

Quick Quiz:

Client Scenario

Use the following scenarios to help your students determine how they should handle various client issues and other situations that can typically occur in a salon situation.

- 1** A client comes to you with severely bitten nails. What do you suggest?
 - a. Tell her to come back when she's grown them out.
 - b. Suggest a plain manicure with clear polish only.
 - c. Convince her to try a gel-polish manicure.
 - d. Suggest she try wearing short nail enhancements while her natural nails grow to normal length.

- 2** Your client has brittle nails that split, peel, and break. What do you do?
 - a. Apply a nail hardener to strengthen the nails.
 - b. Apply a moisturizing nail conditioner.
 - c. Suggest that she talk to her doctor about taking a biotin supplement.
 - d. Both B and C.

- 3** You accidentally nick a client while trimming her cuticles. What do you do?
 - a. Ignore it and hope she doesn't notice.
 - b. Put on gloves, and wash the area with soap and water or peroxide.
 - c. Apply a topical antibiotic and bandage the area if necessary.
 - d. Both B and C.

- 4** During a pedicure, you discover that your client has an ingrown toenail that is obviously infected, and the skin is broken. What do you do?
 - a. Tell her you can't fix it and refer her to her doctor.
 - b. Work on it as best you can without causing her further discomfort.
 - c. Suggest a B/S Brace.
 - d. None of the above

- 5** Your client requests that you use a three-free polish for her manicure. What is a three-free polish?
 - a. A polish with a special brush that you use with only two fingers
 - b. Polish that is free from formaldehyde, DPB, and toluene
 - c. Polish that dries in three minutes

- 6** A client comes to you with toenails that are discolored, thickened, broken, and crumbly. What is the most likely diagnosis?
 - a. Onychomycosis (fungus)
 - b. They're waterlogged.
 - c. They're dry and simply need a good moisturizer.

- 7** Your client insists she doesn't want to use the UV lamp because she's worried about skin cancer. What should you tell her?
 - a. "We can apply sunblock to your hand or use fingerless gloves."
 - b. "I don't blame you; I worry about it too."
 - c. "Studies have found that typical nail salon exposures are well within the limits of permissible daily UV exposure."
 - d. Both A and C.

- 8** What is the proper way to clean a whirlpool pedicure spa?
 - a. Drain water and clean all inside surfaces with soap, water, and a disinfected brush.
 - b. Clean all visible debris from the spa with soap and a disinfected brush, rinse with water, refill with clean water and appropriate amount of hospital-grade disinfectant, circulate for c. 10 minutes, drain, rinse with water, and dry with a paper towel.
 - c. Simply rinse and drain between clients. Disinfect at the end of the day.

- 9** What should you do with files and buffers after each service?
 - a. Sanitize them thoroughly for use on the next client.
 - b. Brush them off and store them in a closed cabinet or drawer.
 - c. Throw them away or give them to the client to take home.

- 10** A client has broken several of her nails but doesn't want enhancements. She asks you how fast her nails will grow back. You tell her that fingernails grow at a rate of:
 - a. About 1-1.5 mm, or 1/16 inch per month
 - b. About 5 inches per year
 - c. About 3 mm, or 1/8 inch per month
 - d. None of the above

Answer Key:

1. **D.** Wearing short nail enhancements will immediately improve the appearance of the client's nails, and maintaining her nail enhancements on a regular basis will help her own nails to grow.
2. **D.** A good nail conditioner will moisturize nails, and biotin, a B-complex vitamin can also help. Nail strengtheners will make already brittle nails even more so.
3. **D.** Both B and C. If the cut is bleeding, apply pressure with a piece of cotton, then bandage if needed. Reassure your client that all your tools are disinfected and advise her to keep the area clean and covered.
4. **A.** Never work on an area than is infected or has broken skin. If the problem is still fairly mild and there is no infection or broken skin, you might suggest she try a B/S Brace.
5. **B.** Three-free polish is polish that is free from formaldehyde, DPB, and toluene. Most experts contend that the small doses of these chemicals found in polish are not a huge threat to our health, but if they are not present at all, it's a safer option.
6. **A.** Thickened, broken, crumbly, and discolored nails are classic symptoms of nail fungus (onychomycosis). Nail fungus is contagious, so refer your client to her doctor.
7. **D.** Respect your client's desire to take precautions, but reassure her that the latest studies show that salon UV nail-lamp use is safe.
8. **B.** Follow this procedure after every client.
9. **C.** Always dispose of single-use items (files, buffers, etc.) or gift them to the client.
10. **C.** About 3 mm, or 1/8 inch per month. Toenails grow at a rate of about 1-1.5 mm, or 1/16 inch per month.

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