# ICSE Class 10 Assistant Beauty Therapist Specimen Paper 1

Written by the Future Topper subject team on the CISCE examination pattern. Not an official CISCE paper.
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**Maximum Marks: 100 | Time Allowed: Two hours | Reading Time: 15 minutes**

Section A is compulsory. Attempt any four questions from Section B.

## General Instructions

*Write your answers on the separate answer paper provided. The first 15 minutes are for reading the paper, and you may not write during that time. Marks for each question, or part of a question, are shown in brackets. Section A is compulsory and carries 40 marks. Section B carries 60 marks, and you must attempt any four questions from it. Where a question asks for a diagram, draw it yourself in pencil and label it in words. No printed figures are supplied with this paper. About 30 marks of the paper are on Employability Skills and about 70 marks on the vocational units. This theory paper carries 100 marks; a further 100 marks are awarded in school for practical work and project work.*

## SECTION A (40 Marks)

*Attempt all questions from this Section.*

### Question 1 [20]

*Choose the correct answer for each part. Write only the option you choose. Each part carries 1 mark.*

**(i)** The outermost layer of the epidermis, made of flat dead cells that are shed all the time, is the:

(a) stratum basale (b) stratum spinosum (c) stratum corneum (d) papillary layer

**(ii)** The gland that opens into the hair follicle and produces the oily substance called sebum is the:

(a) sweat gland (b) sebaceous gland (c) salivary gland (d) thyroid gland

**(iii)** Collagen and elastin fibres, which give the skin its strength and its stretch, are found chiefly in the:

(a) stratum corneum (b) subcutaneous layer

(c) nail bed (d) dermis

**(iv)** The ring-shaped muscle that closes the eyelids, as in blinking, is the:

(a) orbicularis oculi (b) buccinator

(c) platysma (d) zygomaticus

**(v)** A client's forehead, nose and chin look shiny by midday, while her cheeks feel tight and slightly flaky. Her skin is most likely:

(a) normal (b) dry (c) mature (d) combination

**(vi)** The main purpose of applying a toner after cleansing is to:

(a) remove the last traces of cleanser and refresh the skin (b) remove unwanted hair

(c) add colour to the skin (d) take the place of a sunscreen

**(vii)** The phase of the hair growth cycle in which the hair is actively growing is called:

(a) telogen (b) anagen (c) catagen (d) exogen

**(viii)** For warm waxing to work well, the hair on the area should usually be:

(a) less than 1 mm long (b) 2 to 3 cm long

(c) about 3 to 6 mm long (d) longer than 5 cm

**(ix)** Before warm waxing, the therapist tests a little wax on her own inner wrist in order to check that:

(a) the client's hair colour suits waxing (b) the pH of the wax is correct

(c) the client's nails are short (d) the wax is at a safe working temperature for the client

**(x)** Immediately after a wax strip has been pulled off, the therapist presses the palm of her hand on the area. This is done to:

(a) push any broken hair back into the follicle (b) ease the stinging and soothe the skin

(c) close the pores permanently (d) pull out any remaining hair

**(xi)** A cream bleach applied to the upper lip mainly works by:

(a) pulling the hair out by the root (b) dissolving the hair at the skin surface

(c) destroying the hair follicle (d) lightening the colour of fine hair so that it is less noticeable

**(xii)** In threading, unwanted hair is removed:

(a) from the root, a row of hairs at a time, by a twisted cotton thread (b) by cutting it level with the skin

(c) by dissolving it with a chemical (d) by melting it with heat

**(xiii)** Makeup brushes used on clients in a salon should be cleaned:

(a) once a month (b) only when they look stained

(c) after every client (d) only at the end of the week

**(xiv)** A large, soft, rounded brush with long bristles is chiefly used for:

(a) applying liquid eyeliner (b) lining the lips

(c) applying loose powder (d) grooming the eyebrows

**(xv)** Which one of the following would stop a therapist from applying eye makeup?

(a) dark circles under the eyes (b) red, sticky and watering eyes

(c) fine lines at the corners of the eyes (d) uneven eyebrows

**(xvi)** Among the 7 Cs of communication, a message that keeps to the point and uses no unnecessary words is said to be:

(a) courteous (b) concrete (c) correct (d) concise

**(xvii)** Which one of the following is an operating system?

(a) Linux (b) a word processor (c) a pen drive (d) a keyboard

**(xviii)** Which one of the following statements is a myth about entrepreneurship?

(a) An entrepreneur takes calculated risks (b) Only people who already have a lot of money can start a business

(c) An entrepreneur looks for a need in the market (d) Entrepreneurs create jobs for other people

**(xix)** Sustainable development is best described as development that:

(a) uses up natural resources as quickly as possible (b) takes place only in cities

(c) meets the needs of the present without harming the ability of future generations to meet their own needs (d) stops all industry

**(xx)** When answering the salon telephone, the receptionist should first:

(a) greet the caller, give the salon's name and her own name, and offer help (b) ask the caller to ring back later

(c) ask straight away which service the caller wants and the price she expects (d) put the caller on hold

## Question 2 [10]

**(i)** Fill in the blanks with the correct word or words.

**(a)** The pigment that gives colour to the skin and the hair is _____.

**(b)** Hair is made mainly of a tough protein called _____.

**(c)** A _____ test is done on a small area of skin, such as behind the ear or the inner elbow, to find out whether a client reacts to a product.

**(d)** Feedback that tells a person exactly what was done well and exactly what could be improved is called _____ feedback.

**(e)** Turning kitchen and garden waste into manure with the help of earthworms is called _____.

**(ii)** State whether each of the following is True or False.

**(a)** The dermis contains blood vessels, nerve endings and sweat glands.

**(b)** A wax strip should be pulled off in the same direction as the hair grows.

**(c)** A spatula that has touched the client's skin may be dipped back into the wax pot if it is wiped first.

**(d)** Regular yoga and meditation can help a person to manage stress.

**(e)** Temporary files and spam should never be deleted, because they help a computer run faster.

**Question 3** **[10]**

**(i)** State what is meant by the acid mantle of the skin, and give one way in which it protects the skin. **[2]**

**(ii)** During waxing, the strip is pulled back quickly, close to the skin and almost parallel to it, rather than straight upwards. Give two reasons for this. **[2]**

**(iii)** Give two reasons why a client record card is filled in before a beauty service is given. **[2]**

**(iv)** State two ways in which entrepreneurs help society. **[2]**

**(v)** Distinguish between a file and a folder on a computer. **[2]**

## SECTION B (60 Marks)

*Attempt any four questions from this Section. Each question carries 15 marks.*

**Question 4** **[15]**

**(a)** Name the three main layers of the skin and give two features of each. You may draw a labelled diagram of a section through the skin in pencil to support your answer. **[5]**

**(b)** Name the muscle responsible for each of the following actions: (1) closing the eyes; (2) drawing the corners of the mouth upwards and outwards when smiling; (3) pressing the cheeks against the teeth when blowing or chewing; (4) wrinkling the skin across the bridge of the nose; (5) turning and bending the head. **[5]**

**(c)** Kabir, a 17 year old, has oily skin with open pores on his nose and chin. Explain why cleansing, toning and moisturising are carried out in that order, and suggest a suitable type of product for each step for his skin. **[5]**

**Question 5** **[15]**

**(a)** Ritika, a college student in Pune, comes to a salon for warm waxing of her forearms for the first time. Describe how the therapist should consult her and carry out the skin sensitivity tests before the service. **[5]**

**(b)** Describe how the work area and trolley should be prepared for a warm waxing service, with attention to hygiene and safety. **[5]**

**(c)** State the aftercare advice a therapist should give a client for the 24 to 48 hours after waxing, and explain how the waste from a waxing service should be disposed of. **[5]**

**Question 6** **[15]**

**(a)** Explain what information a therapist should gather from a client before applying makeup for an evening party, and name four conditions that would stop or restrict the makeup service. **[5]**

**(b)** Describe the usual sequence for applying a simple day makeup, from preparing the skin to finishing the lips. **[5]**

**(c)** Shalini works at the reception of a busy salon in Kolkata. The hair dryers are noisy, an elderly client speaks only Bengali while Shalini is more at ease in Hindi, a new client looks confused when Shalini talks about "threading" and "cleanup", and another client is upset because she has been kept waiting. Identify the barriers to communication in this situation and suggest how Shalini can overcome each. **[5]**

**Question 7** [15]

**(a)** Describe the procedure for shaping a client's eyebrows by threading, and the aftercare that should follow. [5]

**(b)** Anjali has completed her beauty course and wants to set up a small beauty parlour in her town in Kerala. State five qualities she needs as an entrepreneur and explain how each would help her business. [5]

**(c)** During the wedding season, Neha, a junior therapist, works long hours and has begun to feel tired, tense and irritable. Explain five ways in which she could manage her stress. [5]

**Question 8** [15]

**(a)** Describe the standards of personal grooming and hygiene expected of a beauty therapist, and name the protective equipment she should use. [5]

**(b)** Mrs Fernandes rings the salon to book a waxing and threading appointment for Saturday. Describe how the receptionist should handle the call from start to finish. [5]

**(c)** Describe how the computer at a salon reception should be cared for and maintained, including protection against viruses. [5]

**Question 9** [15]

**(a)** A salon owner in Jaipur wants to run her salon in an environmentally responsible way. Suggest five practical green measures she could take, explaining the benefit of each. [5]

**(b)** Sunita has asked for her upper lip and the sides of her face to be bleached before a family function. Describe the bleaching procedure, including the patch test. [5]

**(c)** It is the day before Diwali and a salon in Delhi is fully booked from morning to night. Explain five ways in which the receptionist, the therapists and the helper can work as a team so that every client is served well and on time. [5]

## ANSWER KEY AND MARKING SCHEME

*A full model answer is given for every part. Marks shown in italics are the step marks an examiner would award. Accept any other correct point of equal value, and accept answers in the candidate's own words. Where a question asks for a set number of points, credit only the number asked for, taking the best of those offered. A point that describes an unsafe or unhygienic practice, such as dipping a used spatula back into the wax, leaving out a needed patch test or treating a client who shows a contra-indication, earns no mark. Candidates are not expected to diagnose any skin or eye condition: an answer that stops the service and refers the client to a doctor is the correct one and should be credited in full.*

### Question 1 [20]

**(i)** (c) stratum corneum. Its cells are filled with keratin and are rubbed off constantly as new cells move up from below.

**(ii)** (b) sebaceous gland. Sebum keeps the hair and the skin surface soft and helps to form the acid mantle.

**(iii)** (d) dermis. The dermis is the thick connective tissue layer below the epidermis; the subcutaneous layer is mostly fat.

**(iv)** (a) orbicularis oculi. It surrounds the eye socket. The buccinator works the cheek, the platysma the neck and the zygomaticus lifts the corner of the mouth.

**(v)** (d) combination. An oily T-zone with drier cheeks is the typical sign of combination skin.

**(vi)** (a) remove the last traces of cleanser and refresh the skin. Toner also leaves the skin feeling cool and tight, ready for the moisturiser.

**(vii)** (b) anagen. Catagen is the short change-over phase and telogen the resting phase.

**(viii)** (c) about 3 to 6 mm long. Hair shorter than this is not gripped by the wax, and much longer hair should be trimmed first because it pulls and tangles.

**(ix)** (d) the wax is at a safe working temperature for the client. She then tries a little on a small part of the client's area before starting, so that the client is not burnt.

**(x)** (b) ease the stinging and soothe the skin. Firm pressure straight away reduces the sharp sensation felt when the strip comes away.

**(xi)** (d) lightening the colour of fine hair so that it is less noticeable. Bleach does not remove hair; it lightens the pigment in it.

**(xii)** (a) from the root, a row of hairs at a time, by a twisted cotton thread. The twist in the thread traps the hairs and lifts them out of the follicles.

**(xiii)** (c) after every client. Brushes carry skin cells, oil and micro-organisms from one face to the next if they are not cleaned between clients.

**(xiv)** (c) applying loose powder. Its size and softness spread a fine, even layer of powder over the face.

**(xv)** (b) red, sticky and watering eyes. Red, sticky, watering eyes suggest an eye infection, so no eye makeup is applied and the client is advised to see a doctor. The other three can be corrected with makeup.

**(xvi)** (d) concise. Concise means short and to the point while still complete.

**(xvii)** (a) Linux. An operating system manages the computer's hardware and lets other programs run. Windows, macOS and Android are also operating systems.

**(xviii)** (b) Only people who already have a lot of money can start a business. Many businesses, such as a home threading service, start with very little money and grow from their earnings.

**(xix)** (c) meets the needs of the present without harming the ability of future generations to meet their own needs. This is the widely accepted definition given in the Brundtland Report of 1987.

**(xx)** (a) greet the caller, give the salon's name and her own name, and offer help. A polite greeting with the salon's name tells the caller she has the right number and creates a good first impression.

*1 mark for each correct option. No marks are deducted for a wrong option.*

### Question 2 [10]

**(i)**

**(a)** melanin

**(b)** keratin

**(c)** patch (accept skin sensitivity or allergy test)

**(d)** specific (accept descriptive or constructive)

**(e)** vermicomposting

**(ii)**

**(a)** True

**(b)** False. It is pulled off against the direction of growth.

**(c)** False. A fresh spatula is used each time; double dipping carries micro-organisms into the wax.

**(d)** True

**(e)** False. Removing them frees storage space and helps the computer run smoothly and safely.

*1 mark for each correct answer. In part (i) accept a correct word of the same meaning; in part (ii) the candidate need write only True or False.*

## Question 3 [10]

**(i)** The acid mantle is the thin, slightly acidic film on the surface of the skin, formed from sebum and sweat, with a pH of about 4.5 to 5.5. It protects the skin by discouraging the growth of bacteria and fungi on the surface, and it also helps to keep the skin soft and to hold its moisture in.

*Meaning: slightly acidic film of sebum and sweat on the skin surface 1. One protective role: discourages bacteria and fungi, or helps hold moisture 1.*

**(ii)** Pulling the strip back close and parallel to the skin removes the hair cleanly from the root along the line of the follicle, so fewer hairs break off at the surface. It also lifts the skin less, so there is less pain, less redness and less risk of bruising or of the top layer of skin being torn away. Pulling straight upwards drags the skin with the strip.

*Hair removed cleanly from the root, fewer broken hairs 1. Less pain, lifting, bruising or skin damage 1.*

**(iii)** The card records the client's details, health questions and any contra-indications, so the therapist can tell whether the service is safe before she begins. It also records the results of patch or sensitivity tests, the products used and the treatment given, so that the next therapist can give the same safe service, and there is a written record if a reaction or a complaint follows. The client's signature shows that she has agreed to the service.

*Checks safety: health details and contra-indications noted before starting 1. Record of tests, products and treatment for future visits or in case of a reaction 1.*

**(iv)** Entrepreneurs create jobs, both for themselves and for the people they employ, which raises incomes in the area. They meet the needs of people by bringing new goods and services within reach, for example a beauty parlour in a small town that saves women a journey to the city. They also use local resources and skills, pay taxes and add to the growth of the economy.

*First way, for example creating jobs 1. Second way, for example meeting local needs or economic growth 1.*

**(v)** A file is a single unit of stored information, such as a letter, a price list, a photograph or a spreadsheet of client appointments, and it has a name and usually an extension that shows its type. A folder is a container used to group related files, and other folders, together so that they are easy to find, for example a folder called "Client Records" holding one file for each month.

*File: a single named item of stored data 1. Folder: a container that groups files and folders 1.*

## Question 4 [15]

**(a)** The epidermis is the outer layer. It has no blood vessels and is fed from the dermis below; it is made of layers of cells, new cells being formed in the bottom layer (stratum basale) and pushed upward until they become the flat, dead, keratin filled cells of the stratum corneum that are shed. The basal layer also contains the melanocytes that make melanin. The dermis is the thicker layer below, made of connective tissue containing collagen for strength and elastin for stretch. It holds the blood vessels, nerve endings, sweat glands, sebaceous glands and hair follicles, and it has an upper papillary part and a deeper reticular part. The subcutaneous layer (hypodermis) lies beneath the dermis and is made mostly of fat cells. It insulates the body, cushions the organs beneath against knocks, stores energy and joins the skin to the muscles below. A clearly labelled diagram showing these structures is credited for the features shown on it.

*Three layers named in the correct order 2. Two correct features of the epidermis 1. Two correct features of the dermis 1. Two correct features of the subcutaneous layer 1.*

**(b)** (1) Orbicularis oculi. (2) Zygomaticus. (3) Buccinator. (4) Procerus. (5) Sternocleidomastoid.

*Note for the examiner:* Accept zygomaticus major for (2). Do not accept platysma for (5).

*Five muscles correctly named, 1 for each 5.*

**(c)** Cleansing comes first because it removes surface oil, sweat, dirt, pollution and any makeup, so that the skin is clean before anything else is put on it. Toning comes next because it removes the last traces of cleanser and grime, refreshes the skin and leaves it feeling cool and tight. Moisturising comes last because it puts back a light film that holds water in the skin and protects it; if it went on first it would be wiped off and would seal in dirt. For Kabir's oily skin a foaming face wash or a light, oil-free cleansing gel or lotion suits the first step, rather than a rich cleansing cream. A mild astringent toner, used with care and avoiding any broken skin, suits the second step. A light, oil-free, water-based moisturising lotion or gel suits the third step, because even oily skin loses water and needs it, but a heavy cream would add to the shine and block the pores. In the daytime an oil-free sunscreen is also advised.

*Reason for cleansing first 1. Reason for toning second 1. Reason for moisturising last 1. Suitable cleanser for oily skin 1. Suitable toner and oil-free moisturiser for oily skin 1.*

## Question 5 [15]

**(a)** The therapist greets Ritika, explains what waxing involves, how it feels and how long the result lasts, and fills in a record card with her details. She asks about her health and checks the forearms for contra-indications such as cuts, bruises, sunburn, skin infection, rashes, moles or warts in the area, any allergy (for example to plasters or to wax) and any medicine or condition, such as diabetes, that affects the skin; where there is a doubt Ritika is asked to check with her doctor first. She checks that the hair is long enough. Because this is her first wax, sensitivity tests are done, ideally 24 to 48 hours before the service. In the tactile test the therapist touches the skin lightly with something soft, such as cotton wool, and with something sharp, such as the pointed end of a clean orange stick, without breaking the skin, and the client, with eyes closed, says which she feels, to show that her skin sensation is normal. In the thermal test the skin is touched with a container of warm water and one of cool water to check that she can tell hot from cold. Then a small amount of the wax, first tested on the therapist's own inner wrist, is applied to a small patch of the forearm and removed, and the area is watched for redness, itching or swelling. The results are written on the card and Ritika signs it to show her consent.

*Note for the examiner:* Credit a candidate who describes a single patch test of the wax done 24 to 48 hours before, together with the hot and cold check, as the course book does.

*Explaining the service and filling in the record card 1. Checking for contra-indications, with referral where in doubt 1. Tactile test described 1. Thermal test and small wax test described 1. Results recorded and consent signed 1.*

**(b)** The couch and trolley are cleaned with a suitable disinfectant, the couch is covered with a fresh towel and disposable couch roll, and a clean towel is kept to protect the client's clothing. The wax heater is switched on in good time (often about half an hour before) and set at the correct temperature, standing firmly on the trolley with its cable tidily out of the way so that no one trips over it. The trolley is set out with everything within reach: the wax, a supply of disposable wooden spatulas, cut muslin or paper strips, pre-wax cleansing lotion, talc, after-wax lotion or oil, soothing lotion, cotton wool, tissues, scissors for trimming long hair, tweezers that have been cleaned and sterilised, gloves and an apron. A lined pedal bin with a lid is placed close by for waste. The area should be well lit, warm, clean and private, and the therapist washes her hands and puts on gloves before starting.

*Couch and trolley disinfected and covered with fresh towel and couch roll 1. Wax heater heated in time to the correct temperature, safely placed 1. Correct products and single-use spatulas and strips set out 1. Lined, lidded bin and sterilised tools ready 1. Lighting, privacy, hand washing and gloves 1.*

**(c)** The client is told to avoid hot baths, steam, sauna and swimming, to avoid sunbathing, and to avoid heavy exercise that makes her sweat, because the follicles are open and the skin is sensitive. She should not apply perfumed lotions, deodorant or makeup to the area, should wear loose, clean cotton clothing over it, and should not scratch or touch the area with unwashed hands. She may apply a soothing lotion, and after two or

three days gentle exfoliation helps to stop ingrown hairs. If redness, swelling or spots do not settle, she should contact the salon and see a doctor. For the waste, used strips, spatulas, cotton wool, tissues and couch roll are single-use items: they are placed straight into the lined bin with a lid, never reused. Any item with blood on it is sealed in a separate bag as the salon's rules and local regulations require. The bin bag is tied and removed at the end of the day, and the therapist then removes her gloves and washes her hands.

*Avoid heat, sun, swimming and exercise for 24 to 48 hours 1. Avoid perfumed products and tight clothing; do not touch or scratch 1. When to seek advice if a reaction persists, or exfoliation later 1. Single-use items into a lined, lidded bin, never reused 1. Blood-stained items sealed separately; bin emptied; hands washed 1.*

## Question 6 [15]

**(a)** The therapist asks about the occasion, the time of day and the place, the outfit and its colours, and the look the client wants, so that the makeup suits the event. She notes the client's skin type and skin tone, the shape of the face and features to be balanced, and any problem areas such as dark circles or blemishes. She asks about allergies or past reactions to cosmetics, whether the client wears contact lenses, and any skin or eye problem, and she records the answers on the record card. Conditions that stop or restrict the service include an eye infection such as conjunctivitis or a stye, a skin infection such as cold sores or impetigo, broken skin, cuts or open wounds, swelling or bruising, severe sunburn, a known allergy to a product and recent scar tissue. Makeup is not applied to the affected area and the client is advised to see a doctor where an infection is suspected.

*Information about the occasion, outfit and look wanted 1. Skin type, tone and features noted 1. Allergies, contact lenses and health questions recorded 1. Any two contra-indications 1. Two further contra-indications 1.*

**(b)** The client's hair is held back with a band and her clothing protected. The skin is cleansed, toned and moisturised, and a primer may be applied. Concealer or corrector is used on dark circles and blemishes, and a foundation matched to the skin tone is blended evenly over the face and on to the neck so there is no line. Loose or pressed powder is pressed on to set the base and reduce shine. The eyebrows are filled and shaped with a pencil or powder. Eye shadow is applied, light shades for day, then eyeliner close to the lash line, and mascara with a disposable wand. Blusher is swept on the cheekbones. Finally the lips are outlined with a lip liner and filled with lipstick or gloss using a disposable or cleaned lip brush. The look is checked in good daylight and the client is shown the result.

*Note for the examiner:* Some methods apply concealer after foundation, or do the eyes before the base to catch fallen shadow. Accept either order if it is stated consistently.

*Skin preparation: cleanse, tone, moisturise, primer 1. Concealer and foundation blended to the neck 1. Powder to set the base 1. Brows, eye shadow, eyeliner and mascara 1. Blusher, lip liner and lipstick or gloss 1.*

**(c)** Physical barrier: the noise of the dryers makes it hard to hear. Shalini can move the conversation to a quieter spot, speak clearly and face the client, and use written slips or the price list to confirm details. Language barrier: the elderly client speaks only Bengali. Shalini can use simple words and gestures, ask a colleague who speaks Bengali to help, or keep a Bengali menu of services. Semantic barrier, or use of jargon: salon terms such as threading and cleanup mean nothing to a new client. Shalini should explain them in everyday words and show pictures of the services. Emotional barrier: the waiting client is angry and may not listen. Shalini should stay calm and polite, apologise, listen without interrupting, give a realistic waiting time and offer a seat and water. In general she should listen actively, check that she has been understood and keep her body language open and friendly.

*Physical barrier identified with a remedy 1. Language barrier identified with a remedy 1. Semantic barrier or jargon identified with a remedy 1. Emotional barrier identified with a remedy 1. General point such as active listening or checking understanding 1.*

## Question 7 [15]

**(a)** The therapist consults the client about the shape she wants and checks the area for contra-indications such as cuts, spots, a rash, an infection or very sensitive skin. She washes her hands and wears gloves where the salon requires it. The area is cleansed with a mild antiseptic lotion and dried, and a light dusting of talc may be used so that the thread grips. A fresh length of pure cotton thread, roughly 60 cm, is taken for this client, its ends tied to make a loop and the middle twisted several times. The therapist (or the client, if guided) holds the skin taut. The twisted part is placed against the hairs and moved by opening and closing the fingers of one hand, so that the twist rolls along and lifts rows of hairs out from the root. She works with the thread moving against the direction of hair growth, following the shape planned: the brow starts in line with the side of the nose, arches above the outer edge of the iris and ends where a line from the side of the nose through the outer corner of the eye meets it. Stray hairs are removed with sterilised tweezers, the brows are brushed and checked for balance. For aftercare a soothing lotion or aloe vera gel is applied and a cold compress may be used. The client is advised not to touch the area, apply makeup or heavy cream, sit in strong sun or swim for about 24 hours. The used thread is thrown away.

*Note for the examiner:* Holding the thread in the mouth is an unhygienic practice and should not be credited as the method.

*Consultation and check for contra-indications 1. Hygiene: hands, antiseptic, fresh thread for the client 1. Correct threading technique, skin held taut 1. Shape planned and finished with tweezers and brush 1. Aftercare: soothing lotion or cold compress and advice 1.*

**(b)** Confidence, so that she believes in her skills, speaks well to clients and suppliers and takes decisions without waiting to be told. Willingness to take calculated risks, so that she can invest her savings or a small loan in a shop after weighing the costs and likely earnings. Hard work and perseverance, because a new parlour has long hours and slow months, and she must keep going until regular clients come. Creativity and innovation, so that she can offer something different, such as bridal packages or home visits, and keep up with new trends. Good communication and customer care, because satisfied clients return and recommend her to others. Patience, decision making, honesty, planning, and openness to learning from mistakes are also accepted.

*Five qualities, each with how it helps, 1 for each 5.*

**(c)** Regular physical exercise, such as a brisk walk, cycling or a sport, relieves tension and improves sleep. Yoga and simple breathing exercises relax the body and calm the mind; even a few minutes of deep breathing between clients helps. Meditation for a short time each day helps her to focus and to stop worrying. A walk in a park or garden, away from the noise of the salon, refreshes the mind. Taking her weekly day off and planning a short holiday after the busy season gives her proper rest. Planning her day, taking short breaks, eating regular meals, drinking enough water, sleeping well and talking over her worries with family, friends or her supervisor are also accepted.

*Five methods explained, 1 for each 5.*

## Question 8 [15]

**(a)** She bathes daily, uses a mild deodorant and keeps her breath fresh, because she works very close to the client's face. Her hair is clean and tied back or pinned up so that it does not fall on the client or on the products. Her nails are short, clean and free of chipped polish, since long nails scratch the client and trap dirt. Jewellery is kept to a minimum, because rings and bangles harbour germs and can catch on the skin. Her uniform is clean, pressed and changed daily, with a name badge, and she wears clean, closed, comfortable shoes with low heels. Makeup is light and neat. She washes her hands before and after every client, covers any cut with a waterproof dressing and does not work near clients when she has an infection. Protective equipment includes disposable gloves, an apron, a face mask where needed, and protective covers such as a cape or towel for the client.

*Personal cleanliness: bath, deodorant, fresh breath 1. Hair tied back; nails short and clean; minimal jewellery 1. Clean uniform and suitable shoes 1. Hand washing and covering cuts 1. Protective equipment named: gloves, apron, mask, client cape or towel 1.*

**(b)** The receptionist answers within a few rings, greets the caller, gives the salon's name and her own name and asks how she can help, speaking clearly, politely and with a smile in her voice. She listens without

interrupting and notes the client's name, contact number, the services wanted and the preferred day and time. She checks the appointment book or computer and offers a suitable slot with a therapist, giving the time each service takes and its price. Because waxing may need a sensitivity test, she asks whether Mrs Fernandes has had waxing at the salon before and, if not, invites her to come in for a test a day or two earlier. She repeats the details back to confirm them, mentions the salon's cancellation policy and asks the client to arrive a few minutes early. She thanks the caller, ends politely, lets the caller hang up first and enters the booking at once.

*Prompt, polite greeting with salon and own name 1. Listens and notes name, number, services and time wanted 1. Offers a slot with duration and price 1. Mentions the sensitivity test for a new waxing client 1. Repeats details, closes politely and records the booking 1.*

**(c)** The computer is kept in a clean, dry, well ventilated place, away from heat, water and the dust and powder of the treatment area. Food and drinks are kept away from the keyboard. The screen is wiped gently with a soft, lint-free cloth and the keyboard is cleaned with a soft brush or blower, with the machine switched off. It is shut down properly and plugged in through a surge protector or UPS. A maintenance schedule is followed: daily dusting and proper shutdown, weekly deletion of temporary files and emptying of the recycle bin, and monthly checks such as disk clean-up and backing up client records. An antivirus program is installed and kept up to date and full scans are run regularly. Pen drives are scanned before use, email attachments and links from unknown senders are not opened, and spam is deleted. Software updates are installed and a strong password protects client data.

*Clean, safe place; no food or drink nearby 1. Correct cleaning of screen and keyboard; proper shutdown 1. Maintenance schedule: daily, weekly, monthly tasks 1. Antivirus installed, updated and run 1. Safe use: scan drives, avoid unknown attachments, delete spam and temporary files 1.*

## Question 9 [15]

**(a)** Fit a solar water heater or solar panels on the roof, because Jaipur has strong sunshine for most of the year and the salon's electricity bill and use of fossil fuels would fall. Set up rainwater harvesting from the roof to a storage tank or recharge pit, because water is scarce in Rajasthan and the stored water can be used for cleaning and plants. Use LED lights and energy efficient appliances and switch off heaters and dryers when not in use, to save power. Separate waste into wet and dry, and send paper, plastic and empty containers for recycling, while organic waste such as fruit peel from the staff kitchen is turned into compost or vermicompost for the salon's plants. Buy products in larger refill packs and use washable towels, so that less plastic and packaging is thrown away. Fixing leaking taps, using water carefully and choosing products with less harmful chemicals are also accepted.

*Five green measures, each with its benefit, 1 for each 5.*

**(b)** The therapist fills in the record card, explains the service and checks for contra-indications such as broken or sunburnt skin, rashes, pimples, an infection, very sensitive skin or a past reaction to bleach. Bleach is not applied on skin that has just been waxed or threaded. A patch test is done beforehand, ideally 24 to 48 hours earlier: a little of the mixed bleach is applied to a small clean area behind the ear or on the inner elbow, left for the time the maker states and removed, and the client reports any redness, itching, burning or swelling. If there is any reaction, the bleach is not used. On the day the client's hair and clothing are protected with a band and cape, and the therapist washes her hands and wears gloves. The area is cleansed so that it is free of oil and dried. The cream and activator are mixed in a clean, non-metallic bowl with a spatula, in exactly the proportion the manufacturer gives, just before use. The paste is applied evenly with a spatula or brush over the hair, keeping it away from the eyes, eyebrows and lips, and eye pads are placed for comfort. It is left for the time stated, usually about 10 minutes, with a small strip checked partway, and the client is asked to report at once any burning, in which case it is removed immediately. The bleach is removed with a spatula and damp cotton wool, the skin rinsed well with cool water, and a soothing lotion and moisturiser applied. The client is advised to use sunscreen and to avoid the sun and other treatments on the area for a day.
*Note for the examiner:* Some course books describe a shorter patch test of 10 to 15 minutes behind the ear. Credit it if the candidate states that the area is checked for a reaction and the bleach is not used if one appears.

*Consultation and contra-indications, no bleach straight after waxing or threading 1. Patch test described, with action if positive 1. Protection, hands and gloves, skin cleansed and dried 1. Correct mixing and application, avoiding eyes and lips 1. Timing, removal, rinsing, soothing and aftercare 1.*

**(c)** The team meets briefly before opening to go through the day's bookings, so that each person knows which clients and services are hers and where the busy hours fall. Work is shared fairly according to skill: the senior therapist takes the bridal and party makeup, a junior handles threading and waxing, and the helper sets up and clears the trolleys and keeps clean towels and sterilised tools ready, so no one waits for equipment. The receptionist keeps the therapists told of arrivals, late clients and walk-ins, and tells waiting clients honestly how long they will wait, so the flow stays smooth. A therapist who finishes early helps a colleague who is running late, for example by preparing her next client, instead of waiting idle. Staff speak to one another politely and settle any disagreement privately and later, never in front of clients, and they keep to the salon's hygiene routine even when rushed. Taking breaks in turn, so that the floor is never left without staff, and thanking one another at the end of the day are also accepted.

*Five ways of teamwork, each explained in the salon setting, 1 for each 5.*