

Page 68 – Core Communication Skills

Hairdressers should...

1. Listen properly to clients. **True**
2. Repeat back to the client what they've said, so you show clients you know what they want. **True**
3. Only ask closed questions. **False**
4. Make eye contact when others speak to you. **True**
5. Not build a rapport with clients. **False**

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Are these questions open or closed?

1. Are you okay? **Closed**
2. Can you tell me what types of haircuts you've been looking at for inspiration? **Open**
3. What do you want to achieve with your hair today? **Open**
4. Were you happy with your cut and colour last time you visited?
Closed
5. Do you use tools or styling products? **Closed**

Page 70 – Meticulous Knowledge and Technical Skills

What grade would the actions below receive?

Shampooing and conditioning hair: water usage

Tap switched off when not rinsing. **Pass**

Tap left running during service. **Fail**

Tap switched off and water nozzle expertly used to avoid wasting water.
Distinction

Welcoming a client into the salon: acknowledging a client

Client acknowledged, seat and refreshment offered timescale for service identified. **Distinction**

Client acknowledged and offered a seat. **Pass**

No acknowledgement. **Fail**

Service setup: preparing for a service

All tools and equipment gathered before service begins. **Pass**

Incomplete setup, apprentice leaving client to collect service items. **Fail**

All tools and equipment laid out in service order prior to start of service.
Distinction

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These are good customer service actions... true or false?

1. Looking at your client when you say hello. **True**
2. Mumbling when you speak. **False**
3. Frowning when you speak. **False**
4. Offering to take someone's coat. **True**
5. Ignoring a ringing phone. **False**