

# Candidate Study Guide for the Illinois Cosmetology Examination Effective 8/5/2022

The following information is intended to help you prepare for the computer-administered Illinois Cosmetology Examination. Part I of this study guide contains general information about the profession and testing procedures. Part II provides a content outline, lists the competencies covered in the examination, and suggests reference materials that are commonly used in Illinois cosmetology schools. Part III describes procedures on the day of the test. Part IV provides sample questions to help you prepare for this test.

## Part I General Information

### **PURPOSE OF THE EXAMINATION**

This examination is required for professional licensure by Illinois law to certify that each cosmetologist is familiar with practices, rules and regulations that will protect the health, safety and welfare of the public. Copies of the Act are available from the Illinois Department of Financial and Professional Regulation (IDFPR) on their website at [www.idfpr.com](http://www.idfpr.com).

**TEST VALIDITY** This examination has been developed in consultation with a committee of cosmetology teachers. Test questions reflect standards and practices documented in a survey of licensed cosmetology teachers. Each question is supported by commonly used cosmetology textbooks (see page 13).

**APPLY ONLINE** Complete the application online at [www.continentaltesting.net](http://www.continentaltesting.net) and submit all required transcripts and related documents. An application is not complete until it includes a valid email address and all fees have been paid. Credit card payment is available as part of the online application. Each approved candidate receives an email from PSI that provides instructions to schedule a testing appointment.

**SPANISH & CHINESE FORMS** This test also is available in Spanish and Simplified Chinese. Each person must select their preferred form of the test on their application.

**TIME LIMIT** Each candidate schedules a PSI appointment to allow time to verify IDs and complete other check-in procedures. The time limit for the examination is 90 minutes.

### **SPECIAL ACCOMMODATION REQUESTS**

An application for special accommodations with appropriate documentation is required before special arrangements can be completed. If approved, the candidate will receive an email from PSI with instructions to schedule a test date in a test center that has appropriate facilities. Candidates who are approved for special accommodations must schedule using the PSI Call Center. Testing appointments with special accommodations must be made at least two weeks prior to the desired test date.

### **SCHEDULING**

After CTS approves your application, you can schedule a test date at one of the approved PSI Test Centers by using PSI's online system at <https://test-takers.psiexams.com/ilcos> or by calling PSI at 1-855-834-8744. All regular testing appointments must be scheduled at least two business days prior to the desired test date. **You must complete your test within 60 days after CTS approves your application.**

## ILLINOIS PSI TEST SITES

City/State	Address	Driving Directions
Carbondale, Illinois	Southern Illinois University, 605 Agriculture Dr., MC 4722 Room 781 (7th floor)	Morris Library is in the center of campus. More information about parking for the new center in Morris Library is available online at <a href="http://lib.siu.edu/directions">http://lib.siu.edu/directions</a> .
Champaign, Illinois	Parkland College 2400 W Bradley Ave, U203	From I-72 East, take N Country Fair Drive. Turn left onto W Bradley Ave. RM U203
Chicago, Illinois	PSI Chicago 332 S. Michigan Ave Suite	Take US-41S which becomes I-94E. Take the W Jackson Blvd exit (51F). Turn left on W Jackson Blvd. Turn right on S Michigan Ave.
Galesburg, Illinois	Carl Sandburg College 2400 Tom L Wilson Blvd	Exit Interstate 74 onto Hwy 34 West (toward Monmouth). Proceed to Hwy 150 West (Carl Sandburg College Exit toward Alpha). Turn left at stoplight onto South Lake Storey Road. 1 mile to CSC entrance on the left. The entrance to Carl Sandburg College will be to your left. Turn left onto Tom L. Wilson Blvd. Upon entering campus from Lake Storey Rd, turn right at the electronic marquee sign. Enter the door with the large B above it. Once in the lobby, turn right and go through glass door. The Testing Center check-in is immediately located to the right in room B-07.
Springfield, Illinois	PSI Springfield 3223 South Meadowbrook Road, Suite B	Follow I-55 south to I-72 toward Jacksonville, exit at IL 4 (Veterans Parkway) and go north to Wabash and turn Left on Wabash and then Left again on S. Meadowbrook Rd.
Bloomington, IL	Bloomington - Sales Consultants of Bloomington, Inc. 513 E. Locust St	From the North: I-55 South to Business 51. Main Street South turns into Center St. through Normal to Locust St. East in Bloomington large church on corner. Office building is just west of Price Rite Food station on the corner of Locust and Clinton. From the West: I-74 East to I-55 North to Business 51. Same as above. From the East: I-74 West to Main Street North to Locust St. East. Same as above. From the South: I-55 North to I-74 East to Main Street north to Locust St. East. Same as above.
Elgin, IL	Elgin - Training Institute of Elgin 620 Wing Street, Suite 9	From East:I-90 West to RT 31 South to Wing Street. We are located on the NW corner of the intersection of RT 31 and Wing Street. **see below From West:I-90 East to RT 31 South to Wing Street. We are located on the NW corner of the intersection of RT 31 and Wing Street. **see below. From South: RT 31 North to Wing Street. We are located on the NW corner of the intersection of RT 31 and Wing Street. **see below. From the North: RT 31 South to Wing Street. We are located on the NW corner of the intersection of RT 31 and Wing Street. **Parking is available on the North and West sides of the building. Entrance is in the middle of the West side. The testing center is in Suite 9 at the end of the hall.
Lake-In-The-Hills, IL	Lake-In-The-Hills - Blue Skies Pilot Shop 8411 Pyott Road, Suite 106	From Chicago: Take I90 W to Randall Road, north to Pyott Road, turn Right on Pyott Road. From South: Take Randall Road N to Pyott Road, turn Right on Pyott Road 1/2 mile to 8411 Pyott Rd. From West:

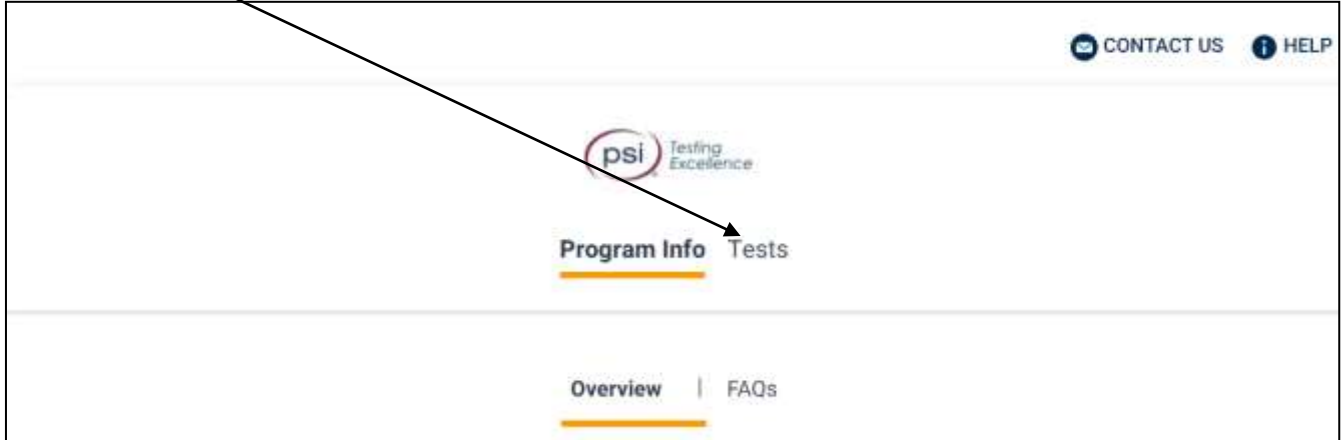
Midlothian, IL	Midlothian - Royal Testing Center 4645 W 147th St.	From I-294 OR I-57 South or North direction exit on 147 <sup>th</sup> St. /Sibley West. You continue driving West until you get to our address. The center is located inside Royal House Building directly opposite Berkot's Super Stores.
Park Ridge, IL	Park Ridge - Royal Testing Center 1550 N. Northwest Highway, 1st Fl., Ste 106	From downtown Chicago, take Lake Shore Drive and exit right on Wilson, or Lawrence, or Foster, or Hollywood and turn left. Drive West, you will see Milwaukee ave, or Cicero ave, turn right and continue driving until you see Oakton Street, turn left on Oakton Street. Continue west on Oakton Street, you will see Northwest Highway, turn right and continue driving on Northwest Highway, you will see a big brown building on your left with the address 1550. Turn left into the south or north parking lots and walk to 1st Floor, Suite 106, you will see the sign "Royal Testing Center, by the door.
Addison, Illinois	College of DuPage 301 S. Swift Road, Door 12	Interstate 94 E/Tri-State E ramp to Ind I-94 E.I-294 S, follow signs for Ind-O'Hare Take exit 33toI-290 W toward US-20/IL-64/Rockford. Use the right 2 lanes to take exit 7 to merge onto I-355 S toward Joliet. Exit I-355 at Route 64/North west on Route 64. Turn right on Swift.
Carol Stream, Illinois	College of DuPage Carol Stream Campus 500 N Kuhn Road	Center is on the west side of Kuhn Rd, north of North Ave and south of Lies Rd. From North or South: Exit from I-355 at Route 64/North Ave, and head west to Kuhn Rd (second stoplight past Gary Ave.) Turn right on Kuhn Rd north to the center on the west side of the street. From East or West: Exit from I-88 at Route 59 and go north to Route 64/North Ave. Turn right on Route 64/North Ave heading east to Kuhn Rd (next stoplight past County Farm Rd). Turn left heading north to the center located on the west side of the street. The center is also accessible from I-88 via I-355 North. Follow north/south directions above after exiting from I-88 to I-355 North.
Glen Ellyn, Illinois	College of DuPage Glen Ellyn Campus 425 Fawell Blvd. BIC 2A08	Enter the College of DuPage Main Campus on Fawell Blvd. Enter the Student Services Center (SSC) Building. Please go to the Berg Instructional Center (BIC) Specialized Testing Services - Room 2A08. The SSC and BIC buildings are attached.
Naperville, Illinois	College of DuPage Naperville Campus 1223	Naperville Center is located on the south side of Rickert Drive. Rickert Drive is accessed by turning north from 75th Street two miles west of Washington Street. From Route 59, travel east on 75th Street to Rickert Drive and turn north.
Westmont, Illinois	College of DuPage - Westmont Center 650 Pasquinelli	Westmont Center is located on the west side of Pasquinelli Drive. Pasquinelli Drive is accessed by turning north from Ogden Ave one block west of Rout 83. The center entrance is immediately north of the bank.
West Chicago, IL	West Chicago - Illinois Aviation Academy 32 W 751 Tower Rd	From North: Take IL-25S/St Charles Street, make a slight left onto Dunham road, continue onto Kirk Road, turn left at IL 64/E /E Main Street, take the second right onto Kautz /Smith road, take 1st left onto Tower road and we are the big yellow hangar on the left hand side. From South: Take IL59N/N Division Street, turn left at IL 64W/North Avenue, turn left at Kautz Road, and half a mile down the street is Tower Road on your left and we are the big yellow hangar on the corner of Tower and Kautz.

City/State	Address	Driving Directions
<b>ILLINOIS CENTRAL COLLEGE TEST CENTERS</b>		
East Peoria, Illinois	Illinois Central College, 1 College Drive Room L220 in Library & Administration Building	East or West: Exit US 150/IL 116. Drive 3 miles to Centennial Drive. Turn right onto Centennial Drive and go up the hill to the stoplight; ICC is on the left. Park in Visitors lot. North-Exit I-55 onto US Rte 24. Drive 42 miles. At the College Drive stoplight, turn left. Park in Visitors lot. South-Take I-55 N towards Chicago. Take I-155 N on the left toward Peoria. Merge onto I-155 N. Take the I-74 W exit on the left at Morton toward Peoria. Merge onto I-74 W. Take US-150/IL-116 E exit 95 toward Metamora. Turn right onto US-150/IL-116E. Drive 3 miles to the stoplight at Centennial Drive. Turn right onto Centennial Drive. Park in Visitors lot.
Peoria, Illinois	Illinois Central College 5407 N University Drive Arbor Hall 103E	East or West-Exit I-74 at US-150 E/N War Memorial Drive. Turn left onto N University St. North-Exit I-55 onto I-74 W. Merge onto US-150 E/N War Memorial Drive 9. Turn left onto N University St. South-Exit I-55 N onto I-155 N/IL-121 N toward Peoria/ Hartsburg. Merge onto I-74 W via the exit on the left-toward Peoria. Merge onto US-150 E/N War Memorial Drive. Turn left onto N University St. Look for Illinois Central College - North Campus.
<b>PSI TEST CENTERS OUTSIDE ILLINOIS</b>		
Evansville, Indiana	Ivy Technical Community College, 3401 N First Ave	Testing is in the Workforce Certification and Assessment Center. From Kentucky (South): Take Hwy 41 N to the Diamond Ave exit. Exit, going West to First Avenue turn right going North. You will travel through 2 stoplights before reaching Wendy's restaurant. Turn right at Wendy's; our parking lot is immediately to the left. From the airport: Take a left on Hwy 57 To Hwy 41. Go left going South on Hwy 41 to the Diamond Avenue Exit, going West to First Avenue turn right going North.

**ONLINE** (<https://test-takers.psiexams.com/ilcos>)

For **the fastest and most convenient** examination scheduling process, register for your examinations online by accessing PSI's registration Website: [Click Here](#) or on the email confirmation you received from PSI.

1. Select **TESTS** to create an account.



2. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.



3. You will be prompted to **CREATE AN ACCOUNT** with PSI.

*The first and last name must match exactly with your current, valid, government-issued ID.*

ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	<b>Your password must contain:</b> <ul style="list-style-type: none"><li>• At least one capital letter A-Z</li><li>• At least one lower case letter a-z</li><li>• At least one number 0-9</li><li>• At least one special character !@#V\$%V^&amp;V*</li><li>• At least 8 and up to 32 characters</li></ul>
Confirm Password *	

4. Enter the “City or Postal Code” and select **FIND**.

The screenshot shows a search form titled "Search Test Center Location". It has a text input field containing "City, province, or postal code" and a "Radius" dropdown menu set to "5". Below the form is a map of Los Angeles with a blue location pin in the downtown area.

5. Select a date and time to book an appointment.

The screenshot shows a date selection interface titled "Choose a Date and Time". On the left is a calendar for "October 2021" with the 8th selected. On the right, under "Time slots available for October 08, 2021", are two buttons: "08:00 AM" and "01:30 PM". A legend at the bottom indicates that a white circle represents "Available" and a black circle represents "Selected".

6. You are now ready to pay.

The screenshot shows a payment page. On the left, under "Payment", is a "Billing Address" section with input fields for "Address 1 \*", "Address 2", "Address 3", and "City \*". On the right, under "Order Summary", it lists "Commercial Contractor Practice Test" and "Mechanical Bus and Law" for a total price of "\$100.00 USD". A "CONTINUE" button is located at the bottom right.

7. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

The screenshot shows a confirmation message titled "Booking Confirmed!!" with a plus icon and a link to "Print Confirmation". Below this, contact information is provided: "Email Address: asingla81@psionline.com", "Home Phone: 111224444", and "Office Phone: 2221112345".

## Instructions for scheduling a test

Call 855-834-8744, Customer Service Registrars are available Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time.

### **PSI CONFIRMS BY EMAIL**

PSI sends each candidate an email to confirm the date and time of his/her testing appointment; the email includes directions to the PSI Test Center.

### **RESCHEDULING**

A testing appointment may be rescheduled up to two business days before the scheduled test date. Candidates who fail this examination must reapply after complying with the requirements for retesting based on the number of their prior attempts.

### **MISSING AN APPOINTMENT**

Candidates who miss a testing appointment forfeit all fees and must reapply before they are eligible to schedule a new test date.

### **TEST SCORES**

Candidates will receive an unofficial score report before they leave the PSI Test Center. ***All candidates will receive their official score reports from CTS one to two weeks after their test date.*** Candidates who pass will receive an application to apply for licensure with their CTS score report. Candidates who fail will receive a diagnostic report in their CTS score report indicating content areas in which they need to improve their scores.

## Part II Test Content and Recommended Study Material

This examination is based on recommendations from licensed cosmetology teachers throughout Illinois. Content areas on the test are outlined below.

<b>I. Salon Safety and Sanitation</b>	<b>32% of Test</b>
Infections	Draping for Services
Sanitation Procedures	Diseases & Disorders
Tools, Gloves & Chemicals	Health & Safety Regulations
Medical Emergencies & Blood	Hygiene
<b>II. Analyze &amp; Treat Scalp, Hair, Skin &amp; Nails</b>	<b>11% of Test</b>
<b>III. Cut &amp; Style Hair</b>	<b>13% of Test</b>
Advising Clients	Styling Hair
Cutting Hair	Thermal Styling & Drying
Reducing Bulk	Wigs & Extensions
<b>IV. Waving &amp; Relaxing</b>	<b>13% of Test</b>
Client Characteristics	Perming & Relaxing
Product Effects	Safety & Sanitation
Selecting & Using Products	
<b>V. Hair Coloring &amp; Lightening</b>	<b>13% of Test</b>
Client Characteristics	Coloring & Lightening
Product Effects	Safety & Sanitation
Selecting & Using Products	
<b>VI. Nail Services</b>	<b>9% of Test</b>
Implements	Artificial Nails
Manicures & Pedicures	Safety & Sanitation
<b>VII. Skin Services</b>	<b>9% of Test</b>
Makeup	Selecting & Using Products
Removing Unwanted Hair	Safety & Sanitation

### Recommended Study Materials

Questions in this examination are supported by the following references.

*Milady's Standard Cosmetology* (English or Spanish editions, (2016)  
Publisher: Milady Publishing Company Website: [www.milady.com](http://www.milady.com)

*Salon Fundamentals, or Salon Fundamentals: Un recurso para tu carrera de cosmetología,*  
Third Edition (2014)  
Publisher: Pivot Point International, Inc Website: [www.pivot-point.com](http://www.pivot-point.com)

*Pivot Point Fundamentals, Volumes 101-113* (2016)  
Publisher: Pivot Point International, Inc Website: [www.pivot-point.com](http://www.pivot-point.com)



## Part III Testing Procedures

**YOU WILL NOT BE ALLOWED TO TAKE THE EXAM IF YOU DO NOT HAVE ONE OF THESE FORMS OF ID. ALL CANDIDATE IDS ARE SUBJECT TO SECURITY SCREENING TO VERIFY THEIR AUTHENTICITY.**

- **A valid US Driver's License or State ID issued by one of the 50 states or US Territories. Or a valid temporary secure paper driver's license.**
- **A valid US Passport.**
- **A valid consular ID**

All candidates must agree to abide by PSI Test Center Rules:

- Video monitoring of each candidate occurs throughout the test.
- Video tapes may be reviewed if suspicious behavior occurs during a test.
- Name and address on the candidate ID must match the CTS application and PSI candidate registration records.
- **ALL NAME OR ADDRESS CHANGES MUST BE SUBMITTED TO CTS IN WRITING AT LEAST 10 DAYS BEFORE THE TESTING APPOINTMENT.**

No candidate may take this test if he/she:

- Does not present required photo ID when asked
- Refuses to sign the PSI Examinee Agreement
- Does not follow all PSI Test Center rules
- Tries to use prohibited items, including but not limited to books, notes, cell phones, cameras, pagers or other electronic devices during a test
- Gives or receives help during a test or test breaks
- Tries to record or copy any test questions
- Fails to follow PSI Test Center staff instructions
- Disrupts testing for other candidates

Test Center check-in procedures include:

- Cell phones, pagers or other electronic devices are **NOT PERMITTED** in the testing room.
- Personal items (purses, coats, etc.) **MUST** be secured outside the testing room.
- A digital photograph and a digital fingerprint will be taken during check-in.
- Candidates must sign in and out of the test center for all personal breaks during testing.
- The test timer continues during any candidate's personal breaks.

Before you start the test, you will be asked to enter your social security number. It must be identical to the social security number you submitted in your application to take this examination.

You will be required to read and agree to the security agreement before the test will begin.

**PSI SECURITY AGREEMENT FOR EXAMINATIONS**

**Test Center Location:** \_\_\_\_\_ **State:** \_\_\_\_\_

**SECURITY AGREEMENT:**

I HAVE READ THE FOLLOWING PSI SECURITY AGREEMENT AND CONSENT TO TAKE THE LICENSING EXAMINATION UNDER THE CONDITIONS STATED HEREIN:

- \* I will not give or receive assistance while taking the test, including the use of unauthorized study material or unauthorized notes. I acknowledge that I have not taken any unauthorized study material or unauthorized notes into the testing area.
- \* I will maintain the confidentiality of the test.
- \* I will not have in my possession a cell phone, pager, or other unauthorized materials.
- \* I will inform the proctor when needing to use the rest room, but I understand that leaving the building at any time before completing the exam is prohibited.
- \* I understand that violating the confidential nature of the licensing test can result in severe civil or criminal penalties, invalidation of test scores, reports to the authorized agency.

**Note:** If a candidate refuses to consent to the conditions of this PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI Headquarters will be so informed. This form is retained as a permanent part of the candidate file.

---

You will be asked to confirm your name, social security number and the examination for which you are registered before you can begin.

**Before you start your examination, an introductory tutorial to the computer and keyboard will be available on the computer screen. The time you spend on this tutorial DOES NOT count as part of your examination time. Candidates may repeat the tutorial as many times as they like until they are ready to start the test.**

### Examination Screen



## The Status Bar



The Status Bar at the top of the examination screen gives the status of the test.

- “Question 3 of 40” indicates that you are on QUESTION 3 out of 40 total questions.
- “Answered” and “Unanswered” indicate that you have answered 2 questions and left one question unanswered.
- “Marked” means that you have marked 0 questions to review later.
- “View” indicates that all questions on the test are available to you for VIEWING. (See GOTO Button)
- “Time Left” indicates how many minutes the candidate has remaining on this exam.

## The Item or Question

Each question or test item appears on the screen ONE ITEM AT A TIME.

## Choosing an Answer

Use the mouse to click on the option you believe is the best answer to the question. The answer you select will show a check mark or a filled button. Your answer is recorded when you click on NEXT. The computer then moves you to the next question. Since there is no penalty for wrong answers, you should answer every question by choosing what you think is the best response.



## Mark Button



The candidate may choose to mark a question to review later with the **Mark** button above the Status Bar. The candidate can review marked items by clicking on the **GoTo** button.

## Comments Button

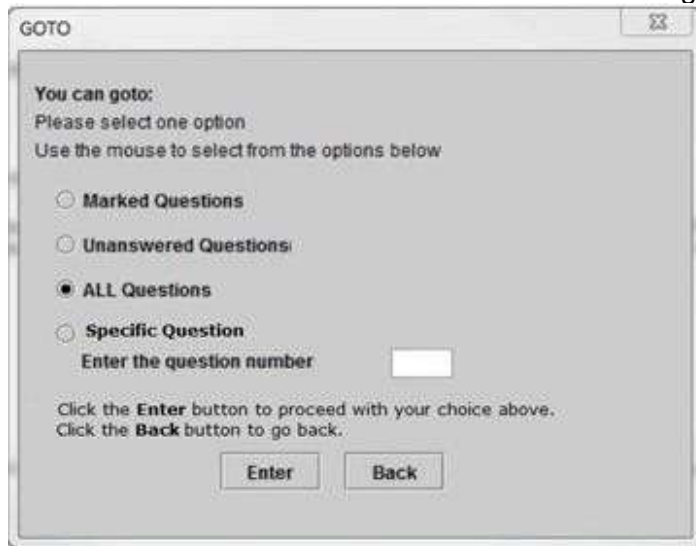
The **Comments** button offers the option to give a comment or feedback about the question in the screen that appears below.



A dialog box titled "Comments" with a close button in the top right corner. The main text reads "Enter your comments about this question". Below this is a text input field with the placeholder text "Type your comments here". Underneath the input field, there are two lines of instructions: "Press 'Enter' key or Click 'Enter' button to enter comments" and "Press 'Back' key or Click 'Back' button to go back to the question". At the bottom of the dialog are two buttons: "Enter" and "Back".

## GoTo Button

The **GoTo** Button takes the candidate to the following screen.



A dialog box titled "GOTO" with a close button in the top right corner. The main text reads "You can goto: Please select one option Use the mouse to select from the options below". There are four radio button options: "Marked Questions", "Unanswered Questions", "ALL Questions" (which is selected), and "Specific Question". Below the "Specific Question" option is a text input field with the label "Enter the question number". At the bottom of the dialog are two buttons: "Enter" and "Back".

The candidate may use this screen to find:

- Marked questions
- Unanswered questions
- All questions
- A specific question identified by question number

**View** on the Status Bar will change to indicate which questions the candidate is viewing: For example, if the candidate chooses Marked Questions on the GoTo screen, the status will change to **View: Marked**.



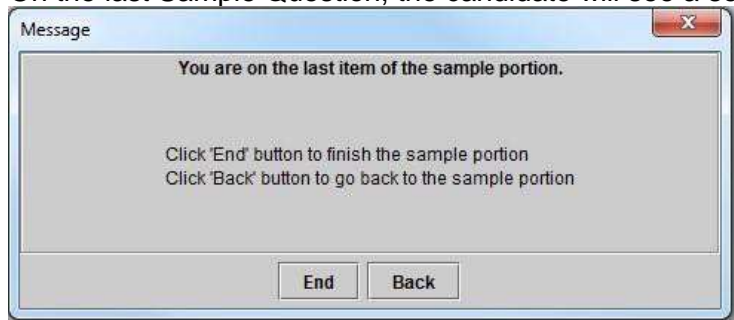
### Help Button

The **HELP** Button provides summary of each button's functions. The candidate can click on **HELP** at any time.

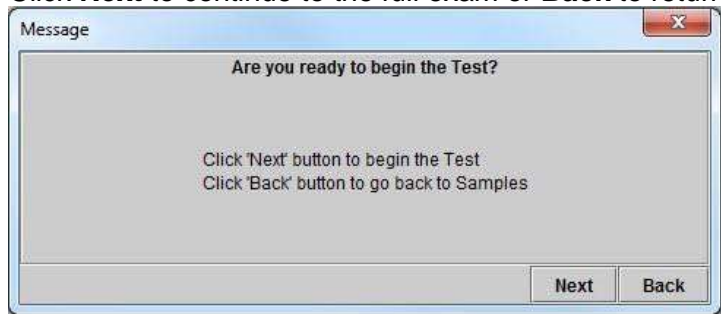
### Practice Questions or Sample Test

The Sample Test provides a few questions to help the candidate confirm how to mark answers to questions on the test. Sample Items are not scored and do not count toward the final result. They are provided for the candidate to become familiar with the computer prior to starting the scored portion of the exam.

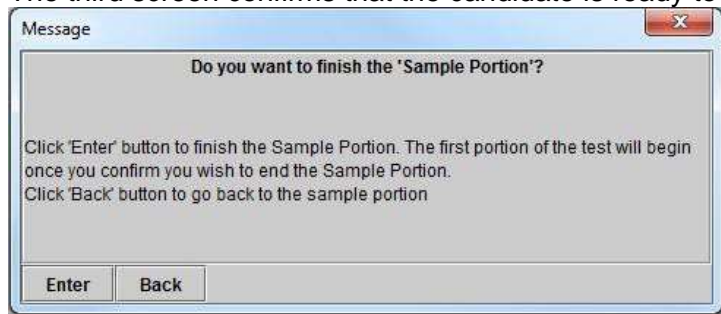
On the last Sample Question, the candidate will see a series of messages.



Click **Next** to continue to the full exam or **Back** to return to sample questions.



The third screen confirms that the candidate is ready to begin the full exam.

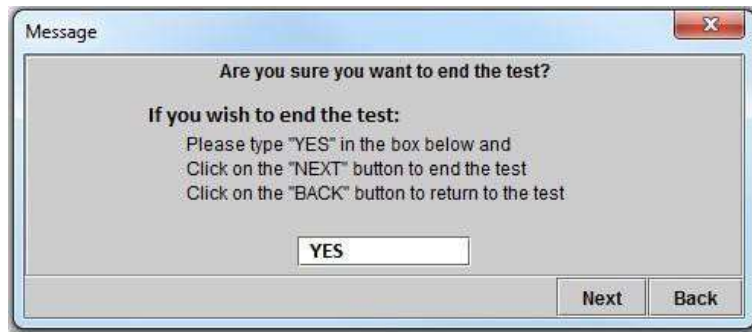
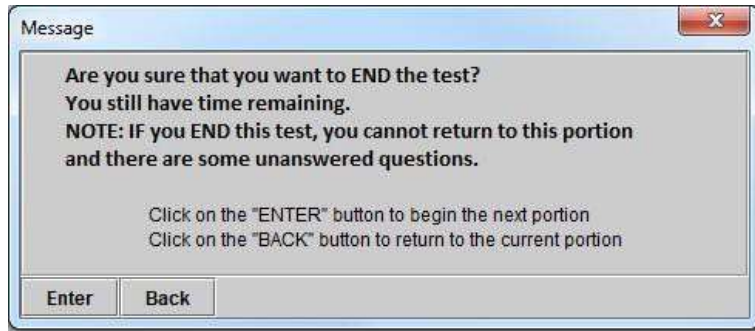


## Ending the Exam



The **End** button starts the sequence for ending either the sample items or the full exam.

Candidates will see the following screens at the end of the examination.



## Survey Items

A short survey of your exam experience appears onscreen at the end of these to provide feedback about the test center and the exam.

## Score Reports

Candidates who achieve a score of 75 or higher receive a preliminary report at the test center. An official CTS letter will confirm the candidate's test results and provide further instructions for obtaining a license.

Candidates who achieve a score below 75 will receive a preliminary report at the test center. An official CTS letter will confirm their test results and provide further instructions about scheduling future attempts.

## Part IV Sample Questions

All questions on the Illinois Cosmetology Test are multiple-choice, with one correct answer. The answer key for this sample test appears after these questions. These are provided for information purposes only to illustrate the types of questions that will appear on each test.

**Question 1** A general infection

- 1. is found in most of the general population.
- 2. attacks both clients and staff at the same time.
- 3. spreads throughout the body in the bloodstream.
- 4. combines virus, bacteria and fungus germs at once.

**Question 2** The purpose of sanitizing implements and equipment is to

- 1. remove all offensive odors.
- 2. destroy or prevent the growth of terms.
- 3. eliminate scratches and blemishes.
- 4. resist staining and fading.

**Question 3** When giving a client with dry hair a scalp treatment, you should select preparations that contain

- 1. mineral oil or sulfonated oil base.
- 2. a high alcohol content.
- 3. guar gum or carnuba wax.
- 4. moisturizing or emollient materials.

**Question 4** When using a thermal iron, what should you do to protect the client's scalp from being burned?

- 1. Make sure the client's hair is very wet.
- 2. Place a comb between the scalp and the iron.
- 3. Apply a protective cream to the scalp.
- 4. Keep the thermal iron setting on low at all times.

**Question 5** Which of these is the **LEAST** common cause of over-processing hair?

- 1. Leaving lotion on too long
- 2. Improperly analyzing the hair
- 3. Wrapping the hair too loosely
- 4. Testing curls too infrequently

**Question 6** What are the three basic steps used in chemical hair relaxing?

- 1. Processing, neutralizing and conditioning
- 2. Shampooing, neutralizing and heating
- 3. Processing, conditioning and wrapping
- 4. Waving, conditioning and neutralizing

**Question 7** The allergic reaction of some clients to depilatory waxes is due mainly to

- 1. the temperature of the cold wax.
- 2. the temperature of the hot wax.
- 3. pulling out hairs.
- 4. beeswax.

**Question 8** The use of a mechanical vibrator during a massage

- 1. is used mainly on a woman's face.
- 2. can be applied for a long time in one spot.
- 3. will produce muscular contractions.
- 4. should never be used.

**Question 9** Cleanup of the manicure table should be done

- 1. after the completion of each client.
- 2. as frequently as possible.
- 3. once at the end of each day.
- 4. once at midday and again at the end of the day.

**Question 10** In a nail wrap, the wrapping material is applied with

- 1. 70% alcohol.
- 2. warm soapy water.
- 3. a disinfectant.
- 4. a mending adhesive.

### Answers to Sample Questions

Question 1	3	Question 6	1
Question 2	2	Question 7	4
Question 3	4	Question 8	3
Question 4	2	Question 9	1
Question 5	3	Question 10	4