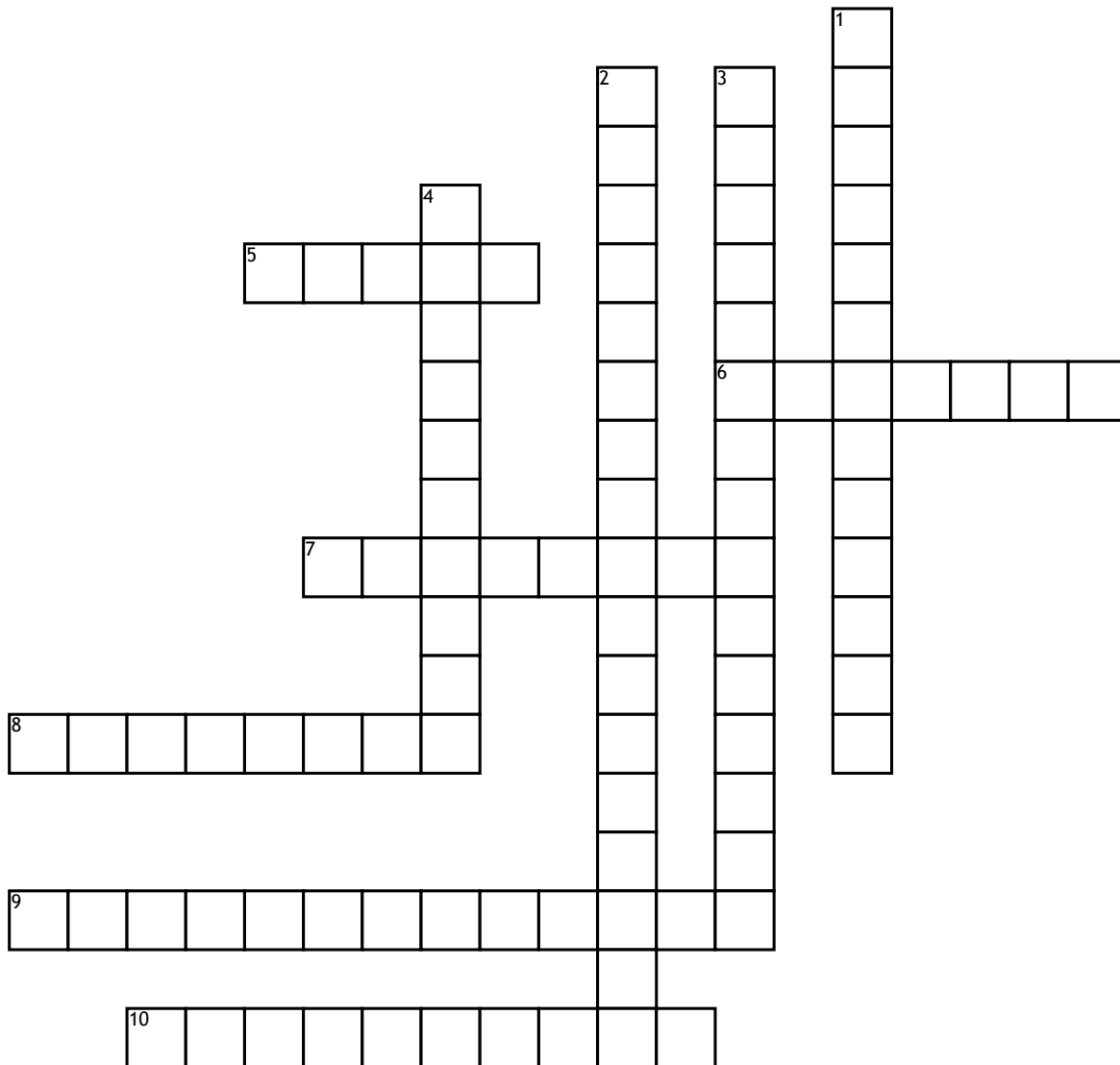


Salon Success CH 6



Across

5. color scheme, wall surfaces, flooring, furniture, window treatments, wall art and other visuals
6. The action of two or more people working cooperatively together to achieve a total effect that is greater than could have been achieved individually
7. the atmosphere of one's surroundings; the feeling of a place; it's aura
8. beverages, food, magazines, umbrella stands, hand lotion in restrooms
9. parking area, signage, landscaping and building façade

10. Every situation in which you come into contact with your guests

Down

1. water gardens for natural effect, level of conversation and noise from telephones, blow dryers and other equipment
2. use scents to enhance ambiance, monitor salon's ventilation system to keep the air fresh, clean and free from unpleasant chemical odors
3. Another name for personalized approach
4. gowns, towels, linens, and furniture fabrics should be soft, clean and coordinated with the rest of environment