

Asking for the Sale Quiz

Name:

Salon Name:

Salon Address:

1. T/F. A new customer is designated as someone who has never been to your salon before.
 - a. True
 - b. False
2. T/F. A new customer can be designated as someone who visited your salon one time over a year ago.
 - a. True
 - b. False
3. What is a good way to understand your client before speaking to them?
 - a. Seeing if they have a cup in their hand
 - b. If they drove up in a Rolls Royce
 - c. Reading their body language
 - d. Seeing how fast their walking through the door
4. The first thing you should always do when a client walks through the door is:
 - a. Have their name pulled up in the system
 - b. Ask them how to handle a relationship problem
 - c. Talk to them about the local sports team
 - d. Greet them as they walk in
 - e. Tell them their car is low on gas
 - f. Nothing

5. T/F. When recommending products to customers, you should only show them 1 product.
 - a. True
 - b. False

6. T/F. When recommending products to customers, you should bring down as many as you want, but ONLY show talk about 2 at a time to a customer.
 - a. False
 - b. True

7. What product types would make a great pair recommendation when selling a tanning lotion? Circle all that apply.
 - a. Lunch
 - b. Tan extender
 - c. Spray Tan session
 - d. Eyewear
 - e. Band-Aids
 - f. Facial lotion