D. To operate legally and protect client and worker safety

120. A client complaint about a service is BEST handled in which way?

- A. Ignoring the complaint until the client stops returning
- B. Charging an additional fee before discussing the issue
- C. Listening professionally, acknowledging concerns, and seeking a fair resolution
- D. Telling the client the service was correct and ending the conversation

Practice Exam 7: Answer Key and Explanations

1. B — A clean neck strip or towel between the cape and skin prevents direct contact, which can cause discomfort and is an infection-control concern. Loosening alone or removing the cape leaves the client unprotected, so creating a barrier is the correct professional response.
2. C — A thorough consultation and health-history review is the only step that directly screens for contraindications such as allergies, scalp conditions, or medications. Identifying these before any chemical service prevents adverse reactions and protects both client and stylist.
3. C — Airway management and summoning emergency help are the priority when a client loses consciousness. Reviving attempts like cold water or relocating the client waste critical time; ensuring the airway is open and getting medical support addresses the actual risk.
4. B — WHMIS labels exist to communicate hazard information and safe handling precautions for workplace chemicals. This protects workers by identifying risks, required PPE, and first-aid measures—not pricing or marketing details.
5. B — Blood-contaminated surfaces must be cleaned and disinfected with a hospital-grade disinfectant to eliminate bloodborne pathogens. Dry wiping or covering the area does not decontaminate it and leaves an infection risk for the next client.
6. A — Chemical-resistant gloves worn throughout application protect the stylist's skin from irritation and absorption of harsh chemicals. Decorative items or footwear do not provide the barrier protection that PPE is meant to deliver during chemical work.

7. B — Proper ergonomic positioning reduces repetitive strain and musculoskeletal injury, the leading cause of career-shortening problems for stylists. Maintaining neutral posture and correct station height protects long-term physical health.

8. A — Consulting the manufacturer's directions and respecting any noted precautions is the responsible approach when a client is pregnant. Refusing all service is unnecessary, while ignoring it or extending processing time disregards safety guidance.

9. A — Turning off the water at the bowl during the shampoo massage conserves significant water without compromising the service. Continuous running water or inefficient laundry habits waste resources unnecessarily.

10. C — A suspected communicable scalp condition contraindicates service; the client should be referred to a medical professional. Proceeding risks spreading infection, and applying disinfectant to the scalp or covering the area is unsafe and ineffective.

11. B — Tools contacting broken skin or blood require cleaning followed by sterilization, or must be single-use disposable. Rinsing or wiping does not destroy bloodborne pathogens, making full decontamination essential.

12. C — Active listening combined with clarifying questions ensures the stylist understands the client's actual goals. Talking over the client or hiding behind jargon undermines the trust and accuracy a good consultation depends on.

13. D — Recording service details lets the stylist track formulations and results for consistent, repeatable future services. It supports professional continuity and protects against errors—not public disclosure or price inflation.

14. A — Removing ignition sources and ventilating the area is the first priority with a flammable aerosol spill near heat, because preventing combustion protects everyone. Documentation or diluting with water comes after the immediate fire hazard is controlled.

15. D — Excessive flaking without inflammation most commonly indicates a simple dry scalp, which responds to conditioning treatment. The absence of redness or active infection rules out the contraindicating conditions in the other options.

16. A — Brushing before shampooing loosens debris and distributes natural scalp oils through the hair, preparing it for effective cleansing. It does not alter texture or replace shampoo.

17. A — Lukewarm water is comfortable and avoids irritating a sensitive scalp while still cleansing effectively. Excessively hot, cold, or alternating temperatures cause discomfort or distress to the client.

18. B — Scalp massage during shampooing stimulates circulation and relaxes the client, enhancing both the service experience and scalp health. It does not change hair texture or lighten pigment.

19. D — Shampoo pH and ingredients directly affect cleansing strength, moisture retention, and scalp health, so matching the formula to the client's condition matters. Price or fragrance alone do not determine suitability.

20. D — A clarifying shampoo is formulated to strip residue and product buildup, restoring the hair when it feels coated and limp. Heavier oils, pomades, or non-cleansing conditioners would worsen the buildup.

21. C — Conditioner is applied to the mid-lengths and ends, the oldest and driest areas most in need of moisture. Applying it to the scalp can weigh hair down and is generally unnecessary at the roots.

22. B — Porosity describes the hair's ability to absorb and retain moisture or chemicals, determined by cuticle condition. It is distinct from diameter (texture), density, or wave pattern.

23. B — High-porosity hair absorbs product rapidly and can process faster, so it requires careful monitoring to avoid over-processing. It does not resist penetration or universally prohibit chemical service.

24. C — A scalp free of cuts or abrasions is required because chemicals entering broken skin cause irritation or chemical injury. Chemicals do not heal wounds or strengthen the shaft.

25. B — Trichology is the study of the hair and scalp, including their structure, function, and disorders. It is a scientific field, not a marketing or furniture-design discipline.
26. C — A blunt one-length bob is produced by cutting all hair to the same length along a clean horizontal line with no elevation. Point-cutting, slide-cutting, or razor texture would remove the solid blunt edge the client requested.
27. D — A guideline acts as the reference length that all subsequent sections are cut to follow, ensuring consistency throughout the cut. It governs length, not decoration, colour, or fragrance.
28. B — Elevation is the angle at which hair is held away from the head before cutting, and it determines layering and graduation. It is unrelated to tool temperature, product, or shear speed.
29. A — Layers cut shorter at the top and longer below create interior volume and movement, achieving the client's goal. A blunt zero-elevation cut or perimeter-only work would not add interior lift.
30. D — Consistent tension produces an even finished line because uneven tension lets some sections retract and cut at different lengths. Tension does not affect colour, fragrance, or shear temperature.
31. C — Cutting uniform-length hair at 90 degrees produces a rounded layered form with even layers throughout the head. Solid one-length, nape-stacked graduation, and asymmetry result from different elevations or techniques.
32. A — Cross-checking confirms a cut is balanced and even by checking the hair opposite to the original cutting direction. It is a quality-control step for the cut, not for pricing, colour, or sanitation.
33. B — Cutting to allow for the cowlick's growth pattern and advising on styling produces a workable result, since cutting too short exaggerates the cowlick. Relaxer is inappropriate and refusing the service is unwarranted.
34. B — Point-cutting into the ends softens and textures the edge rather than leaving a hard blunt line. It does not increase density or change curl.

35. C — Guard-graduation paired with clipper-over-comb blends lengths smoothly for a tapered nape. Holding clippers still or cutting at one setting leaves harsh lines instead of a gradient.
36. D — Holding shears with the thumb and ring finger provides control and reduces hand strain during prolonged cutting. Correct grip is about precision and ergonomics, not appearance or cleaning.
37. C — Sharp cutting shears used with a blunt-cutting technique create the precise, sharp perimeter that fine straight hair shows clearly. Razors and thinning shears soften the line, which is the opposite of the goal.
38. D — Graduation builds weight and creates a stacked area where overlapping lengths accumulate. It is the opposite of uniform layering and is unrelated to colour effects.
39. B — Curly hair shrinks as it dries, so cutting it dry or with less tension accounts for the true finished length. Curly hair can absolutely be cut with shears, and cutting does not change colour.
40. B — Checking whether the head position and partings were even is the first diagnostic step for uneven sides, since these are the most common cause. Pricing, lighting, and shampoo fragrance are irrelevant to the cut's balance.
41. D — Removing weight from very thick hair improves manageability and helps achieve the desired silhouette. It does not change pigment, strand diameter, or curl pattern.
42. D — A fade blends progressively shorter guard lengths seamlessly into longer hair, creating the gradient that defines the technique. It involves cutting lengths, not colours, fragrances, or shampoos.
43. A — Sectioning creates control and ensures accuracy and consistency throughout the cut by isolating manageable areas. It does not replace consultation or relate to product recommendations.
44. A — Recommending a style that works with the existing hairline and density flatters a receding hairline realistically. Growing remaining hair long to cover, colouring, or refusing service are poor professional choices.

45. B — Dull shears bend and fold the hair instead of cutting cleanly, causing damage and uneven results, so sharp maintained shears are essential. Sharpness affects cut quality, not colour or resale value.

46. A — Keeping cutting tools clear of sudden movements and pausing when needed is the safest practice with a restless child. Rushing, forcibly restraining, or switching to a razor all increase injury risk.

47. C — The weight line in a graduated cut is the area where the most length and density visibly accumulate. It is a structural feature of the cut, not a pricing, load, or colour reference.

48. A — Coordinating comb and shears in scissor-over-comb controls how much hair is cut and produces an even, blended result. It does not eliminate sectioning or relate to warming shears.

49. D — Styling the finished cut confirms the hair falls correctly and meets the client's expectations before they leave. It is a verification step, not a way to raise cost or skip cross-checking.

50. A — Selecting the correct iron temperature and letting curls cool in set position is the key to long-lasting thermal curls, because the cooling phase locks the new shape. Heavy oil, brushing out hot curls, or insufficient heat all shorten longevity.

51. D — Heat protectant helps reduce thermal damage to the hair shaft by forming a buffering barrier before heat is applied. It does not change curl pattern, replace shampoo, or lighten colour.

52. A — Directing airflow down the hair shaft, following the cuticle from root to end, smooths the cuticle for a sleek shiny finish. Aiming upward roughs the cuticle and increases frizz.

53. A — Building a secure foundation with proper sectioning and product supports a long-lasting formal updo. Leaving hair loose, using slippery oils, or omitting pins all cause the style to collapse.

54. B — The cool-shot button sets the style and closes the cuticle for shine by cooling the hair in its final shape. It does not increase heat, straighten curl, or replace product.

55. C — Backcombing at the base adds volume and creates a supportive foundation for the style. It increases rather than reduces lift, and does not change colour or smoothness.

56. C — Root-lifting product combined with directional drying creates apparent fullness in fine hair by lifting the roots away from the scalp. Heavy wax, oils, or flat drying all weigh fine hair down.

57. B — Using thermal tools cautiously near the scalp avoids burning the client's skin and scalp, which is the primary safety concern. It is unrelated to hold, porosity, or heat-protectant use.

58. C — A roller set creates smooth volume and curl that can be brushed into a finished style. It is a temporary thermal/wet set, not a permanent chemical wave or a colour process.

59. D — Finishing spray holds the completed style in place and adds a polished finish. It does not cleanse, alter texture permanently, or loosen the style.

60. C — A blow-dried style that collapses quickly was most likely not fully dried or set before finishing, since residual moisture causes drop. Sharp shears, record cards, and shampoo choice do not cause same-day collapse.

61. C — Even tension throughout a braid creates a uniform, secure, and comfortable result. Uneven tension causes loose or painful braids; tension does not change colour or straighten hair.

62. B — An anti-humidity product paired with a frizz-resistant style is most appropriate for humid conditions, because it helps the style resist reversion. Skipping product or using moisture-attracting oils worsens frizz.

63. C — Unplugging and safely storing heated tools after use prevents fire hazards and burns in the salon. It is a safety measure, not a way to set curls, raise resale value, or alter porosity.

64. B — Directional drying means guiding the airflow to shape and place the hair as desired. It is not limited to ends or roots and does not require omitting brushes or using only cold air.

65. A — Setting damp hair with rollers, twists, or braids and allowing it to dry creates natural-looking heatless waves. Repeated flat-iron passes use heat, and vigorous brushing or clarifying does not form waves.

66. A — A preliminary test curl determines the processing time and how the hair responds to the perm solution. It safeguards against over- or under-processing, unrelated to pricing, fragrance, or colour.

67. D — The neutralizer re-forms the disulfide bonds that the waving solution broke, fixing the hair into its new curl shape. Breaking bonds is the role of the waving lotion, not the neutralizer.

68. B — Rods that are too large produce a looser curl or wave than requested, because curl size is governed by rod diameter. They do not create tighter curls, cause breakage, or change colour.

69. A — A strand test before a relaxer assesses processing time and the hair's tolerance to the chemical, preventing damage. It has nothing to do with fragrance, discounts, or seating.

70. B — Sodium hydroxide relaxers are strong, high-pH products that require careful handling and protective measures. They are not pH-neutral, do not lighten colour, and are not interchangeable with perm solution.

71. D — Thorough rinsing and neutralizing stops the chemical action and prevents ongoing damage to the hair. It does not darken pigment, thicken strands, or create curl.

72. B — On a retouch, relaxer is applied only to the new growth, avoiding previously relaxed hair to prevent over-processing and breakage. Applying to the full length or the ends causes damage.

73. D — End papers control the ends during wrapping and prevent fishhooks or buckling on the perm rod. They do not enlarge curl, add colour, or replace neutralizing.

74. C — Over-processing in a chemical texture service causes excessive damage, weakened bonds, and possible breakage. It does not strengthen hair, darken colour, or restore virgin condition.

75. A — Assessing the hair's condition and choosing a gentle, compatible formula is the safe approach for perming colour-treated hair. Using the strongest solution, refusing permanently, or skipping the strand test are all inappropriate.

76. D — Following manufacturer's directions ensures safe, effective, and predictable results because the directions reflect tested parameters. They are not primarily about price, retail sales, or fragrance.

77. A — A base cream or protective barrier protects the scalp and skin from chemical irritation during a relaxer. It does not strengthen the relaxer, add colour, or replace rinsing.

78. A — Rinsing immediately with cool water and assessing the scalp is the first action when a client reports burning during a relaxer, to stop the chemical injury. Adding product, trapping heat, or continuing all worsen the harm.

79. D — Evaluating porosity and elasticity predicts how the hair will process and hold the new curl, guiding safe perming. These factors do not determine neutralizer fragrance, markup, or seating.

80. A — A thio relaxer uses different chemistry from a hydroxide relaxer, and the two must never be combined or interchanged because mixing chemistries causes severe damage. They are not identical and both still require rinsing.

81. B — Processing time is the duration the chemical is left on the hair to achieve the desired result. It is not about retail recommendations, tool disinfection, or reception time.

82. B — A thorough consultation or release on compromised hair informs the client of risks and documents professional judgment. It does not replace a strand test or guarantee future visits.

83. A — The level system measures the lightness or darkness of a hair colour on a scale from dark to light. It is separate from tone (warmth/coolness), price, or developer speed.

84. A — Lifting natural level 4 to level 7 requires a permanent colour with an appropriate developer volume, because lift needs oxidation. Semi-permanent, temporary, or no-lift glazes cannot raise the level.

85. A — A patch (predisposition) test identifies a possible allergic reaction before applying oxidative colour, protecting the client from a serious reaction. It does not set price, tools, or strand diameter.

86. D — Developer (hydrogen peroxide) oxidizes the dye and lifts the natural pigment as needed to develop the colour. It does not straighten, replace shampoo, or merely add fragrance.

87. C — A blue or blue-violet based toner neutralizes unwanted orange because blue sits opposite orange on the colour wheel. Warm, gold, or red toners would intensify the orange instead.

88. C — Developer volume controls the amount of lift and deposit a colour achieves, making correct selection essential. Volume does not affect price, fragrance, or seating.

89. A — The law of colour neutralizes an unwanted tone using the colour directly opposite it on the colour wheel. Adjacent, identical, or simply lighter colours do not neutralize the tone.

90. C — Selecting adequate base/deposit and an appropriate developer is most important for full grey coverage, since grey needs sufficient pigment and lift. Temporary rinses, omitting developer, or skipping the roots all fail to cover grey.

91. B — A strand test previews the colour result, timing, and the hair's reaction before full application. It does not set pricing, shampoo fragrance, or chair height.

92. A — On a retouch, new colour is applied first to the new growth at the regrowth area near the scalp to match the existing colour. Applying to ends first or the whole length causes banding or over-processing.

93. D — Underlying pigment exposed during lightening progresses from red through orange to yellow as lightening continues. It does not jump straight to black, appear only cool, or stay unchanged.

94. D — A double-process blonde lightens the hair first, then tones it to the desired shade. Single-process colour, toning before lightening, or relaxer-then-perm do not describe this service.

95. C — A thorough consultation before colour correction assesses hair history, condition, and sets realistic expectations, which is critical for a safe plan. It does not replace a strand test or guarantee retail sales.

96. B — A filler replaces missing underlying pigment before depositing colour, ensuring even, true results on porous or over-lightened hair. It does not straighten, thicken strands, or remove pigment.

97. C — Applying a cool-toned colour or toner neutralizes brassy warmth because cool tones counteract warm pigment. Adding warmth or lightening further would not correct brass, and brass is correctable.

98. A — The developer-to-colour ratio affects lift, deposit, and the final result, so mixing it correctly is essential. The ratio does not set price, fragrance, or seating.

99. D — Pre-softening or using a formula designed for resistant grey is the appropriate adjustment when coverage is poor, because resistant grey needs help accepting pigment. Temporary colour, omitting developer, or skipping the grey all fail to cover it.

100. C — Timing is critical in lightening because over-processing can cause severe damage and breakage. Timing governs hair integrity, not markup, fragrance, or being irrelevant once applied.

101. D — Demi-permanent colour deposits colour and tone without significant lifting and fades gradually over several weeks. It does not permanently lift levels or wash out in a single shampoo.

102. A — Foiling isolates sections to create dimensional colour by lightening or colouring selected strands. It does not produce a solid uniform block, change curl, or clean the scalp.

103. A — Applying retouch colour quickly and accurately ensures even processing and avoids overlapping onto previously coloured hair, which causes banding and damage. Speed is about quality, not pricing or fragrance.

104. C — Lightening dark hair to an appropriate level first allows a vivid fashion colour to show, since vivids need a pale base. Applying vivid directly, using only a rinse, or darkening the base would not display the colour.

105. D — Protective clothing and gloves protect the stylist from staining and chemical contact during colour services. They are a safety measure, not a value, speed, or branding tool.

106. B — Porosity equalizing promotes more even colour absorption along uneven hair lengths, producing consistent results. It does not change curl, strand diameter, or density.

107. D — Uneven banding from home colour is most often caused by overlapping applications and uneven previous colour deposits. Shears, record cards, and chair height have no bearing on colour banding.

108. D — Temporary hair additions fall under specialized services such as extensions or hair additions. They are not a relaxer, single-process colour, or precision haircut.

109. A — Preparing the natural hair creates a smooth, flat base for a secure and natural-looking wig fit. It does not change natural colour, replace head measurement, or clean the wig.

110. B — Extension attachment methods must suit the client's hair condition because improper methods can stress and damage natural hair. Methods are not all equally damaging and do not set shampoo price or change colour.

111. D — Following sanitation standards and assessing skin sensitivity is most important when adding facial-hair grooming, protecting against infection and reaction. Reusing unwashed tools, skipping consultation, or untested colour are unsafe.

112. A — Matching extension hair to the client's natural hair ensures a seamless, natural-looking blend in colour and texture. It does not raise price by itself, replace consultation, or change natural porosity.

113. C — Selecting a scalp treatment based on the scalp's condition lets the right product target the specific concern effectively. Products are not interchangeable, and price alone does not determine results.

114. A — Effective inventory management ensures products are available while reducing waste and shortages, supporting smooth operations. It does not change product texture, replace consultations, or affect processing time.

115. D — Accurate scheduling maximizes productivity and reduces client wait times, which is central to salon operations. It does not alter product chemistry, pricing, or fragrance.

116. C — Matching retail products to the client's hair needs and home-care goals is the best professional approach, building trust and results. Pushing expensive or unrelated products, or avoiding recommendations entirely, fails the client.

117. A — Accurate financial records track income and expenses and support sound business decisions for the salon. They do not change product texture, curl results, or seating.

118. C — Client retention depends most on consistent quality service and strong professional relationships. Overcharging, avoiding contact, or refusing helpful recommendations all undermine retention.

119. D — Following health and licensing regulations lets a salon operate legally and protects client and worker safety. Regulations are not about markup, fragrance, or hair texture.

120. C — Listening professionally, acknowledging the concern, and seeking a fair resolution is the best way to handle a complaint, preserving the relationship and reputation. Ignoring, charging fees, or dismissing the client damages trust.