Chapter 11—Treatment of the Hair and Scalp

MULTIPLE CHOICE

1. A professional barber is responsible for knowing how ____ affect the hair and scalp so that you can select or recommend the right products for your clients.
   a. hair colors    c. hair cuts
   b. shampoos and conditioners  d. scalp disorders

   ANS: B
   A professional barber is responsible for knowing how shampoos and conditioners affect the hair and scalp so that you can select or recommend the right products for your clients.

   PTS: 1     REF: p. 276
   OBJ: LO: 11.1 Discuss the benefits of a shampoo service.

2. The purpose of a shampoo product and service is to ___.
   a. cleanse the scalp   c. add shine to the hair
   b. identify scalp disorders  d. cleanse the scalp and hair

   ANS: D
   The purpose of a shampoo product and service is to cleanse the scalp and hair.

   PTS: 1     REF: p. 276
   OBJ: LO: 11.1 Discuss the benefits of a shampoo service.

3. ____ moisturize and help to restore some of the oils and/or proteins.
   a. Styling lotions  c. Hair conditioners
   b. Scalp conditioners  d. Shampoos

   ANS: C
   Hair conditioners moisturize the hair and help to restore some of the oils and/or proteins.

   PTS: 1     REF: p. 277
   OBJ: LO: 11.1 Discuss the benefits of a shampoo service.

4. ____ are available to treat conditions requiring a medicinal product.
   a. Styling lotions  c. Hair conditioners
   b. Scalp conditioners  d. Shampoos

   ANS: B
   Scalp conditioners are available for overall scalp maintenance or to treat conditions requiring a medicinal product.

   PTS: 1     REF: p. 277
   OBJ: LO: 11.1 Discuss the benefits of a shampoo service.

5. Which type of hair product should a client with dry and damaged hair that also has a coarse texture use?

   ANS: A
A client with dry and damaged hair that also has a coarse texture should use a deep-moisturizing shampoo for damaged hair.

PTS: 1  REF:  p. 277
OBJ:  LO: 11.2 Select products for different hair types and textures.

6. Which type of hair product should a client with wavy hair and a medium texture use?
   b. Volumizing shampoo.  
   c. Protein treatments.  
   d. pH-balanced shampoo.

ANS: D
A client with wavy hair and a medium texture should use a pH-balanced shampoo.

PTS: 1  REF:  p. 277
OBJ:  LO: 11.2 Select products for different hair types and textures.

7. Which type of hair product should a client with straight hair and a fine texture use?
   b. Volumizing shampoo.  
   c. Spray-on thermal protectors.  
   d. Leave-in conditioner.

ANS: B
A client with straight hair and a fine texture should use a volumizing shampoo.

PTS: 1  REF:  p. 277
OBJ:  LO: 11.2 Select products for different hair types and textures.

8. Which type of hair product should a client with straight hair and a coarse texture use?
   b. Volumizing shampoo.  
   c. Spray-on thermal protectors.  
   d. Leave-in conditioner.

ANS: D
A client with straight hair and a coarse texture should use a leave-in conditioner.

PTS: 1  REF:  p. 277
OBJ:  LO: 11.2 Select products for different hair types and textures.

9. ____ capes should be waterproof.
   a. Shampoo  
   b. Haircutting  
   c. Wet  
   d. Wet/dry

ANS: A
Shampoo capes are waterproof drapes made of vinyl that are used to protect the client’s skin and clothing from water, liquids, and chemical processes.

PTS: 1  REF:  p. 278
OBJ:  LO: 11.3 Describe proper draping procedures for various services.

10. Haircutting capes are made of ____ , in order to shed wet and dry hair more effectively.
    a. nylon  
    b. cotton  
    c. vinyl  
    d. wool

ANS: A
Haircutting capes are made of nylon or other synthetic materials. These draping fabrics are usually more effective for shedding wet and dry hair.
11. The application of a ____ between the client’s neck and the neckband of the cape is a requirement of every state’s barber rules and regulations.
   a. paper towel    c. lotion
   b. plastic layer   d. neck strip
   ANS: D
   The application of a barrier (towel or neck strip) between the client’s neck and the neckband of the cape is a requirement of every state’s barber rules and regulations.

12. ____ towel(s) should always be used for chemical services.
   a. One              c. Four
   b. Two              d. Five
   ANS: B
   Two towels should always be used for chemical services. One cloth towel should go under the cape and folded over the neckband once the cape is secured, followed by a cloth towel over the cape neckline and secured with a clip to provide protection from solution or chemical drips.

13. In the first step of draping for wet and chemical services, you fold the towel____.
   a. vertically
   b. diagonally
   c. horizontally
   d. You do not fold the towel in this step.
   ANS: B
   In the first step of draping for wet and chemical services, you fold the towel diagonally in order to maximize the length.

14. What is not one of the basic considerations for performing a shampoo service?
   a. Scalp manipulations to facilitate the shampoo procedure.
   b. Proper positioning of the barber.
   c. Proper organization of tools needed for a shampoo service.
   d. Proper draping and positioning of the client.
   ANS: C
   The basic considerations for performing a shampoo service include proper draping and positioning of the client, scalp manipulations to facilitate the shampoo procedure, and proper body positioning of the barber.

15. At the shampoo bowl, keep your chin parallel to the floor ____.
a. to produce a more thorough shampoo service for the client
b. to help make the experience more pleasant for the client
c. to maintain good balance
d. to avoid neck strain

ANS: D
At the shampoo bowl, keep your chin parallel to the floor to avoid neck strain.

PTS: 1  REF: p. 280
OBJ: LO: 11.4 Identify basic considerations for performing a shampoo service.

16. In the barbershop, the ____ method of shampooing can be used when a standard shampoo bowl is not available.
   a. reclined  
   b. inclined  
   c. upright  
   d. wet  

ANS: B
In the barbershop, the inclined method of shampooing can be used when a standard shampoo bowl is not available or when the client cannot use the recline method.

PTS: 1  REF: p. 279  OBJ: LO: 11.5 Describe two shampooing methods.

17. In the barbershop, the ____ method of shampooing is the most commonly used method.
   a. reclined  
   b. inclined  
   c. upright  
   d. wet  

ANS: A
In the barbershop, the reclined method of shampooing is the most commonly used method.

PTS: 1  REF: p. 279  OBJ: LO: 11.5 Describe two shampooing methods.

18. If a client is disabled or wheelchair bound, ____.
   a. ask your manager how this client should be handled  
   b. the regular protocol should be followed  
   c. the inclined method should always be used  
   d. the client should be asked how he or she would like to be shampooed  

ANS: D
If a client is disabled or wheelchair bound, ask the client how he or she would like to be shampooed.

PTS: 1  REF: p. 279  OBJ: LO: 11.5 Describe two shampooing methods.

19. Insufficient scalp massage might be a reason ____.
   a. to be fired  
   b. to be reprimanded by the state barber board  
   c. that a client gets a rash  
   d. that a client finds fault with a shampoo service  

ANS: D
Insufficient scalp massage might be a reason that a client finds fault with a shampoo service.

PTS: 1  REF: p. 280  OBJ: LO: 11.6 Discuss reasons why a client might find fault with a shampoo service.
20. An excellent shampoo service requires ____ , product selection, water temperature testing, shampoo application, and shampoo massage manipulations.
   a. a quick pace          c. preparation and set-up
   b. excellent social skills d. teamwork

   ANS: C
   An excellent shampoo service requires preparation and set-up, product selection, water temperature testing, shampoo application, and shampoo massage manipulations.

   PTS: 1        REF: p. 280
   OBJ: LO: 11.6 Discuss reasons why a client might find fault with a shampoo service.

21. It is essential that the barber be knowledgeable about the ____.
   a. client’s favorite shampoo brand c. ideal ergonomics for shampooing
   b. chemical makeup of shampoo      d. products they use on their clients

   ANS: D
   It is essential that you be knowledgeable about the products you use on your clients. Always read product labels and follow the manufacturer’s directions.

   PTS: 1        REF: p. 280
   OBJ: LO: 11.6 Discuss reasons why a client might find fault with a shampoo service.

22. In a shampoo service, ____ water reacts favorably during the foaming process.
   a. cold                        c. hot
   b. warm                       d. boiling

   ANS: B
   In a shampoo service, warm water is more comfortable and relaxing for the client and reacts favorable during the foaming process.

   PTS: 1        REF: p. 281
   OBJ: LO: 11.6 Discuss reasons why a client might find fault with a shampoo service.

23. Massage manipulations performed during a shampoo or scalp treatment help to achieve all of the following except ____.
   a. soothed nerves
   b. stimulated scalp muscles and glands
   c. increased blood and lymph flow
   d. a smoother hair shaft

   ANS: D
   Massage manipulations performed during a shampoo or scalp treatment start at the hairline and should be performed with even pressure and continuous synchronized movement to achieve the following effects: increased blood and lymph flow, soothed nerves, stimulated scalp muscles and glands, and a more flexible scalp.

   PTS: 1        REF: p. 282
   OBJ: LO: 11.7 Describe scalp massage manipulations and techniques.

24. Firm rotary movements loosen the scalp tissues and help to improve the health of the hair and scalp by increasing blood circulation to the ____.
   a. cuticle                          c. hair papillae
   b. medulla                        d. face
Firm rotary movements loosen the scalp tissues and help to improve the health of the hair and scalp by increasing blood circulation to the hair papillae.

25. What is not one of the massage manipulations movements?
   a. Rotary.  
   b. Side to side.  
   c. Sliding.  
   d. Back and forth.

   ANS: B
   The three massage manipulations performed are the rotary movement, sliding movement, and back and forth movement.

26. Which cranial nerves are stimulated when you massage the sides to the top of the head?
   a. Eleventh and the spinal nerves.  
   b. Fifth.  
   c. Fifth and seventh.  
   d. Sixth.

   ANS: C
   The fifth and seventh cranial nerves are stimulated when you massage the sides to the top of the head.

27. Which cranial nerves are stimulated when you massage behind the ears and neck-to-crown?
   a. Eleventh and the spinal nerves.  
   b. Fifth.  
   c. Fifth and seventh.  
   d. Sixth.

   ANS: A
   The eleventh cranial nerves and spinal nerves are stimulated when you massage behind the ears and from the neck-to-the-crown.

28. Scalp preparations for ____ hair and scalp may contain moisturizing agents.
   a. dry  
   b. fine  
   c. curly  
   d. oily

   ANS: A
   For dry scalp and hair select scalp preparations containing moisturizing agents.

29. Manipulating a(n) ____ scalp is beneficial because it releases hardened sebum from follicles.
   a. dry  
   b. scally  
   c. oily  
   d. inflamed

   ANS: C
Manipulating an oil scalp will increase circulation and help to release hardened sebum from the follicles.

PTS: 1 REF: p. 284
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

30. _____ may benefit from stimulation of the blood supply to the germinal papilla through scalp treatments.
   a. Rashes  c. Alopecia
   b. Abrasions  d. Lesions

ANS: C
Conditions of alopecia may benefit from stimulation of the blood supply to the germinal papilla through scalp treatments.

PTS: 1 REF: p. 284
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

31. Dry and damaged hair can be greatly improved by _____ that make the hair soft and pliable.
   a. massages  c. reconditioning treatments
   b. shampoos  d. conditioners

ANS: C
Dry and damaged hair can be greatly improved by reconditioning treatments that contain proteins, humectants, and other ingredients that help to strengthen the hair while making it soft and pliable.

PTS: 1 REF: p. 284
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

32. Conditions such as a tight scalp and _____ may be corrected by proper scalp treatments.
   a. overactive oil glands  c. overactive or under-active oil glands
   b. underactive oil glands  d. None of the answers are correct.

ANS: C
Conditions caused by neglect, such as a tight scalp, overactive or under-active oil glands, or tense nerves may be corrected by proper scalp treatments.

PTS: 1 REF: p. 284
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

33. Steam relaxes the pores and _____.
   a. moisturizes the scalp  c. increases blood circulation
   b. conditions the hair  d. cleanses the hair

ANS: C
Steam relaxes the pores, softens the scalp and hair, and increases blood circulation.

PTS: 1 REF: p. 284
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

34. What is the fourth step when applying a hair tonic treatment?
   a. Apply the hair tonic.
   b. Apply scalp steam.
   c. Comb the hair into the desired style.
   d. Massage the scalp again with hands or a vibrator.
ANS: D
The fourth step when applying a hair tonic treatment is to massage the scalp again with hands or a vibrator.

PTS: 1 REF: p. 285
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

35. If lesions or abrasions are present, ____.
a. perform a deep-conditioning treatment
b. wash the client’s hair
c. perform a healing treatment
d. do not recommend a scalp treatment

ANS: D
Do not suggest a scalp stream or treatment if abrasions or lesions are present.

PTS: 1 REF: p. 294
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

36. Products with ____ can only be safely applied to the hair or scalp after high-frequency treatments.
a. alcohol
c. moisturizers
b. water
d. carbon

ANS: A
Products with alcohol can only be safely applied after high-frequency treatments.

PTS: 1 REF: p. 298
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

37. In a(n) ____ scalp treatment, both barber and client should put in tinted safety goggles before the application of ultraviolet rays.
a. dry
c. steam
b. dandruff
d. oily

ANS: B
In a dandruff scalp treatment, both barber and client should put in tinted safety goggles before the application of ultraviolet rays.

PTS: 1 REF: p. 299
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

38. When performing a shampoo service, what is done after you drape the client for the service?
a. Consult with the client about products, hair and scalp problems.
b. Examine the condition of the client’s hair and scalp.
c. Use back and forth movement to lightly massage the scalp.
d. Position the client for the shampoo service.

ANS: A
When performing a shampoo service, after you drape the client for the shampoo service you should consult with the client about products, hair and scalp problems, or any questions the client has with about his hair or scalp.

PTS: 1 REF: p. 290
OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.
39. What should you be aware of when you saturate a client’s hair with water during a shampoo service?
   a. Place a towel over the client’s face to protect from splashes.
   b. Use cooler water to avoid burning the client.
   c. Use a weak spray to saturate the client’s hair.
   d. Protect the face and ears against splashes.

   ANS: D
   When you saturate a client’s hair with warm water during a shampoo service, you protect the face and ears against splashes.

   PTS: 1  REF: p. 290
   OBJ: LO: 11.8 Explain services that may be included in a hair or scalp treatment.

40. Dry or powder shampoo is ____ the client’s hair with a brush.
    a. removed from       c. spread around
    b. applied to         d. shaken through

   ANS: A
   Dry or powder shampoo is sprinkled on to the hair and then the hair is brushed thoroughly to remove the powder.

   PTS: 1  REF: p. 293
   OBJ: LO: 11.6 Discuss reasons why a client might find fault with a shampoo service.