MULTIPLE CHOICE

1. One of the most important experiences that a stylist provides is a _____.
   a. facial massage
   b. shampoo
   c. color service
   d. consultation
   
   ANS: B  PTS: 1  REF: Page 322

2. Often called simply “the shampoo,” this first step of the service actually encompasses three different processes: scalp care and massage, shampooing, and _____.
   a. hair cutting
   b. color
   c. conditioning
   d. blow drying
   
   ANS: C  PTS: 1  REF: Page 322

3. What are the two basic requirements for maintaining a healthy scalp?
   a. Sunlight and nutrition
   b. Scrubbing and oiling
   c. Washing and drying
   d. Cleanliness and stimulation
   
   ANS: D  PTS: 1  REF: Page 323

4. When are scalp treatments performed?
   a. Before the shampoo only
   b. During the shampoo only
   c. Before or during the shampoo
   d. After the shampoo only
   
   ANS: C  PTS: 1  REF: Page 323

5. ____ is contraindicated, or not recommended, for clients with severe, uncontrolled hypertension.
   a. Shampooing
   b. Color services
   c. Massage
   d. Heat treatments
   
   ANS: C  PTS: 1  REF: Page 324

6. What factor differs between a relaxation scalp massage and a treatment scalp massage?
   a. The products that are used
   b. The amount of pressure that is used
   c. The person who is performing the massage
   d. The location of the massage
   
   ANS: A  PTS: 1  REF: Page 324

7. A stylist should recommend a hair or scalp treatment only after having performed a(n) _____.
a. shampoo procedure
b. hair and scalp examination
c. conditioning treatment
d. abrasion test

ANS: B  PTS: 1  REF: Page 324-325

8. During a dry hair and scalp treatment, a _____, which resembles a hooded dryer, can be used to help resolve the moisture balance in the hair.
   a. scalp steamer
   b. scalp shampooer
   c. scalp dryer
   d. scalp massager

ANS: A  PTS: 1  REF: Page 325

9. Modern antidandruff shampoos, conditioners, and topical lotions contain antifungal agents that control dandruff by suppressing the growth of a bacteria called _____.
   a. staphylococci
   b. streptococci
   c. salmonella
   d. malessezia

ANS: D  PTS: 1  REF: Page 325

10. Brushing, massaging, or shampooing the scalp is not recommended if the scalp is irritated, prior to a chemical or haircolor service, or before/after a _____ service.
    a. highlighting
    b. facial
    c. massage
    d. consultation

ANS: A  PTS: 1  REF: Page 326

11. Brushes with _____ bristles have many tiny overlapping layers or scales, which clean and add luster to the hair.
    a. natural
    b. nylon
    c. rounded
    d. synthetic

ANS: A  PTS: 1  REF: Page 326

12. If you encounter a client with any open wounds, reddened scalp irritations, abnormal scalp flaking, or infectious disease, discontinue the service(s) and refer them immediately and tactfully to a(n) _____.
    a. emergency clinic
    b. physician
    c. center of disease control
    d. alternative salon

ANS: B  PTS: 1  REF: Page 327

13. To be effective, a shampoo must remove all dirt, oils, cosmetics, and skin debris without _____.
    a. clarifying the scalp and hair
    b. cleaning residue and products
    c. adversely affecting the scalp or hair
d. stripping hair of bacteria
ANS: C  PTS: 1  REF: Page 327

14. Hair should be shampooed _____.
   a. only when dirty
   b. as often as necessary
   c. once a day
   d. once a week
ANS: B  PTS: 1  REF: Page 327

15. Maintaining good ____ while shampooing will prevent unnecessary muscle aches, back strain, and fatigue.
   a. motion
   b. balance
   c. leverage
   d. posture
ANS: D  PTS: 1  REF: Page 328

16. Hair that has been lightened, colored, permed, chemically relaxed, or processed with a keratin straightener is called _____.
   a. overprocessed
   b. reactivated
   c. chemically treated
   d. synthetic
ANS: C  PTS: 1  REF: Page 328

17. Products are classified as either an alkaline solution or an acidic solution by measuring the amount of ____ in the solution.
   a. hydrogen
   b. elements
   c. acids
   d. atoms
ANS: A  PTS: 1  REF: Page 329

18. What type of shampoo can leave the hair dry, brittle, porous, and causes fading in colored treated hair?
   a. Low-pH shampoo
   b. Color-treated shampoo
   c. Aid-balanced shampoo
   d. High-pH shampoo
ANS: D  PTS: 1  REF: Page 329

19. Water is the most abundant and important element on Earth and is classified as a(n) _____.
   a. complete solvent
   b. natural solvent
   c. universal solvent
   d. acidic solvent
ANS: C  PTS: 1  REF: Page 329
20. Fresh water from lakes and streams is purified by _____, in which matter is allowed to sink to the bottom of the collecting reservoir.
   a. sedimentation
   b. distillation
   c. filtration
   d. evaporation

   ANS: A         PTS: 1         REF: Page 329

21. What is a treatment that passes water through a porous substance, such as charcoal or a filter, for purification purposes?
   a. Sedimentation
   b. Distillation
   c. Filtration
   d. Evaporation

   ANS: C         PTS: 1         REF: Page 329-330

22. What chemical is added to fresh water before it enters the public water pipelines for the purpose of providing additional water purification by killing common bacteria?
   a. Hydrogen
   b. Oxygen
   c. Sodium
   d. Chlorine

   ANS: D         PTS: 1         REF: Page 330

23. What water purification process is used in the manufacture of cosmetics, in which water is heated until it becomes a vapor, then collected as a liquid?
   a. Sedimentation
   b. Distillation
   c. Evaporation
   d. Filtration

   ANS: B         PTS: 1         REF: Page 330

24. It is important for the stylist to determine if the local water supply to the salon is _____ because it may affect the outcome of the clients’ chemical services.
   a. dirty or clean
   b. soft or hard
   c. public or private
   d. fresh or salty

   ANS: B         PTS: 1         REF: Page 330

25. The main ingredient in most shampoos is _____.
   a. detergent
   b. botanicals
   c. surfactants
   d. water

   ANS: D         PTS: 1         REF: Page 330

26. _____ water has had impurities, such as calcium, magnesium, and other metal ions, removed.
   a. Deionized
   b. Ionized
27. Ingredients in shampoos, as well as all other manufactured products, are listed on the packaging according to the percentages of each ingredient or in _____.
   a. descending order
   b. ascending order
   c. volume order
   d. alphabetical order

ANS: A  PTS: 1  REF: Page 330

28. The second ingredient listed in most shampoos is the _____, or base detergent, which contains the surface active cleaning agents.
   a. botanical ingredients
   b. biotin compounds
   c. foam enhancers
   d. primary surfactant

ANS: D  PTS: 1  REF: Page 330

29. What term describes the water-attracting head of a surfactant molecule?
   a. Deionized
   b. Hydrophilic
   c. Lipophilic
   d. Chlorinated

ANS: B  PTS: 1  REF: Page 330

30. The lipophilic tail of a surfactant molecule is considered to be _____.
   a. water-resistant
   b. water-loving
   c. oil-resistant
   d. oil-attracting

ANS: D  PTS: 1  REF: Page 330

31. What are the shampoos that help close the hair cuticle and are balanced to the pH of skin and hair by the addition of citric, lactic, or phosphoric acid?
   a. pH-balanced shampoos
   b. Alkaline-balanced shampoos
   c. Alkaline-based shampoos
   d. Deionized shampoos

ANS: A  PTS: 1  REF: Page 332

32. _____ shampoo, also known as moisturizing shampoo, is designed to make the hair appear smooth and shiny and to improve the manageability of the hair.
   a. Balancing
   b. Conditioning
   c. Medicated
   d. Neutralizing

ANS: B  PTS: 1  REF: Page 332
33. What are two conditioning agents that help restore moisture and elasticity to the hair shaft?
   a. Protein and oils
   b. Melanin and biotin
   c. Protein and biotin
   d. Collagen and niacin

   ANS: C  PTS: 1  REF: Page 332

34. Products that do not remove artificial color from the hair are considered to be _____.
   a. neutral
   b. medicated
   c. moisturizing
   d. nonstripping

   ANS: D  PTS: 1  REF: Page 332

35. _____ shampoos contain special chemicals or drugs that are effective in reducing dandruff or relieving other scalp conditions, and may sometimes be prescribed by a physician.
   a. Clarifying
   b. Conditioning
   c. Balancing
   d. Medicated

   ANS: D  PTS: 1  REF: Page 332

36. Which type of shampoo, containing an active chelating agent, should be used when a buildup on the hair is evident and prior to all chemical services?
   a. Conditioning shampoo
   b. Balancing shampoo
   c. Medicated shampoo
   d. Clarifying shampoo

   ANS: D  PTS: 1  REF: Page 332-333

37. What type of shampoo washes away excess oiliness while preventing the hair from drying out?
   a. Clarifying
   b. Conditioning
   c. Balancing
   d. Medicated

   ANS: C  PTS: 1  REF: Page 333

38. What type of shampoo, also known as powder shampoo, cleanses the hair without the use of soap and water?
   a. Clarifying
   b. Conditioning
   c. Medicated
   d. Dry

   ANS: D  PTS: 1  REF: Page 333

39. _____ shampoos, sometimes called soap-free shampoos, are formulated with little to no alkaline soap base, are compatible with hair and soft water sources, and are known to be sensitive to artificial hair color.
   a. Sulfate-free
b. Conditioning  
c. Medicated  
d. Neutralizing  

ANS: A  PTS: 1  REF: Page 333-334

40. A _____ shampoo is designed to re-balance the pH level of your hair by neutralizing any alkali and unwanted residues in the hair.  
   a. balancing  
   b. conditioning  
   c. medicated  
   d. neutralizing  

ANS: D  PTS: 1  REF: Page 334

41. Shampoos that are created by combining the surfactant base with basic color pigments are called _____.
   a. moisturizing shampoos  
   b. clarifying shampoos  
   c. color-enhancing shampoos  
   d. neutralizing shampoos  

ANS: C  PTS: 1  REF: Page 334

42. What type of shampoo is manufactured with artificial protein molecules added to the base to cling to the natural protein in the hair and give it extra strength?
   a. Keratin  
   b. Conditioning  
   c. Medicated  
   d. Neutralizing  

ANS: A  PTS: 1  REF: Page 334

43. What special chemical agents are applied to the hair to deposit protein or moisturizer to help restore the hair’s strength, infuse moisture, give hair body, and protect hair against possible breakage?
   a. Shampoos  
   b. Conditioners  
   c. Keratin  
   d. Medications  

ANS: B  PTS: 1  REF: Page 335

44. What substances absorb moisture or promote the retention of moisture in the hair?
   a. Astringents  
   b. Humectants  
   c. Keratin  
   d. Deionized  

ANS: B  PTS: 1  REF: Page 335

45. _____ conditioners are products designed to penetrate the cortex and reinforce the hair shaft from within while temporarily reconstructing the hair.
   a. Astringent  
   b. Protein  
   c. Keratin  
   d. Deionized
46. Which type of conditioning agent is used after a scalp treatment and before styling to remove oil accumulation from the scalp?
   a. Scalp conditioners
   b. Scalp astringent lotions
   c. Spray-on thermal protectors
   d. Deep-conditioning treatments

   ANS: B  PTS: 1  REF: Page 336

47. _____, also known as hair masks or conditioning packs, are chemical mixtures of concentrated proteins and intensive moisturizers.
   a. Scalp conditioners
   b. Scalp astringent lotions
   c. Spray-on thermal protectors
   d. Deep-conditioning treatments

   ANS: D  PTS: 1  REF: Page 337

48. A _____ draping is also known as a wet draping.
   a. shampoo
   b. color service
   c. scalp treatment
   d. cape

   ANS: A  PTS: 1  REF: Page 337

49. A _____ strip is less bulky than terry cloth towels and will allow a natural fall to the hair for more precision while cutting.
   a. hair
   b. neck
   c. scalp
   d. color

   ANS: B  PTS: 1  REF: Page 337-338

50. When securing a cape as draping for a basic shampoo, do not let the cape touch the _____.
   a. client’s skin
   b. shampoo sink
   c. client’s towel
   d. shampoo chair

   ANS: A  PTS: 1  REF: Page 346

51. Do not massage or manipulate a client’s scalp if you detect the presence of _____.
   a. color
   b. keratin
   c. medication
   d. abrasions

   ANS: D  PTS: 1  REF: Page 348

52. During the shampoo procedure, apply small quantities of shampoo to the hair beginning at the _____.
   a. crown area
b. nape area  
c. hairline  
d. ear area  

ANS: C  PTS: 1  REF: Page 349

53. When manipulating the scalp during a shampoo, begin at the front hairline and work in a(n) _____.
   a. side-to-side movement  
b. up-and-down movement  
c. back-and-forth movement  
d. zigzag movement  

ANS: C  PTS: 1  REF: Page 349