



Communicating for Success - Chapter Quiz

Chapter: *Communicating for Success* Name: _____ Date: _____

1. Communication is:

- A) Only speaking
- B) Sharing information so both people understand
- C) Only listening
- D) Only nonverbal

2. Nonverbal communication includes:

- A) Your words
- B) Facial expression, posture, and eye contact
- C) A written quiz
- D) The price list

3. The client consultation happens:

- A) After the service
- B) Before every service
- C) Only for new clients
- D) Once a year

4. An open-ended question is one that:

- A) Can be answered yes or no
- B) Invites the client to describe what they want
- C) Has no answer
- D) Is rude

5. Active listening means:

- A) Interrupting to correct
- B) Repeating the request back to confirm understanding
- C) Multitasking
- D) Finishing their sentences

6. A contraindication is:

- A) A style choice
- B) A condition that means you should not do the service
- C) A product brand
- D) A type of comb

7. Before starting a service you should:

- A) Begin immediately
- B) Confirm the agreed result with the client
- C) Skip the consultation
- D) Guess what they want

8. With an unhappy client you should first:

- A) Defend yourself
- B) Stay calm and listen fully
- C) Argue
- D) Walk away



9. A good way to communicate with coworkers is:

- A) Gossip
- B) Be honest, on time, and respectful
- C) Ignore them
- D) Compete openly

10. Documenting the consultation:

- A) Wastes time
- B) Protects the client and you
- C) Is only for color
- D) Is never needed



Communicating for Success - Chapter Quiz - Answer Key

Instructor copy.

- 1. B**
- 2. B**
- 3. B**
- 4. B**
- 5. B**
- 6. B**
- 7. B**
- 8. B**
- 9. B**
- 10. B**