

## Chapter 3—Professional Image

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### MULTIPLE CHOICE

1. Your life skills, appearance, and attitude all contribute to your \_\_\_\_\_.
  - a. odds of success
  - b. skill as a barber
  - c. personal image
  - d. professional image
2. Learning and experience help most in the development of \_\_\_\_\_.
  - a. life skills
  - b. people skills
  - c. professional image
  - d. study skills
3. Your values are the \_\_\_\_ you have about yourself and life.
  - a. thoughts
  - b. feelings
  - c. thoughts and feelings
  - d. doubts
4. Your personality distinguishes you from others and makes you a \_\_\_\_\_.
  - a. better barber
  - b. success or failure
  - c. better student
  - d. unique individual
5. Hygiene is \_\_\_\_\_.
  - a. practiced only at home
  - b. not learned as a student
  - c. the science of healthful living
  - d. the science of hair health
6. Standing correctly is *not* an example of \_\_\_\_\_.
  - a. proper ergonomics
  - b. a beneficial habit for a barber
  - c. good posture
  - d. personal hygiene
7. Drinking plenty of water is part of \_\_\_\_\_.
  - a. ergonomics
  - b. hygiene
  - c. professionalism
  - d. good nutrition
8. Exercise benefits \_\_\_\_\_.
  - a. blood circulation
  - b. organ function
  - c. both blood circulation and organ function
  - d. hygiene
9. Tobacco should be avoided for stress management, along with \_\_\_\_\_.
  - a. alcohol and drugs
  - b. plenty of sleep
  - c. proper exercise
  - d. good hygiene
10. Depression may \_\_\_\_\_.
  - a. be helpful to a student
  - b. weaken the body's organs
  - c. be increased by eating a varied diet
  - d. decrease stress
11. Lift your chest up and out to avoid \_\_\_\_ when you are standing.
  - a. injuring your hips
  - b. eye strain
  - c. crowded conditions
  - d. slouching
12. Resting the weight of your torso on your thigh bones gives you a correct \_\_\_\_ posture.
  - a. walking
  - b. running
  - c. standing
  - d. sitting

13. Ergonomically correct practices include \_\_\_\_\_.
  - a. using appropriate footwear
  - b. positioning your hands and arms in a particular way
  - c. not bending or twisting your body
  - d. All answers are correct.
14. Rapport is an example of a(n) \_\_\_\_\_ relationship.
  - a. empathetic
  - b. professional
  - c. conflicted
  - d. hierarchical
15. Greeting the client by name is an example of \_\_\_\_\_.
  - a. inappropriate behavior
  - b. stress management
  - c. ergonomics
  - d. human relations
16. Organizing your thoughts, clarifying the client's wishes, and then repeating them is the best way to \_\_\_\_\_.
  - a. ascertain your client's expectations of a service
  - b. annoy your client
  - c. impress your colleagues
  - d. make yourself look important
17. Of all the following, \_\_\_\_\_ is the most important element of ethics.
  - a. emotional control
  - b. rapport
  - c. conduct
  - d. communication
18. Selling clients only what they need or want is an example of \_\_\_\_\_.
  - a. poor barbering skills
  - b. poor salesmanship
  - c. ethical conduct
  - d. rapport
19. Clients speaking well of you is a form of \_\_\_\_\_.
  - a. advertising
  - b. ethics
  - c. conduct
  - d. professional relations
20. Staying productive as well as \_\_\_\_\_ are basic principles that form the foundation of personal and professional success.
  - a. allowing others to define success
  - b. building on your strengths
  - c. violating your personal code of ethics
  - d. practicing good posture
21. A desire for change can lead to \_\_\_\_\_, the ignition for success.
  - a. boredom
  - b. planning
  - c. self-criticism
  - d. motivation
22. Intrinsic motivation \_\_\_\_\_.
  - a. is the strongest kind of motivation
  - b. is not beneficial
  - c. means that you are inspired by external sources
  - d. is usually not lasting
23. Motivation that comes from within is called \_\_\_\_\_ motivation.
  - a. internal
  - b. personal
  - c. extrinsic
  - d. intrinsic
24. Self-management includes \_\_\_\_\_.
  - a. extrinsic motivation
  - b. long-term planning for success
  - c. family cohesiveness
  - d. a spontaneous lifestyle

25. Constant \_\_\_\_ blocks the mind from opening up to ideas and discovering solutions to challenges.
- a. doubt
  - b. criticism
  - c. motivation
  - d. planning
26. Owning a chain of barbershops is a \_\_\_\_ goal.
- a. short-term
  - b. medium-term
  - c. long-term
  - d. unobtainable
27. An example of a measurable goal is \_\_\_\_.
- a. having a high income
  - b. being successful
  - c. having five regular clients
  - d. going on fantastic vacations
28. Planning, flexibility, and regular \_\_\_\_ of goals are all elements of effective goal setting.
- a. removal
  - b. discarding
  - c. sharing
  - d. reexamining
29. Taking time out to reenergize \_\_\_\_.
- a. is counter-productive
  - b. helps to manage your time effectively
  - c. is distracting from short-term goals
  - d. can derail success
30. When there is a dispute with a client, \_\_\_\_.
- a. it is best to ignore it
  - b. the client should go elsewhere
  - c. the dispute should be settled
  - d. the law should immediately be involved
31. Gossiping with clients \_\_\_\_.
- a. should be avoided
  - b. should be encouraged
  - c. is an important part of establishing rapport
  - d. is an important part of establishing human relations
32. Safety rules \_\_\_\_.
- a. cause accidents
  - b. prevent accidents
  - c. limit employees
  - d. annoy clients
33. Asking for clarification \_\_\_\_.
- a. should always be avoided
  - b. makes you look incompetent
  - c. is a sign of poor understanding
  - d. is a good idea if you do not understand something