

- a) with soap and water
- b) with washing up detergent
- with tea tree oil
- d) with turps
- 3. (OH&S) What is the most important thing to do before your client arrives?
 - a) Sweep the floor
 - b) Turn on music
 - c) Tidy your tool tray
 - d) Wash your hands with soap and water
- 4. How do you get to know your maintenance speed?
 - a) Time each dread you make
 - b) Record times for the whole head of dreads, stopping & starting times if you stop for breaks & divide total time by number of dreads
 - c) Start stopwatch when you start with a client & stop it when you finish then divide total time by number of dreads.
 - d) By working on more clients

5. When do you first start to record your speed?

- a) On your first paying client
- b) When you dreadlock the dummy model
- c) The first time you to any maintenance on someone

d) As soon as you begin making your first dreads

6. Which maintenance category would a client fit into if they had 3cm of regrowth, a bit of fuzz and a few loops?

a) easy

b) medium

c) hard

d) super difficult

7. Which category of new dread creation would a client be if they had 46 dreads made in thick hair?

- a) Category 1
- b) Category 2
- c) Category 3
- d) Category 4

8. What is the correct answer to this question from a potential client: "How much will it cost to get new dreads?"

a) Send me some photos and I'll let you know

b) Anything from \$250-500

c) It depends on your hair type & how long it may take me. I'll just have to ask you a few quick questions

d) It depends on the thickness of each dread

9. What is the most correct answer to the question "How do you make your dreadlocks?"

a) Very neat and tight

b) By carefully interlocking each & every hair together with a hook

c) With the most thorough method available.

d) Using my hands and a small hook, I interlock every hair together to create a nice tight dreadlock without using any chemicals, products or wax.

10. If a new client asks if they can use coconut oil on their scalp or dreads, what is the correct answer?

- a) Yes, coconut oil is very good for the health of your scalp
- b) Yes, coconut oil will make your dreads nice and soft and shiny
- c) No, coconut oil will soften your dreads

d) No, coconut oil will soften, loosen and possibly fuzz your dreads up

11. How often would you advice a client to come for maintenance if they want their dreads neat and tight all the time?

- a) Every 6 weeks
- b) Once a fortnight
- c) Once every 4 months
- d) Once every 3 months
- 12. What's the best way to confirm your client's appointment?
 - a) By sending them a text

b) By calling them

- c) By emailing them
- d) By texting and emailing

13. What are the most important things to mention when confirming an appointment?

a) Your location and the time

b) What to bring for lunch and if their hair is ready to lock

c) The date, time, if they know directions and if their hair is ready to lock

d) The time difference and not to wash hair before the appointment

14. Why is it so vital to give clients clear instructions about how to prepare their hair before getting new dreads? Which is the best answer?

a) Because it's best that they don't wash their hair

b) Because you want their hair to be clean and dry and free of residue so that it's easier to lock

c) Because you don't want the client's hair to be oily

d) Because you don't want any chemicals in the client's hair

15. If the client has an oily hair type and their hair gets oily 4 days after washing – when should you advice them to wash their hair?

- a) About 2 weeks before
- b) Exactly 4 days before and not again

c) 3 days before

d) The day before

16. When doing maintenance on a client, where is it best to start locking?

- a) At the nape of the neck
- b) First row in the middle

c) First row next to the ear

d) Anywhere, it doesn't really matter

17. You're doing maintenance on a client who has soft or loose spots in many of their dreads. They wish to get rid of all their fuzz. Do you:

a) Put a cape on them and trim their fuzz at the end

b) Put a cape on them and trim their fuzz at the beginning

c) Put a cape on them and trim their fuzz dread by dread as you work

d) Lock in their fuzz on the dreads that are loose, then put a cape on them and trim the remaining fuzz at the end

18. When sectioning a head of hair for new dreads, what is most important?

a) That you make neat even rows

b) That you stagger the sections in each new row from the row behind it

c) That you put the right amount of hair in each section to get the dread size you require

d) That you band each section up very neatly

19. What base size is correct to make a 8-10mm dread on thick hair?

a) A 10c (AUS) piece or 20mm size

b) A 20c (AUS) piece or 25mm size

c) A 50c (AUS) piece or 30mm size

20. What strategy helps to get repeat clients?

a) Make the neatest, tightest dreads you can for a good price

b) Send maintenance reminder emails to your clients

c) Building rapport with clients by being a good listener and a good conversationalist.

d) All the above.

© 2014. BY Emma Mariette & Divine Dreadlocks, Australia: <u>www.divinedreadlocks.com</u>