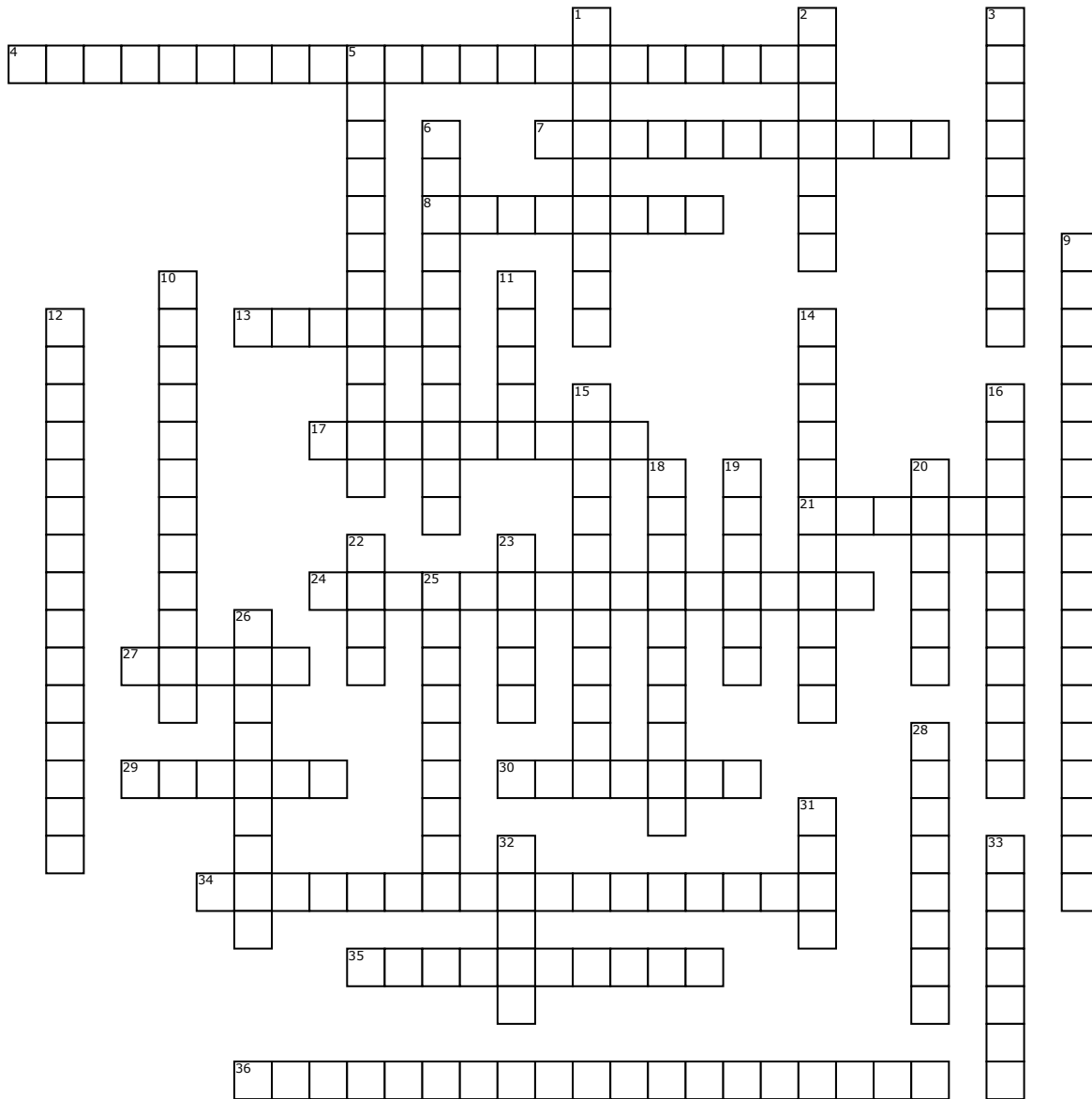


milady chapter 4



Across

4. _____ is the act of successfully sharing information between two people so that the information is understood
7. use proper _____ and thoroughly explain the features and benefits of the products and services
8. be polite, genuinely friendly, and _____
13. review the _____ form
17. DO NOT BE THE CLIENT'S _____
21. when the service is completed make any notes on the service _____ card
24. make color _____
27. _____ clients can greatly affect the salon flow
29. stay fashion related when having a conversation with a _____
30. speak _____ and loud enough for people to hear
34. the clients permanent progress record is also know as _____

35. maintain _____

36. listening to the client and then repeating, in your own words, what you think the client is trying to tell you

Down

1. review the client's _____
2. use correct _____
3. _____ is the best relationship builder
5. review the _____
6. discuss upkeep and _____
9. the communication with a client that determines the client's needs and how to achieve the desired results
10. project a _____ demeanor at all times
11. never _____ with the client
12. make _____ as part of the needs assessment
14. determine and rate the client's _____

15. you can _____ through words, voice inflections, facial expressions, body language, or visual tools
16. _____ of communication will help you build a successful beauty industry
18. a client questionnaire is also known as an _____
19. keep _____ of conversation professional
20. be _____ when being involved in rescheduling a mix-up
22. show and _____
23. wear a _____ everyday
25. remain _____
26. when you meet a client for the first time, ask how they would like to be _____
28. be consistant by always having a _____ attitude
31. be aware of your _____ language
32. perform a _____ assessment
33. _____ the client's hair