



GIMT GROUP OF INSTITUTIONS

GURDASIDEVI INSTITUTE OF MANAGEMENT & TECHNOLOGY

Near Over Bridge & Shivshakti Bhawan **BUDHLADA**

B.Voc.

BEAUTY THERAPY & AESTHETICS

Study Notes

Semester-III

B.Voc. (BEAUTY THERAPY & AESTHETICS)

As per IKG Punjab Technical University
(IKGPTU) Syllabus Pattern

SUBJECTS INCLUDED



BASC303-19
Hair Stylist



BASC311-19
Basics of management



BASC305-19
Nails



BASC301-19
Skin Care III



BASC310-19
Basic accountancy



BASC307-19
Advance Makeup



BASC309-19
SPA

EMPOWER
YOUR SKILLS
ENHANCE
YOUR FUTURE



SIMPLIFIED CONTENT



EASY TO UNDERSTAND



EXAM FOCUSED



PRACTICAL APPROACH



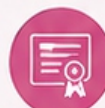
PREVIOUS YEAR QUESTIONS



BEAUTY
YOUR PASSION



SKILLS
YOUR STRENGTH



KNOWLEDGE
YOUR POWER



CAREER
YOUR FUTURE

Learn Today, Lead Tomorrow

UNIT-WISE SECTION–A

UNIT–I: Preparation of Client & Hair Fundamentals

1. What is meant by client preparation in hair styling?

Client preparation means getting the client ready before starting a hair styling service. It includes client consultation, understanding the client's requirements, checking the hair and scalp condition, and preparing the required tools, products and equipment. The client should be made comfortable and the work area should be clean and organized. Proper preparation helps the hairstylist provide the service safely, efficiently and according to the client's needs.

2. What is the chemical composition of hair?

Hair is mainly composed of **keratin**, a fibrous protein. Keratin contains elements such as **carbon, hydrogen, oxygen, nitrogen and sulphur**. The sulphur content contributes to the strength and structure of hair through chemical bonds. The exact chemical composition can vary according to the condition and structure of the hair. Understanding hair composition is important for hairstylists because different hair services can affect the hair structure.

3. What is hair analysis? Why is it important before a hair treatment?

Hair analysis is the process of examining the hair and scalp before providing a hair treatment or styling service. It helps the hairstylist understand the **condition, texture, strength and characteristics of the hair and scalp**. Hair analysis is important because it helps in selecting suitable products, techniques and treatments. It also helps identify conditions that may require special care or make a particular service unsuitable.

4. What is meant by hair growth? Name the main stages of the hair growth cycle.

Hair growth is the natural process through which hair develops from the follicles in the scalp. Hair does not grow continuously at the same rate; it passes through different stages. The main stages of the hair growth cycle are **Anagen, Catagen and Telogen**. Anagen is the active growth stage, Catagen is a transitional stage, and Telogen is the resting stage. Understanding these stages helps in understanding normal hair growth and hair loss.

5. What is hair loss? Mention any two common causes of hair loss.

Hair loss means excessive shedding or loss of hair from the scalp. Some amount of hair shedding is normal, but excessive loss may result in noticeable thinning. Common causes can include **nutritional deficiencies and hormonal changes**. Other factors may also contribute to hair loss, depending on the individual. Proper hair and scalp analysis is important before providing treatments to a client experiencing significant hair loss.

UNIT–II: Scalp Massage and Hair Spa

6. What is scalp condition? Why is it important to identify the scalp condition before treatment?

Scalp condition refers to the overall state and health of the scalp, including its cleanliness, oiliness, dryness and any visible problems or disorders. Identifying the scalp condition before treatment is important because it helps the hairstylist choose a **suitable treatment and products**. It also helps avoid

treatments that may be unsuitable for the client. Proper scalp analysis supports safe, effective and professional hair-care services.

7. What is Effleurage? Mention one benefit of this massage technique.

Effleurage is a gentle massage technique involving **light, smooth and gliding movements** over the scalp. It is generally used at the beginning and end of a scalp massage. One benefit of Effleurage is that it helps provide a **relaxing and soothing effect** to the client. It can also help prepare the scalp for other massage techniques during a professional hair-care service.

8. What is Petrissage? How is it performed during scalp massage?

Petrissage is a massage technique involving **kneading, lifting and gentle squeezing movements**. During scalp massage, the therapist uses the fingers and appropriate hand movements to gently knead and lift the scalp tissues. The technique should be performed comfortably and systematically without causing discomfort. Petrissage is commonly included as one of the techniques used during professional scalp massage.

9. What is Tapotement? Mention its purpose in scalp massage.

Tapotement is a rhythmic massage technique involving **light tapping or percussive movements** performed with the fingers or hands. During scalp massage, the movements should be controlled and gentle according to the client's comfort. Its purpose is to provide a stimulating and refreshing effect during the massage. It should always be performed carefully and according to the appropriate scalp-massage procedure.

10. What is Rotary massage? Mention one benefit of this technique.

Rotary massage involves making **gentle circular movements** on the scalp using the fingertips. The therapist moves the fingers in small, controlled circles while working systematically over the scalp. One benefit of this technique is that it provides a **relaxing and stimulating massage effect**. The pressure should be adjusted according to the client's comfort and scalp condition.

11. What is hair spa? Mention any two benefits of hair spa treatment.

A **hair spa** is a professional hair-care treatment designed to improve the overall condition and appearance of the hair and scalp. It generally involves appropriate preparation, application of suitable products and massage according to salon procedure. Two benefits of hair spa are **improving hair condition and providing relaxation to the scalp**. Proper aftercare advice should be given to the client after the treatment.

UNIT–III: Hair Styling & Dressing

12. What is meant by hair designing according to facial structure?

Hair designing according to facial structure means selecting a hairstyle that suits the shape and features of a client's face. Common facial shapes include oval, round, square, long and heart-shaped. The hairstylist considers the face shape, hair texture, length and overall appearance while choosing a suitable style. The aim is to create a **balanced and attractive appearance** by enhancing suitable facial features and creating visual proportion.

13. What are open hair styles? Give one example.

Open hair styles are hairstyles in which most or all of the hair is left loose rather than being tied or pinned up completely. They can be created on straight, wavy or curly hair and may be used for casual or formal occasions. Open hairstyles can also include suitable accessories or curls. **Loose waves** are one common example of an open hairstyle.

14. What are semi-tied and up hairstyles?

Semi-tied hairstyles are styles in which part of the hair is tied, pinned or secured while the remaining hair is left open. They provide a combination of an open and tied appearance. **Up hairstyles**, or updos, involve arranging and securing most or all of the hair upward, usually with pins or other accessories. Both styles are commonly used for formal and special occasions.

15. What are bridal hairdos and party hairdos?

Bridal hairdos are specially designed hairstyles created for brides according to their outfit, face shape, hair type and overall appearance. They may include buns, braids, curls, veils, flowers and other accessories. **Party hairdos** are hairstyles designed for parties and social occasions. They may include curls, waves, volume, accessories or stylish updos. Both should be selected according to the occasion and client's preferences.

16. What is mousse? Mention one use of styling mousse.

Mousse is a lightweight hairstyling product with a foamy texture. It is applied to the hair to help create and maintain a desired hairstyle. One common use of mousse is to **add volume and body to the hair**. It can also assist in defining curls or waves. The amount used should be appropriate for the hair length, texture and desired styling result.

17. What is a heat protectant? Why is it used before heat styling?

A **heat protectant** is a hair-care product applied before using heat-styling tools such as straighteners, curling irons or other heated equipment. It is used to help **reduce the damaging effects of heat on the hair**. The product should be applied according to its instructions and distributed appropriately through the hair before heat styling. Correct temperature and safe handling of heated tools are also important.

18. What is false hair? Mention one use of false hair in hairstyling.

False hair refers to additional artificial or natural hair pieces used to enhance or modify a hairstyle. It may be available in the form of extensions, hairpieces or other suitable additions. One common use is to **increase the apparent length or volume of the hair**. False hair is also frequently used to create elaborate hairstyles, particularly for bridal and special-occasion styling.

19. What are out curls and in curls? Mention one difference between them.

In curls and out curls are curling techniques used to shape the direction of the hair. In an **in curl**, the ends of the hair are curled inward toward the head or face. In an **out curl**, the ends are directed outward away from the head or face. Thus, the main difference is the **direction in which the hair ends are curled**.

UNIT–IV: Hair Cutting

20. What is layering in hair cutting?

Layering is a hair-cutting technique in which the hair is cut at different lengths to create layers. The difference in lengths gives the hairstyle **movement, shape and volume**. Layering can be adapted according to the client's hair texture, length and facial structure. It is commonly used to create modern and versatile hairstyles and can be combined with other cutting techniques.

21. What is a feather cut? Mention one characteristic of this haircut.

A **feather cut** is a hairstyle in which the hair is cut and shaped to create **soft, feather-like layers**, particularly around the sides and ends. The hair usually appears light and flowing rather than heavy. One important characteristic of a feather cut is its **soft, layered and textured appearance**, which gives movement to the hair.

22. What is a razor cut?

A **razor cut** is a hair-cutting technique in which a professional hair razor is used instead of, or along with, scissors to shape and remove hair. It can create **soft, tapered and textured edges**. Razor cutting is often used when a lighter, more flowing appearance is desired. The technique should be performed carefully according to the hair type and desired hairstyle.

23. What is notching in hair cutting?

Notching is a hair-texturing technique in which small sections or portions of hair are removed to create **texture and reduce heaviness**. It can be used to modify the shape and give the hairstyle a more textured appearance. The technique should be performed carefully so that the desired length and overall structure of the haircut are maintained.

24. What is point cutting? Why is it used?

Point cutting is a hair-cutting technique in which the scissors are held at an angle and the points of the scissors are used to cut into the ends of the hair. It is mainly used to create **texture and soften the edges** of a haircut. Point cutting can help avoid a blunt appearance and provide a more natural, blended finish.

25. What is meant by scissor-over-comb technique?

Scissor-over-comb is a hair-cutting technique in which a comb is used to lift and control the hair while scissors are used to cut the hair extending beyond the comb. It provides **controlled and precise cutting**, particularly for short hairstyles. This technique is commonly useful around areas such as the sides and back of the head and requires proper coordination between the comb and scissors.

26. What is the significance of 45° and 90° cutting angles in hair cutting?

45° and 90° cutting angles determine how much the hair is elevated from the head while cutting and therefore influence the shape and layering of the haircut. A **45° elevation** generally creates a more graduated effect, while a **90° elevation** produces more uniform layering and movement. The appropriate angle is selected according to the desired haircut, hair length, texture and overall shape.

UNIT–V: Hair Colouring

27. What is hair colour theory? Name the primary colours.

Hair colour theory is the study of colours and their relationships, which helps a hairstylist understand how different colours can be combined, changed or balanced during hair-colouring services. It is useful

for selecting suitable shades and achieving the desired colour result. The three **primary colours** are **Red, Yellow and Blue**. Understanding primary and other colour relationships helps in professional hair-colouring and correction.

28. What is global hair colour?

Global hair colour is a hair-colouring technique in which colour is applied **throughout the hair**, rather than only to selected sections or roots. It provides an overall, uniform colour appearance from the roots through the lengths and ends. Global colour may be selected according to the client's desired look, natural hair colour and hair condition. Proper consultation and precautions should be followed before the service.

29. What is root touch-up? When is it required?

A **root touch-up** is a hair-colouring service in which colour is applied mainly to the **new hair growth at the roots** to refresh or maintain the existing hair colour. It is commonly required when natural roots become visible after previous colouring, particularly when there is a noticeable difference between the roots and coloured hair. Proper consultation, hair analysis, application technique and pre- and post-treatment care are important.

UNIT–VI: Perming and Neutralizing Hair

30. What is a Ladder Perm? Mention one important feature of this perming technique.

A **Ladder Perm** is a type of permanent waving technique in which the hair is wound on perming rods in a **ladder-like arrangement**. The arrangement of the rods helps create a specific pattern of curls or waves in the hair. One important feature of the Ladder Perm is its **systematic rod placement**, which produces an organized and controlled wave pattern.

SECTION–B

UNIT–I: Preparation of Client & Hair Fundamentals

1. Explain the chemical composition of hair and discuss its importance in hair analysis.

Hair is mainly composed of **keratin**, a strong fibrous protein. The major elements present in hair are **carbon, hydrogen, oxygen, nitrogen and sulphur**. Among these, sulphur is particularly important because it contributes to the strength and structure of the hair through chemical bonds. The composition and condition of hair can vary from person to person.

Understanding the chemical composition of hair is important for **hair analysis** because different chemical and cosmetic services can affect the hair structure. Hair colouring, perming, straightening and other treatments may change the condition of the hair. Therefore, a hairstylist needs to assess the hair before selecting a suitable service or product.

Hair analysis helps determine whether the hair is suitable for a particular treatment and assists in selecting appropriate products and techniques. It can also help the stylist recognize hair that is weak, damaged or otherwise unsuitable for certain services. Thus, knowledge of hair composition provides a basic foundation for understanding **hair strength, condition and response to chemical treatments** and helps the professional provide safer and more appropriate hair services.

2. What is hair analysis? Explain the different factors considered while analyzing the hair and scalp before a hair service.

Hair analysis is the systematic examination of the client's hair and scalp before performing a hair service. It helps the hairstylist understand the condition and characteristics of the hair and select a suitable treatment, product and technique.

During hair analysis, the stylist considers several factors. These include the **hair texture, thickness, length, density, strength and overall condition**. The stylist should also observe whether the hair appears dry, oily, damaged, weak or chemically treated. The scalp should be examined for its general condition, including dryness, oiliness, sensitivity or visible problems.

The stylist should also consider the client's **hair history**, including previous colouring, perming, straightening or other chemical services. The desired hairstyle or treatment objective is another important factor because the selected service must be suitable for both the client's hair condition and expectations.

Proper hair analysis helps identify whether a particular treatment is appropriate. It also assists in selecting suitable products and techniques and helps reduce the risk of unsuitable treatment. Therefore, hair and scalp analysis is an essential step before professional hair services and contributes to **safe, effective and satisfactory results**.

3. Explain the hair growth cycle and discuss the common causes of hair loss.

The **hair growth cycle** is the natural process through which hair grows from the hair follicles and eventually rests and sheds. It consists of three main stages: **Anagen, Catagen and Telogen**.

Anagen is the active growth stage. During this period, the hair follicle actively produces hair and the hair grows continuously. **Catagen** is a short transitional stage in which active growth slows down and the follicle undergoes changes. **Telogen** is the resting stage. At the end of this stage, the old hair may shed and the follicle can begin another growth cycle.

Hair loss means excessive shedding or noticeable reduction in hair density. There can be several causes of hair loss. Common causes include **nutritional deficiencies and hormonal changes**. Other factors may also contribute, depending on the individual and their overall condition. Hair and scalp disorders, stress or unsuitable hair practices may also affect hair condition.

For a hairstylist, understanding the hair growth cycle is important when assessing a client experiencing hair loss. Proper **hair and scalp analysis** should be carried out before providing a treatment, and unsuitable services should be avoided when necessary.

UNIT–II: Scalp Massage and Hair Spa

4. Explain the different scalp massage techniques—Effleurage, Petrissage, Tapotement, Rotary, Vibration and Friction.

Scalp massage is an important part of professional hair care and hair spa services. Different techniques are used to provide relaxation and a suitable massage effect.

Effleurage consists of gentle, smooth and gliding movements performed with the fingers or hands. It is generally used at the beginning and end of a massage.

Petrissage involves gentle kneading, lifting and squeezing movements. It is performed systematically over the scalp according to the client's comfort.

Tapotement consists of light, rhythmic tapping or percussive movements. It should be controlled and gentle.

Rotary massage involves making small circular movements with the fingertips over the scalp.

Vibration consists of gentle, rapid vibrating or shaking movements performed with the fingers or hands.

Friction involves controlled rubbing movements over the scalp. It should be performed carefully and according to the scalp condition.

These techniques should be selected and performed according to the **client's hair and scalp condition**, treatment requirements and comfort. Proper technique helps make the scalp massage professional, comfortable and effective.

5. Explain the procedure of hair spa and discuss its major benefits.

A **hair spa** is a professional hair-care service designed to improve the overall condition and appearance of the hair and scalp. Before starting, the client's hair and scalp should be examined to determine their condition and treatment requirements.

First, the client is prepared comfortably and the required **products, tools and equipment** are arranged. The hair is prepared according to salon procedure. A suitable hair-care product or treatment is then applied according to the client's hair condition. **Scalp massage techniques** such as Effleurage, Petrissage, Rotary and other suitable movements may be incorporated into the service. The treatment is completed according to the recommended salon procedure, followed by appropriate cleansing or finishing steps.

The major benefits of hair spa include **improving the condition and appearance of the hair and providing relaxation to the client**. It can be included as part of a professional hair-care routine.

After the treatment, the client should be given suitable **aftercare advice**, including maintaining proper hair hygiene and following the recommended hair-care routine. The treatment and relevant client information should also be recorded for future services.

6. How do you identify the client's hair and scalp condition before performing a scalp massage or hair spa? Explain the aftercare advice.

Before performing a scalp massage or hair spa, the hairstylist should carry out a proper **hair and scalp analysis**. The client should first be consulted about their requirements, previous hair treatments and any concerns related to the hair or scalp.

The stylist examines the **hair texture, thickness, density, length, strength and overall condition**. The scalp is also observed for its general condition, including whether it appears dry, oily or sensitive and whether there are visible problems. Previous chemical services such as colouring, perming or

straightening should also be considered. The client's treatment objective should be understood before selecting suitable products and techniques.

After the treatment, the client should receive appropriate **aftercare advice**. The stylist should explain how to maintain hair cleanliness and follow a suitable hair-care routine. The client should be advised to use products appropriate for their hair condition and to follow any specific instructions related to the treatment. If the hair or scalp shows an unusual or concerning condition, the client should be advised to seek appropriate professional guidance rather than continuing unsuitable treatments.

Proper analysis and aftercare help support a safe and satisfactory hair spa experience.

UNIT–III: Hair Styling & Dressing

7. Explain the different types of hair accessories used in hairstyling, such as pins, clips, false hair, parandas, nets, veils and fresh flowers.

Hair accessories are important tools for creating, securing and decorating different hairstyles. **Pins** are used to hold sections of hair securely in place. Different types of pins can be selected according to the hairstyle and hair thickness. **Clips** are also used for securing hair sections and may be available in different shapes and sizes.

False hair refers to additional hair pieces used to increase the apparent length, volume or fullness of a hairstyle. It is particularly useful for elaborate hairstyles and special occasions. **Parandas** are traditional hair accessories, commonly incorporated into braids to add length, colour and decoration.

Hair nets are used to cover and secure arranged hair, particularly in certain buns and formal hairstyles. **Veils** are commonly associated with bridal hairstyles and can be attached to the hairstyle using suitable pins or clips.

Fresh flowers, such as **gajra**, are decorative accessories often used in traditional and bridal hairstyles. They add an attractive and traditional appearance.

The selection of accessories depends on the **hairstyle, occasion, hair type, client's preference and overall appearance**. Proper placement and secure fixing are essential for a neat and comfortable hairstyle.

8. Explain different hair styling products such as mousse, styling gel, serum, hairspray, wax, heat protectant and finishing spray, along with their uses.

Hair styling products are used to create, control, protect and maintain different hairstyles. The product should be selected according to the **hair type, hairstyle and desired result**.

Mousse is a lightweight foamy product commonly used to add **volume and body** to the hair. **Styling gel** helps provide hold and control, making it useful for creating and maintaining structured hairstyles.

Serum is generally used to improve the appearance and smoothness of the hair and can help provide a polished finish. **Hairspray** is applied to help hold a completed hairstyle in place for a longer period.

Wax is useful for defining sections of hair and creating texture and controlled styles. A **heat protectant** is applied before using heated styling tools to help reduce the damaging effects of heat on the hair.

Finishing spray is used toward the end of styling to provide a finished appearance and help maintain the hairstyle.

The quantity and type of product should be appropriate for the client's hair condition and the required style. Professional application avoids excessive product use and helps achieve a neat, attractive and manageable result.

9. Explain the difference between Open Hair Styles, Semi-Tied Styles, Up Styles, Bridal Hairdos and Party Hairdos.

Different hairstyles are selected according to the **occasion, facial structure, hair type, outfit and client's preference**.

Open Hair Styles are hairstyles in which most or all of the hair remains loose. For example, loose waves or curls can be created as an open hairstyle. They provide a natural and flowing appearance.

Semi-Tied Styles combine open and tied hair. A portion of the hair is secured or pinned while the remaining hair is left loose. They are suitable for both casual and formal occasions.

Up Styles or updos involve arranging and securing most or all of the hair upward. Buns and other pinned-up styles are common examples. They are often selected for formal events.

Bridal Hairdos are specially designed hairstyles for brides. They may include buns, braids, curls, veils, fresh flowers, parandas and other decorative accessories. The style is generally coordinated with the bridal outfit and overall appearance.

Party Hairdos are hairstyles designed for parties and social occasions. They may include curls, waves, volume, stylish updos or attractive accessories.

Thus, the main difference lies in their **hair arrangement, purpose, occasion and decorative requirements**. A professional hairstylist should select the style after considering the client's facial structure and hair characteristics.

UNIT–IV: Hair Cutting

10. Explain the procedure of Feather Cut with suitable steps and precautions.

A **Feather Cut** is a layered haircut that creates soft, feather-like ends and gives the hair a light, flowing and textured appearance. The procedure should begin with **client consultation** to understand the desired length and style. The hair and scalp should then be analyzed, and the required tools should be prepared and sanitized.

Steps:

1. Section the hair neatly according to the desired haircut.
2. Establish the required length and basic guideline.
3. Elevate and cut the hair at the appropriate angle to create layers.
4. Gradually blend the layers to produce a soft feathered effect.
5. Shape the front and side sections according to the client's facial structure.

6. Check both sides for balance and evenness.
7. Finish the haircut with suitable styling.

Precautions:

- Use clean and properly sanitized tools.
- Confirm the desired length before cutting.
- Maintain correct cutting angles and sectioning.
- Avoid removing excessive length.
- Consider the client's hair texture and condition.
- Handle scissors carefully and maintain proper posture.
- Check the final hairstyle from different angles before finishing.

11. Explain different hair-cutting techniques, including Notching, Slicing, Point Cutting, Scissor-over-Comb, Feathering, Thinning and Texturing.

Different cutting techniques are used to create specific shapes, textures and finishes.

Notching involves removing small portions of hair to reduce heaviness and create texture. **Slicing** is a technique in which the scissors are moved along the hair to remove or soften sections and create a lighter appearance.

Point Cutting is performed by cutting into the ends of the hair with the points of the scissors. It helps soften blunt edges and create texture.

Scissor-over-Comb involves using a comb to control and lift the hair while scissors cut the hair extending beyond the comb. It is particularly useful for short hair and controlled shaping.

Feathering creates soft, layered and feather-like ends, giving the hair movement and a lighter appearance.

Thinning reduces excess hair density or bulk while retaining the general length and shape. **Texturing** modifies the hair's surface and weight to create movement and a more blended appearance.

The choice of technique depends on the **desired hairstyle, hair length, texture, density and condition**. Proper sectioning, controlled cutting and safe handling of tools are essential.

12. Explain the difference between In Curls and Out Curls. Describe the use of Velcro rollers and hot curls.

In Curls and **Out Curls** are styling techniques in which the hair ends are curled in different directions. In an **In Curl**, the ends of the hair are directed inward, generally toward the head or face. In an **Out Curl**, the ends are directed outward, away from the head or face. The direction of the curl changes the overall appearance and finish of the hairstyle.

Velcro Rollers

Velcro rollers are used to create volume, curls or waves without requiring the same level of direct heat as hot-curling tools. The hair is sectioned, wrapped around suitable rollers and allowed to set. They can be useful for creating soft volume and movement.

Hot Curls

Hot curls are created using heated styling tools to form curls or waves. The hair is divided into suitable sections and curled using the appropriate heated tool. A **heat protectant** should be used before heat styling, and the temperature should be appropriate for the hair condition.

Both methods can be selected according to the **desired hairstyle, hair texture, length and occasion**.

UNIT–V: Hair Colouring

13. Explain the basic principles of hair colour theory and discuss the different types of hair colour.

Hair colour theory is the study of colours and their relationships. It helps a hairstylist understand how different colours work together and assists in selecting a suitable shade for a client's hair. The three **primary colours** are **Red, Yellow and Blue**. Understanding colour relationships is important when selecting, applying or modifying hair colour.

Before colouring, the stylist should consider the client's **natural hair colour, existing colour, hair condition and desired result**. Proper consultation and hair analysis help determine the appropriate colour service.

Different types of hair colour can be selected according to the required result and duration. These include **temporary, semi-permanent and permanent hair colours**. Temporary colour generally provides a short-term colour effect, while semi-permanent colour lasts longer. Permanent colour is designed to provide a longer-lasting change.

Two important applications in the syllabus are **Global Hair Colour** and **Root Touch-Up**. Global colour involves applying colour throughout the hair, whereas root touch-up focuses mainly on new growth at the roots.

Proper precautions should always be followed during colouring. The stylist should consider the client's hair and scalp condition, use suitable products and follow the recommended application procedure. Thus, colour theory provides a foundation for achieving controlled and appropriate hair-colouring results.

14. Explain the procedure of Root Touch-Up and Global Hair Colour, including important precautions and pre- and post-treatment care.

Root Touch-Up and **Global Hair Colour** are common professional hair-colouring services. Before either service, the stylist should conduct **client consultation and hair/scalp analysis**. The client's desired colour, previous colour history, hair condition and treatment objective should be understood.

Root Touch-Up

Root touch-up is mainly performed when **new hair growth becomes visible** after previous colouring. The required colour product is prepared according to the manufacturer's instructions. The hair is

sectioned neatly and the colour is applied carefully to the required root area. The recommended processing procedure is followed, after which the hair is treated according to the salon's colouring procedure.

Global Hair Colour

Global hair colour means applying colour **throughout the hair**, rather than only to the roots. The hair is divided into suitable sections and the colour is applied systematically to achieve an even result.

Precautions and Care

Before colouring, the stylist should maintain proper hygiene, check the hair and scalp condition and follow the recommended **safety and sensitivity-testing procedures** where applicable. Gloves and appropriate protective measures should be used.

After colouring, the client should receive suitable **post-treatment and aftercare advice**. Recommended hair-care products and proper maintenance should be explained. The treatment details should also be recorded for future services.

UNIT–VI: Perming and Neutralizing

15. Explain the different types and techniques of perming, including Spiral Perm, Ladder Perm, Body Wave Perm and Soft Perm. Also explain the importance of neutralizing.

Perming, or permanent waving, is a hair-styling process used to create curls or waves in the hair. Before perming, the stylist should conduct **client consultation and hair and scalp analysis** to determine whether the service is suitable. The hair should be properly sectioned and wound on suitable rods according to the desired result.

Types of Perms

- 1. Spiral Perm:** The hair is wound around the rods in a spiral manner. It is suitable for creating **defined, spiral-shaped curls**.
- 2. Ladder Perm:** The rods are arranged in a **ladder-like pattern** to create an organized wave or curl pattern.
- 3. Body Wave Perm:** This technique creates **soft, loose waves** and is generally used when a client wants movement and body rather than tight curls.
- 4. Soft Perm:** A soft perm produces **gentle, softer waves or curls** and gives the hair a more natural appearance.

Importance of Neutralizing

Neutralizing is an essential stage after the waving solution has processed the hair. It helps stabilize and set the hair into its newly formed curled or waved shape. Proper neutralizing is important for achieving the desired result and completing the perming process correctly.

The stylist should follow the **recommended product instructions, processing time and salon safety procedures** throughout the service. After the treatment, suitable post-perm care and conditioner should be recommended.

SECTION–C

UNIT–I: Preparation of Client & Hair Fundamentals

1. Explain the complete process of client preparation for a hair styling service. Discuss client consultation, hair and scalp analysis, hair condition, hair growth, hair loss and important precautions.

Client preparation is an essential step before providing any professional hair styling service. It begins with **client consultation**, during which the hairstylist discusses the client's requirements, desired hairstyle, previous treatments and expectations. The stylist should explain the proposed service and ensure that it is suitable for the client.

The next step is **hair and scalp analysis**. The stylist examines the hair texture, thickness, density, length, strength and general condition. The scalp should also be observed for dryness, oiliness, sensitivity or any visible abnormal condition. Previous services such as colouring, perming or straightening should be considered before selecting a treatment.

The stylist should also understand **hair growth and hair loss**. Hair grows through three main stages—**Anagen, Catagen and Telogen**. Excessive hair loss may be associated with factors such as nutritional deficiencies, hormonal changes or other conditions. If the hair or scalp appears unsuitable for a particular service, the treatment should be reconsidered.

Before beginning the service, the work area, tools, products and equipment should be properly prepared. Tools should be clean and appropriately sanitized, and the client should be comfortably positioned and protected from products.

Important precautions include selecting products according to the hair condition, following product instructions, using appropriate protective measures and avoiding unsuitable treatments. Proper preparation ensures **safe, professional and satisfactory hair styling results**.

2. Explain the chemical composition, structure and growth of hair. Discuss common hair and scalp disorders and the importance of hair analysis before performing a hair service.

Hair is mainly composed of **keratin**, a strong fibrous protein. Its major elements include **carbon, hydrogen, oxygen, nitrogen and sulphur**. These components contribute to the strength and structure of the hair. Understanding the composition of hair is important because chemical and styling services can affect its condition.

The basic structure of hair includes the **hair shaft and hair follicle**. The visible hair shaft is commonly described in terms of the cuticle, cortex and medulla. The cuticle forms the outer protective layer, while the cortex forms the main body of the hair and contributes to its strength and characteristics.

Hair passes through three main stages of growth: **Anagen, Catagen and Telogen**. Anagen is the active growth phase, Catagen is the transitional phase, and Telogen is the resting phase. At the end of the resting stage, hair may shed and a new growth cycle can begin.

Hair and scalp may show various problems or disorders, including **excessive hair loss, dryness, oiliness, sensitivity and other visible scalp conditions**. Such conditions should be identified before treatment.

Hair analysis is therefore essential before a professional hair service. It helps the stylist assess texture, thickness, density, strength, condition and previous chemical treatments. It also helps determine whether a particular service is suitable and which products and techniques should be selected. Proper analysis reduces the risk of unsuitable treatment and supports **safe and effective professional hair care**.

UNIT–II: Scalp Massage and Hair Spa

3. Explain the complete procedure of scalp massage and hair spa. Discuss Effleurage, Petrissage, Tapotement, Rotary, Vibration and Friction techniques, along with the benefits and aftercare advice.

Scalp massage and hair spa are professional hair-care services designed to improve the condition and appearance of the hair and provide a relaxing experience. Before starting, the therapist should conduct **client consultation and hair and scalp analysis** to understand the client's condition and treatment requirements.

Procedure of Scalp Massage and Hair Spa

First, prepare the client comfortably and arrange the required products, towels, tools and equipment. The hair and scalp should be examined before selecting suitable products. The hair should then be prepared according to salon procedure. Appropriate hair-spa products are applied systematically, followed by suitable massage techniques.

Effleurage involves gentle, smooth and gliding movements and is generally used at the beginning and end of the massage. **Petrissage** involves gentle kneading, lifting and squeezing movements. **Tapotement** consists of controlled, rhythmic tapping movements. **Rotary massage** uses gentle circular movements with the fingertips. **Vibration** involves gentle vibrating movements, while **Friction** uses controlled rubbing movements on the scalp. All techniques should be performed according to the client's comfort and scalp condition.

After completing the treatment, the hair is finished according to the salon procedure.

Benefits

Hair spa may help **improve the condition and appearance of the hair and provide relaxation to the client**. Scalp massage can also make the treatment more comfortable and relaxing.

Aftercare Advice

The client should be advised to maintain proper **hair and scalp hygiene**, use products suitable for their hair condition and follow the recommended hair-care routine. Treatment details and relevant client feedback should also be recorded for future services.

UNIT–III: Hair Styling & Dressing

4. Explain how to select and design hairstyles according to different facial structures. Discuss suitable open, semi-tied, up, party and bridal hairstyles.

Hairstyle selection according to facial structure means choosing a hairstyle that creates a balanced and attractive appearance by considering the client's face shape, hair texture, length, density and personal preference. A proper consultation should be carried out before designing the hairstyle.

For an **oval face**, most hairstyles can be suitable because the proportions are generally balanced. Open styles, soft curls, semi-tied styles and updos can all be considered. For a **round face**, styles that create some height and length can help provide visual balance. Suitable options may include layered open hair, higher upstyles and styles with volume at the crown. For a **square face**, soft waves, curls and hairstyles with softer edges can help create a gentle appearance. For a **long face**, styles with suitable side volume, waves or balanced semi-tied arrangements can be considered.

Open hairstyles keep most hair loose and may include waves or curls. **Semi-tied styles** combine open and secured sections. **Upstyles** arrange most or all hair upward, such as buns.

Party hairstyles may include stylish curls, waves, volume and accessories. **Bridal hairstyles** may include elaborate buns, braids, veils, parandas, fresh flowers and other accessories. The final selection should always consider the client's **facial structure, hair characteristics, occasion and desired appearance**.

5. Discuss the different hair styling products and accessories used in professional hairstyling. Explain their uses and suitability.

Hair styling products and accessories are essential for creating, controlling, securing and finishing professional hairstyles. Their selection should depend on the **hair type, hair condition, hairstyle and occasion**.

Mousse is a lightweight product commonly used to add volume and body and may help define waves or curls. **Styling gel** provides hold and control and is suitable for structured hairstyles. **Serum** can give the hair a smoother and more polished appearance. **Hairspray** helps maintain the completed hairstyle. **Heat protectant** is applied before using heated styling tools to help reduce the damaging effects of heat. **Wax** can be used for defining sections, adding texture and controlling short hairstyles.

Different accessories serve different purposes. **Pins** secure sections of hair, while **clips** help hold hair in position during styling or finishing. **False hair** can increase apparent length and volume. **Parandas** can be incorporated into braids for decoration and added length. **Nets** can help cover and secure arranged hair, particularly in certain formal styles. **Veils** are commonly used with bridal hairstyles. **Fresh flowers**, such as *gajra*, provide a traditional decorative element.

A professional stylist should select products and accessories according to the **client's hair condition, desired hairstyle, facial structure, occasion and comfort**. Correct application and secure placement are important for a neat, attractive and lasting result.

UNIT–IV: Hair Cutting

6. Explain the different types of haircuts and cutting techniques. Discuss Layering, Feather Cut, Razor Cut, Fringe Styling, Short Hair Cut and Men's Hair Cut, along with 45° and 90° cutting angles.

Hair cutting is an important hair-dressing service used to create the desired **shape, length, texture and movement** of the hair. The selection of a haircut depends on the client's facial structure, hair texture,

density, length and personal preference. Proper consultation and hair analysis should be performed before cutting.

Layering involves cutting hair at different lengths to create movement, shape and volume. **Feather Cut** creates soft, feather-like layers and light, flowing ends. **Razor Cut** uses a razor to create softer, tapered and textured edges. **Fringe Styling** involves shaping the front section of the hair around the forehead and should be selected according to facial structure. A **Short Hair Cut** involves maintaining relatively short lengths and requires careful sectioning and shaping. A **Men's Hair Cut** is generally designed according to the client's face shape, hair characteristics and desired length, with attention to the sides, back and top.

The **45° cutting angle** generally creates a graduated effect and helps build shape. The **90° cutting angle** creates more uniform layering and movement because the hair is elevated higher from the head.

Other techniques such as **point cutting, notching, slicing, thinning, feathering, texturing and scissor-over-comb** may be used to refine the haircut. Proper sectioning, clean tools, accurate cutting angles and safe handling of scissors or razors are essential for achieving a professional result.

UNIT-V: Hair Colouring

7. Explain the complete procedure of hair colouring. Discuss colour theory, different types of hair colour, Root Touch-Up, Global Hair Colour and Male Hair Colour, along with precautions and pre- and post-treatment care.

Hair colouring is a professional service used to change, enhance or refresh the natural or existing colour of hair. A proper consultation and hair analysis should always be completed before colouring.

Colour Theory

Hair colour theory helps the stylist understand how colours interact. The three **primary colours are Red, Yellow and Blue**. Knowledge of colour relationships helps in selecting suitable shades and achieving the desired result.

Types of Hair Colour

Hair colour may be broadly classified as **temporary, semi-permanent and permanent**. Temporary colour provides a short-term effect, while semi-permanent colour lasts longer. Permanent colour is intended to create a longer-lasting colour change.

Procedure

First, consult the client about the desired shade, previous colour services and treatment objectives. Examine the hair and scalp condition and select a suitable product. Prepare the trolley, tools, protective materials and colour according to the manufacturer's instructions. Section the hair properly and apply the colour systematically.

Root Touch-Up involves applying colour mainly to new growth at the roots. **Global Hair Colour** involves applying colour throughout the hair to achieve an overall colour result. **Male Hair Colour** follows the same basic principles but is selected according to the client's desired appearance, hair characteristics and natural colour.

Precautions

Maintain proper hygiene, use appropriate protective measures, follow product instructions and perform recommended sensitivity testing where applicable. Avoid colouring when the hair or scalp is unsuitable for the service.

Pre- and Post-Treatment Care

Before colouring, analyse the hair and scalp and discuss previous chemical treatments. After colouring, recommend suitable aftercare products and explain proper maintenance. Record the colour formula, service details and relevant client information for future appointments.

UNIT–VI: Perming and Neutralizing

8. Discuss the different types of perming and their techniques. Explain Spiral Perm, Ladder Perm, Body Wave Perm and Soft Perm, along with winding and sectioning techniques and the process of neutralizing.

Perming, or permanent waving, is a hair service used to create curls or waves by treating the hair and winding it around suitable rods. Before perming, proper client consultation and hair and scalp analysis are necessary to determine whether the service is appropriate.

Types of Perming

- 1. Spiral Perm:** The hair is wound around the rods in a spiral manner. It produces defined, spiral-shaped curls and is suitable for creating a more pronounced curly effect.
- 2. Ladder Perm:** In this technique, the rods are arranged in a **ladder-like pattern**. This systematic arrangement produces an organized wave or curl pattern.
- 3. Body Wave Perm:** This creates **soft, loose waves** rather than tight curls. It is suitable when the client wants added movement and body with a relatively natural appearance.
- 4. Soft Perm:** A soft perm produces gentle, soft waves or curls and is generally selected for a subtle and natural-looking result.

Winding and Sectioning

Proper **sectioning** is essential for an even perm. The hair may be divided using techniques such as **brick, nine-section, directional and piggyback sectioning**, depending on the required style. Winding techniques should be selected according to the desired curl pattern.

Neutralizing

After the waving stage, **neutralizing** is an essential part of the perming process. It helps stabilize the hair and set it into its newly formed curl or wave pattern. The recommended product instructions and processing procedures should always be followed.

9. Explain the complete procedure of Root Touch-Up with suitable steps. Discuss client consultation, hair and scalp analysis, trolley preparation, application procedure, precautions, and pre- and post-treatment care.

A **Root Touch-Up** is a hair-colouring service in which colour is applied mainly to the **new hair growth at the roots**. It is commonly performed when natural roots become visible after previous colouring. Proper preparation is important for achieving an even and satisfactory result.

1. Client Consultation

Discuss the client's desired colour, previous colour history, treatment objectives and any relevant concerns. The stylist should explain the proposed service.

2. Hair and Scalp Analysis

Examine the hair texture, density, condition and previous chemical treatments. Check the scalp condition and determine whether the service is suitable.

3. Trolley Preparation

Arrange the required colour product, application tools, bowl, brush, gloves, protective materials and other necessary salon items. Maintain proper hygiene and organize the trolley before starting.

4. Application Procedure

Section the hair neatly so that the roots can be accessed easily. Prepare the colour according to the manufacturer's instructions and apply it carefully to the required new-growth area. Ensure systematic and controlled application and follow the recommended processing procedure.

5. Precautions

Use appropriate protective measures and follow product instructions. Recommended sensitivity-testing procedures should be followed where applicable. Avoid performing the service if the hair or scalp condition is unsuitable.

6. Pre- and Post-Treatment Care

Before treatment, complete consultation and hair/scalp analysis. After treatment, provide suitable **hair-colour aftercare advice**, recommend appropriate maintenance products and record the service details for future appointments.

BASICS OF MANAGEMENT – SECTION A

UNIT–I: Introduction to Management

1. What is Management? Define management.

Management is the process of planning, organizing, staffing, directing and controlling organizational resources to achieve predetermined objectives effectively and efficiently. It involves coordinating the efforts of people and using available resources such as money, materials and technology. Management is necessary in every organization because it helps establish goals, coordinate activities, solve problems and ensure that organizational objectives are achieved in a systematic manner.

2. What is the scope of management? Mention its major areas.

The **scope of management** refers to the various areas and activities covered by management in an organization. It includes **planning, organizing, staffing, directing, motivating, leadership, communication and controlling**. Management also deals with the effective utilization of human, financial, physical and material resources. Its scope extends to areas such as production, marketing, finance, human resources and materials management. Thus, management covers almost every major activity required for achieving organizational goals.

3. What are the main functions of management?

The main functions of management are **Planning, Organizing, Staffing, Directing and Controlling**. Planning determines what is to be done and how objectives will be achieved. Organizing arranges resources and responsibilities. Staffing involves manpower planning, selection and training of employees. Directing guides, motivates and leads employees towards organizational goals. Controlling compares actual performance with planned standards and takes corrective action when necessary. These functions are interrelated and together form the basic management process.

4. State any four principles of management.

Four important principles of management associated with **Henri Fayol** are:

1. **Division of Work** – Work should be divided among employees according to specialization.
2. **Authority and Responsibility** – Managers should have appropriate authority along with responsibility.
3. **Discipline** – Employees should respect rules, agreements and organizational procedures.
4. **Unity of Command** – An employee should receive orders from only one superior.

These principles provide general guidelines for effective management and help organizations maintain coordination, discipline and efficiency.

5. What are the basic principles of Scientific Management given by F.W. Taylor?

F.W. Taylor developed the principles of Scientific Management to improve efficiency and productivity. Its major principles include **science, not rule of thumb**, meaning that work should be performed using scientifically developed methods rather than traditional practices. Another principle is **scientific selection and training of workers** according to their abilities. Taylor also emphasized **cooperation between management and workers** and the **division of responsibility** between managers and employees. These principles aim to increase productivity and efficiency.

6. What is the contribution of Henri Fayol to management thought?

Henri Fayol made an important contribution to management thought by developing general principles of management. He identified major management functions and proposed **14 principles of management**, including division of work, authority and responsibility, discipline, unity of command, unity of direction, scalar chain and esprit de corps. Fayol emphasized that management principles could be applied broadly across organizations. His work helped establish management as a systematic field of study and provided a foundation for modern administrative management.

7. What is the Human Relations Approach of Elton Mayo?

The **Human Relations Approach**, associated with **Elton Mayo**, emphasizes the importance of human and social factors in the workplace. Mayo's studies highlighted that employee performance is influenced not only by physical working conditions and financial rewards but also by **social relationships, group behaviour, communication and recognition**. The approach stresses the importance of understanding employee needs and maintaining good relationships between management and workers. It contributed significantly to the development of modern approaches to employee motivation and organizational behaviour.

8. State the contribution of Chester Barnard to management thought.

Chester Barnard viewed an organization as a **cooperative system** in which individuals work together to achieve common objectives. He emphasized the importance of **communication, cooperation and willingness of employees to contribute** to organizational activities. Barnard also discussed the concept of **authority**, suggesting that authority becomes effective when employees accept the instructions of their superiors. His ideas highlighted the importance of communication and cooperation between management and employees in maintaining effective organizational functioning.

UNIT–II: Planning, Forecasting & Decision Making

9. What is Planning? Why is planning important?

Planning is the process of deciding in advance **what is to be done, how it is to be done, when it is to be done and by whom**. It involves setting objectives and selecting suitable courses of action to achieve them. Planning is important because it provides direction to employees, reduces uncertainty, improves coordination and helps in the effective use of resources. It also provides standards against which actual performance can be measured.

10. What are the different types of planning?

The major types of planning include **Strategic Planning, Tactical Planning and Operational Planning**. **Strategic planning** is long-term planning concerned with the overall objectives and direction of an organization. **Tactical planning** translates broad strategic objectives into plans for specific departments or areas. **Operational planning** deals with short-term, day-to-day activities required to implement organizational plans. Planning may also be classified as standing plans, such as policies and procedures, and single-use plans, such as programmes and budgets.

11. What are the different levels of planning in an organization?

Planning generally takes place at **three levels** of management. **Strategic planning** is performed mainly by top-level management and focuses on the organization's long-term direction and major objectives.

Tactical or intermediate planning is generally carried out by middle-level managers to translate strategic plans into departmental objectives and activities. **Operational planning** is undertaken mainly by lower-level managers and supervisors and focuses on routine and short-term activities. These levels are interconnected and help coordinate organizational efforts.

12. What are the main steps in the process of planning?

The main steps in the planning process are **setting objectives, developing planning premises, identifying alternatives, evaluating alternatives, selecting the best course of action, formulating supporting plans and implementing the plan**. First, management determines what it wants to achieve. Then it considers relevant assumptions and future conditions. Different courses of action are identified and evaluated according to their suitability and resources required. The best alternative is selected and supporting plans are prepared. Finally, the plan is implemented and reviewed.

13. What are Objectives, Policies and Procedures?

Objectives are the specific results or goals that an organization seeks to achieve. They provide direction to organizational activities. **Policies** are general guidelines that help managers make decisions and provide a framework for achieving objectives. **Procedures** are systematic sequences of steps or methods that explain how particular activities should be performed. Thus, objectives state **what is to be achieved**, policies provide **general guidance for decisions**, and procedures explain **how specific activities should be carried out**.

14. What is Forecasting? Why is it needed in management?

Forecasting is the process of estimating or predicting future conditions, events or business activities on the basis of available information and past or present trends. It may be used to estimate future sales, demand, costs, production requirements and financial needs. Forecasting is needed because management must make plans for the future despite uncertainty. It assists in planning, budgeting, manpower requirements, production decisions and resource allocation. Accurate forecasting helps management reduce uncertainty and prepare suitable courses of action.

15. What are the main techniques of forecasting?

Forecasting techniques can broadly be classified into **qualitative and quantitative techniques**. Qualitative techniques depend mainly on expert judgment, experience and opinions. Examples include **expert opinion, jury of executive opinion and the Delphi technique**. Quantitative techniques use numerical data and statistical methods. Common examples include **trend analysis, moving averages, time-series analysis and regression analysis**. The choice of technique depends on the nature of the problem, availability of data, time period and level of accuracy required.

16. What is Decision Making? Mention its main types.

Decision Making is the process of identifying a problem or opportunity, considering available alternatives and selecting the most suitable course of action. It is an important management function because managers regularly make decisions regarding resources, employees and organizational activities. Major types include **programmed and non-programmed decisions, strategic, tactical and operational decisions**, and **individual and group decisions**. The nature of the decision depends on factors such as its importance, frequency, level of management and degree of uncertainty.

UNIT–III: Organizing, Staffing & Directing

17. What is Organizing? State its importance.

Organizing is the process of identifying activities, grouping them into suitable departments, assigning duties and responsibilities, and establishing relationships among employees to achieve organizational objectives. It creates a proper structure for carrying out planned activities. Organizing is important because it promotes **division of work, coordination, specialization and efficient use of resources**. It also clarifies authority and responsibility, avoids duplication of work and helps employees understand their roles within the organization.

18. What are the different patterns/types of organization?

The main patterns or types of organization include **Line Organization, Functional Organization, Line and Staff Organization and Committee Organization**. In **Line Organization**, authority flows directly from top to lower levels. **Functional Organization** groups activities according to specialized functions. **Line and Staff Organization** combines direct line authority with specialist advice and support from staff experts. **Committee Organization** involves a group of people working together to discuss and make decisions. The appropriate structure depends on the organization's size, objectives and activities.

19. Differentiate between Line and Staff relationship.

Line and Staff represent two different relationships within an organization. **Line authority** refers to the direct chain of command through which managers give orders and are responsible for achieving organizational objectives. **Staff authority** is generally advisory and provides specialized knowledge and assistance to line managers. Line managers have direct responsibility for operations, while staff specialists support them through expert advice. Therefore, line relationships emphasize **command and responsibility**, whereas staff relationships emphasize **advice, expertise and assistance**.

20. Differentiate between Centralization and Decentralization.

Centralization is a system in which decision-making authority is concentrated mainly at the **top level of management**. Major decisions are taken by senior managers, while lower-level employees have limited authority. **Decentralization**, on the other hand, involves distributing decision-making authority to lower levels of management. Centralization provides greater uniformity and control, whereas decentralization can encourage faster decisions, employee participation and managerial development. The appropriate degree of centralization or decentralization depends on the size, nature and requirements of the organization.

21. What is Manpower Planning? Why is it important?

Manpower Planning is the process of determining an organization's future **human resource requirements** and ensuring that the right number of people with appropriate skills are available at the right time and place. It involves estimating manpower needs and planning recruitment, development and utilization of employees. Manpower planning is important because it helps prevent shortages or excesses of employees, supports recruitment and training, improves utilization of human resources and helps an organization achieve its objectives efficiently.

22. What are the main stages of Selection and Training?

The main stages of **Selection** generally include identifying manpower requirements, inviting applications, screening applications, conducting tests and interviews, checking references where required, selecting suitable candidates and making appointments. **Training** involves identifying training needs, setting training objectives, selecting appropriate training methods, conducting the training programme and evaluating its effectiveness. Proper selection ensures that suitable candidates

are appointed, while training develops employees' knowledge, skills and abilities and prepares them to perform their jobs effectively.

23. What is Performance Appraisal? State its importance.

Performance Appraisal is the systematic process of evaluating an employee's **job performance, abilities and contribution** over a particular period. It helps management assess whether employees are meeting expected standards and identify areas for improvement. Performance appraisal is important for providing feedback, identifying training and development needs, supporting promotion and career development, and improving employee performance. It can also help management make informed decisions regarding rewards, responsibilities and future employee development.

24. What is Directing? Mention its nature and scope.

Directing is the management function concerned with **guiding, instructing, supervising, motivating and leading employees** so that organizational objectives can be achieved. Its nature is continuous, people-oriented and action-focused because managers direct employees throughout the implementation of plans. The scope of directing includes **leadership, motivation, communication, supervision and guidance**. Effective directing helps employees understand their responsibilities, encourages them to perform effectively and establishes coordination between individual efforts and organizational goals.

UNIT–IV: Motivation, Leadership, Communication & Controlling

25. What is Motivation? Why is it important in an organization?

Motivation is the process of encouraging and stimulating employees to perform their work willingly and effectively to achieve organizational objectives. It may involve financial rewards, recognition, promotion, job security and opportunities for development. Motivation is important because it improves **employee performance, productivity, job satisfaction and commitment**. It also helps reduce absenteeism and employee turnover and encourages employees to contribute their abilities towards organizational goals. Effective motivation creates a positive working environment.

26. What is Leadership? Mention any four qualities of a good leader.

Leadership is the ability to **influence, guide and motivate people** to work willingly towards the achievement of common objectives. A good leader provides direction, builds confidence and coordinates the efforts of team members. Four important qualities of a good leader are:

1. **Good communication skills** – communicates ideas and instructions clearly.
2. **Integrity** – demonstrates honesty and fairness.
3. **Confidence** – takes decisions and inspires confidence in others.
4. **Decision-making ability** – selects suitable courses of action when required.

A good leader should also be responsible, supportive and capable of motivating employees.

27. What are the main functions of a leader?

The main functions of a leader include **providing direction, motivating employees, communicating information, coordinating activities, making decisions and maintaining discipline**. A leader sets goals

and guides employees towards achieving them. The leader also encourages employees, builds team spirit and resolves conflicts when necessary. Effective leaders communicate organizational objectives clearly and help employees understand their responsibilities. They also represent the group, provide support and create cooperation among team members. Thus, leadership connects individual efforts with organizational objectives.

28. What are the different types of communication? Mention their importance.

Communication can be classified into several types. **Formal communication** follows the official channels of an organization, while **informal communication** takes place through unofficial relationships. **Downward communication** flows from superiors to subordinates, whereas **upward communication** flows from employees to higher management. **Horizontal communication** takes place between employees or departments at similar levels. Communication may also be **oral, written or non-verbal**. Effective communication is important because it improves coordination, provides information, reduces misunderstandings and helps managers guide and motivate employees.

29. What is Controlling? Explain its need and importance.

Controlling is the management function of measuring actual performance, comparing it with predetermined standards or plans, identifying deviations and taking **corrective action** when necessary. The controlling process generally involves establishing standards, measuring performance, comparing actual results with standards and correcting deviations. Controlling is important because it ensures that organizational activities are moving towards planned objectives. It helps detect errors, control costs, improve efficiency, ensure proper use of resources and provide feedback for future planning. Thus, controlling links actual performance with organizational plans.

UNIT–VI: Materials Management & Supply Chain Management

30. What is Materials Management? Explain its main functions and objectives.

Materials Management is the process of planning, purchasing, receiving, storing, controlling and distributing materials required for an organization's operations. Its main purpose is to ensure that the **right quality and quantity of materials are available at the right time and place and at the right cost.**

Main Functions of Materials Management

1. **Purchasing:** Selecting suppliers and purchasing materials at suitable prices and quality.
2. **Material Planning:** Estimating material requirements according to production and operational needs.
3. **Receiving:** Checking the quantity and quality of materials received from suppliers.
4. **Storage:** Safely storing materials in warehouses and maintaining proper records.
5. **Inventory Control:** Maintaining optimum stock levels and avoiding overstocking or shortages.
6. **Material Handling:** Moving and handling materials safely and efficiently.
7. **Distribution:** Supplying materials to the departments or production units when required.

Objectives

The major objectives are to ensure **continuous availability of materials**, maintain optimum inventory, minimize material costs and reduce wastage, deterioration and losses. Materials Management also aims to maintain good supplier relationships, improve operational efficiency and ensure uninterrupted production.

Thus, effective Materials Management helps an organization make the best use of its material resources while controlling costs and supporting smooth production and distribution activities.

BASICS OF MANAGEMENT – SECTION B

UNIT–I: Introduction to Management

1. Explain the concept, scope and functions of Management. Discuss the importance of management in an organization.

Management is the process of planning, organizing, staffing, directing and controlling organizational resources to achieve predetermined objectives effectively and efficiently. It involves coordinating the efforts of people and utilizing resources such as money, materials, machines and technology.

The **scope of management** is broad and covers almost every activity of an organization. It includes production, marketing, finance, human resource management, materials management and other functional areas. Management is required at different levels—top, middle and lower—and performs various activities to achieve organizational goals.

The main **functions of management** are **Planning, Organizing, Staffing, Directing and Controlling**. Planning determines objectives and courses of action. Organizing arranges activities and resources. Staffing deals with recruitment, selection and development of employees. Directing involves leadership, motivation, communication and supervision. Controlling compares actual performance with planned standards and takes corrective action.

Management is important because it provides direction, ensures effective utilization of resources, improves coordination, increases efficiency and helps achieve organizational objectives. It also helps organizations respond to changing business conditions and maintain continuous operations.

2. Explain the principles of Scientific Management given by F.W. Taylor and discuss their significance.

F.W. Taylor developed the theory of **Scientific Management** with the objective of increasing efficiency and productivity through systematic study of work. His approach emphasized replacing traditional methods with scientifically developed techniques.

Taylor's major principles include **Science, Not Rule of Thumb**, which means that work should be performed using scientifically determined methods instead of old and arbitrary practices. The second principle is **Scientific Selection and Training of Workers**, under which employees should be selected according to their abilities and properly trained. The third principle emphasizes **Cooperation between Management and Workers**, so that both sides work together to achieve higher productivity. The fourth principle is **Division of Responsibility**, where management takes responsibility for planning and developing suitable methods while workers perform the assigned tasks.

Taylor's principles are significant because they promote **specialization, standardization, efficiency and productivity**. Scientific methods can reduce unnecessary effort and wastage and improve the utilization of resources. Proper selection and training can also improve employee performance.

Although developed for industrial organizations, Taylor's ideas provided an important foundation for modern approaches to productivity and work management.

3. Discuss the principles of management given by Henri Fayol and explain their importance in modern management.

Henri Fayol developed a general theory of management and proposed **14 principles of management** that provide broad guidelines for managing organizations. These include **Division of Work, Authority and Responsibility, Discipline, Unity of Command, Unity of Direction, Subordination of Individual Interest to General Interest, Remuneration, Centralization, Scalar Chain, Order, Equity, Stability of Personnel, Initiative and Esprit de Corps**.

Division of Work promotes specialization and efficiency. **Authority and Responsibility** emphasize that managers need appropriate authority to perform their responsibilities. **Unity of Command** means that an employee should receive orders from one superior. **Unity of Direction** requires activities having the same objective to follow one plan. **Equity** emphasizes fairness, while **Initiative** encourages employees to contribute ideas. **Esprit de Corps** promotes team spirit and cooperation.

Fayol's principles are important in modern management because they provide a systematic framework for organizing and managing people and activities. They help establish authority and responsibility, improve coordination, encourage discipline and promote teamwork. Although organizations have changed considerably, these principles continue to serve as useful general guidelines for managers in different types of organizations.

4. Explain the contributions of Elton Mayo, Chester Barnard and Peter Drucker to the development of management thought.

Elton Mayo, Chester Barnard and Peter Drucker made important contributions to the development of modern management thought.

Elton Mayo emphasized the importance of human and social factors in organizations. His work associated with the **Human Relations Approach** showed that employee performance can be influenced by social relationships, group behaviour, communication, recognition and working conditions. His contribution increased attention to employee needs and interpersonal relationships.

Chester Barnard viewed an organization as a **cooperative system** in which people work together to achieve common objectives. He emphasized communication, cooperation and the willingness of employees to contribute. He also explained that authority becomes effective when employees accept instructions from their superiors.

Peter Drucker made major contributions to modern management by emphasizing **management by objectives, decentralization, effectiveness and the role of managers in achieving organizational results**. He stressed that organizations should establish clear objectives and evaluate performance according to results.

Together, these thinkers broadened management thought beyond purely technical and structural approaches. They highlighted the importance of people, cooperation, objectives, effectiveness and organizational performance, thereby contributing to the development of modern management practices.

UNIT–II: Planning, Forecasting & Decision Making

5. What is Planning? Explain its need, importance, types, advantages and limitations.

Planning is the process of deciding in advance what is to be done, how it is to be done, when it is to be done and who will perform it. It involves setting objectives and selecting suitable courses of action for achieving organizational goals.

Need and Importance of Planning

Planning provides direction to organizational activities and helps managers deal with future uncertainty. It improves coordination among departments, promotes efficient utilization of resources and provides standards for controlling performance. It also helps management identify opportunities and possible problems in advance.

Types of Planning

Planning may be classified as **Strategic, Tactical and Operational Planning**. Strategic planning deals with long-term organizational objectives, tactical planning concerns departmental objectives, and operational planning deals with routine and short-term activities.

Advantages

Planning provides clear objectives, reduces uncertainty, improves coordination, minimizes wastage, facilitates decision-making and helps in effective utilization of resources. It also provides a basis for controlling organizational performance.

Limitations

Planning is based on assumptions about the future, which may not always be accurate. It can be time-consuming and costly. Excessive reliance on plans may create rigidity, while unexpected changes in economic, technological or market conditions may make existing plans unsuitable.

Thus, planning is a fundamental management function that provides a systematic direction for achieving organizational objectives.

6. Explain the process of Planning. Discuss the importance of Objectives, Policies and Procedures in planning.

The **planning process** is a systematic sequence through which management determines objectives and selects appropriate courses of action. The major steps include **setting objectives, developing planning premises, identifying alternatives, evaluating alternatives, selecting the best alternative, formulating supporting plans and implementing the selected plan.**

The first step is to establish clear and realistic **objectives**. Objectives specify what the organization wants to achieve and provide direction to all activities. They also provide standards for evaluating performance.

Policies are general guidelines that assist managers in making decisions. They provide a framework within which organizational decisions are taken and help ensure consistency in managerial actions.

Procedures are established sequences of steps that explain how particular activities should be performed. They provide employees with a systematic method of carrying out routine activities.

Objectives, policies and procedures are closely connected. Objectives determine **what is to be achieved**, policies provide **general guidance for achieving objectives**, and procedures explain **the steps to be followed** in carrying out activities.

Effective planning requires realistic objectives, suitable policies and clearly defined procedures. Together, they improve coordination, reduce confusion and help employees work towards common organizational goals in an organized manner.

7. What is Forecasting? Explain its need and discuss the important techniques of forecasting.

Forecasting is the process of estimating or predicting future events, conditions or business activities on the basis of available information, past trends and present circumstances. It helps management prepare for future changes and make appropriate plans.

Need for Forecasting

Forecasting is needed because management must make decisions about the future under conditions of uncertainty. It helps estimate **future demand, sales, production, manpower, costs and financial requirements**. It supports planning, budgeting, resource allocation and production decisions. Proper forecasting can reduce uncertainty and help management prepare suitable alternatives.

Techniques of Forecasting

Forecasting techniques can generally be divided into **qualitative and quantitative techniques**.

Qualitative techniques are based mainly on experience, expert opinion and managerial judgment. Important methods include **expert opinion, jury of executive opinion and the Delphi technique**.

Quantitative techniques use numerical information and statistical methods. Important techniques include **trend analysis, moving averages, time-series analysis and regression analysis**.

The selection of a forecasting technique depends on factors such as the availability of data, nature of the activity, time period and required level of accuracy.

Thus, forecasting is an important management tool because it provides a basis for future planning and enables managers to make more informed decisions despite uncertainty.

8. Explain Decision Making. Discuss its types and the various steps involved in the decision-making process.

Decision Making is the process of identifying a problem or opportunity, considering different alternatives and selecting the most suitable course of action. It is an important management activity because managers make decisions regarding employees, resources, production, finance and other organizational activities.

Types of Decision Making

Decisions may be classified as **Programmed and Non-programmed Decisions**. Programmed decisions are routine and repetitive and can generally be handled according to established rules or procedures. Non-programmed decisions are new, complex and require managerial judgment.

Decisions may also be **Strategic, Tactical and Operational**. Strategic decisions concern major long-term organizational matters, tactical decisions relate to departmental activities, and operational decisions concern routine activities.

Decision-Making Process

The main steps are:

1. **Identify the problem or opportunity.**
2. **Collect relevant information** about the situation.
3. **Identify possible alternatives.**
4. **Evaluate the alternatives** according to their advantages, disadvantages, costs and consequences.
5. **Select the most suitable alternative.**
6. **Implement the decision** by taking necessary action.
7. **Review the results** and determine whether the desired objectives have been achieved.

Effective decision making helps management solve problems, utilize resources efficiently and achieve organizational objectives. It is therefore closely connected with planning and other management functions.

UNIT–III: Organizing, Staffing & Directing

9. What is Organizing? Explain its importance and discuss the different patterns of organization.

Organizing is the process of identifying and grouping activities, assigning duties and responsibilities, establishing authority relationships and coordinating the efforts of employees to achieve organizational objectives. It converts plans into a structured arrangement of people and resources.

Importance of Organizing

Organizing helps in the **division of work and specialization**, which can improve efficiency. It clearly defines authority and responsibility and establishes relationships among different positions. It also promotes coordination, avoids duplication of activities and facilitates the effective utilization of human and physical resources. A proper organizational structure helps employees understand their duties and reporting relationships.

Patterns of Organization

The important patterns include:

1. **Line Organization:** Authority flows directly from the top management to lower levels through a clear chain of command.
2. **Functional Organization:** Activities are grouped according to specialized functions, and specialists exercise authority in their respective areas.
3. **Line and Staff Organization:** Line managers have direct authority and responsibility, while staff specialists provide advice and assistance.
4. **Committee Organization:** A group of individuals jointly discusses issues and participates in decision-making.

The choice of organizational pattern depends on factors such as organizational size, objectives, nature of activities and management requirements. Effective organizing creates a suitable framework for implementing plans and achieving organizational goals.

10. Explain Centralization and Decentralization. Discuss their advantages and limitations.

Centralization refers to the concentration of decision-making authority at the higher levels of management. Under this system, important decisions are generally taken by top management, while lower-level managers have limited authority.

Advantages of Centralization:

- Ensures greater uniformity in decisions.
- Provides stronger control by top management.
- Helps maintain consistency in organizational policies.
- Can be useful when major decisions require centralized coordination.

Limitations of Centralization:

- Decision-making may become slow.
- Top managers may become overloaded.
- Lower-level employees may have limited participation.
- It may reduce opportunities for managerial development.

Decentralization means the systematic distribution of decision-making authority to lower levels of management. Managers at different levels are given greater freedom to make decisions within their areas of responsibility.

Advantages of Decentralization:

- Decisions can be taken more quickly.
- Encourages employee participation and initiative.

- Develops managerial skills at lower levels.
- Reduces the workload of top management.

Limitations of Decentralization:

- Different departments may make inconsistent decisions.
- Coordination can become more difficult.
- Control may be more complex.
- It may result in duplication of efforts.

Thus, organizations generally need to maintain an appropriate balance between centralization and decentralization according to their size, structure and requirements.

11. Explain the nature and scope of Staffing. Discuss manpower planning, selection and training.

Staffing is the management function concerned with obtaining, placing, developing and maintaining suitable employees in an organization. It ensures that the organization has the **right people with the required skills at the right positions and at the right time**.

Nature and Scope of Staffing

Staffing is a continuous and people-oriented process. Its scope includes **manpower planning, recruitment, selection, placement, training, development, performance evaluation and employee retention**. Effective staffing helps an organization utilize its human resources efficiently.

Manpower Planning

Manpower Planning involves estimating the present and future human resource requirements of an organization. It helps determine how many employees are needed and what qualifications and skills they should possess. It also helps avoid shortages or excess manpower.

Selection

Selection is the process of choosing the most suitable candidate from among available applicants. It may involve **application screening, tests, interviews, reference checks and final appointment**. Proper selection helps place suitable employees in appropriate positions.

Training

Training is the process of developing employees' knowledge, skills and abilities so that they can perform their jobs effectively. It may be provided through **on-the-job or off-the-job methods**.

Thus, staffing plays an important role in organizational success by ensuring effective utilization and development of human resources. Proper manpower planning, selection and training improve employee performance and support the achievement of organizational objectives.

12. What is Performance Appraisal? Explain its meaning, importance and role in employee development.

Performance Appraisal is a systematic process of evaluating an employee's performance against predetermined standards or expected job requirements over a particular period. It helps management understand how effectively employees are performing their assigned duties and identify areas requiring improvement.

Importance of Performance Appraisal

Performance appraisal provides employees with **feedback** about their work and helps management identify strengths and weaknesses. It can support decisions relating to **promotion, rewards, training and career development**. It also helps establish performance standards and encourages employees to improve their productivity.

Role in Employee Development

Performance appraisal plays an important role in employee development by identifying **training and development needs**. When performance gaps are identified, appropriate training can be provided to improve employees' knowledge and skills. It can also help employees understand their career opportunities and prepare for greater responsibilities.

A good appraisal system should be **fair, systematic and based on relevant performance criteria**. Managers should communicate results clearly and provide constructive feedback to employees.

Therefore, Performance Appraisal is not merely a method of judging past performance. It is also a tool for improving future performance, developing employee capabilities and aligning individual performance with organizational objectives.

UNIT–IV: Motivation, Leadership, Communication & Controlling

13. Explain Motivation and discuss its importance in an organization. Also explain the role of motivation in improving employee performance.

Motivation is the process of stimulating and encouraging employees to work willingly and effectively towards the achievement of organizational objectives. It involves satisfying employees' needs and creating conditions that encourage them to contribute their best efforts. Motivation may be **financial**, such as salary, bonus and incentives, or **non-financial**, such as recognition, promotion, job security and opportunities for growth.

Importance of Motivation

Motivation is important because it improves **employee performance and productivity**. A motivated employee is more willing to accept responsibilities and make greater efforts to achieve targets. It also improves job satisfaction, morale and commitment towards the organization. Effective motivation can reduce absenteeism, employee turnover and workplace dissatisfaction.

Role in Improving Employee Performance

Motivation directly influences the willingness of employees to perform their duties effectively. When employees receive appropriate rewards, recognition and opportunities for development, they are encouraged to improve their performance. Clear goals and constructive feedback can further strengthen motivation. Motivation also encourages employees to use their knowledge, skills and creativity more effectively.

Thus, motivation creates a positive relationship between **employee needs and organizational objectives**. A suitable combination of financial and non-financial incentives can help management improve productivity, employee satisfaction and overall organizational performance.

14. What is Leadership? Discuss the qualities and functions of an effective leader. Explain how leadership influences employee motivation.

Leadership is the ability of an individual to **influence, guide and motivate employees** to work willingly towards the achievement of common organizational objectives. An effective leader provides direction, coordinates group efforts and creates an environment in which employees can perform effectively.

Qualities of an Effective Leader

Important qualities include **integrity, confidence, good communication skills, decision-making ability, responsibility, emotional understanding and the ability to motivate others**. A good leader should also be fair, supportive and capable of adapting to changing situations.

Functions of a Leader

The main functions of a leader include **setting direction and goals, providing guidance, motivating employees, communicating information, coordinating activities, maintaining discipline, resolving conflicts and building teamwork**. A leader also represents the group and helps employees understand organizational expectations.

Leadership and Employee Motivation

Effective leadership has a strong influence on employee motivation. A supportive leader recognizes employee contributions, provides constructive feedback and creates opportunities for growth. Clear communication helps employees understand what is expected of them, while participation in decision-making can increase their sense of responsibility and commitment. Fair treatment and recognition can also improve morale and job satisfaction.

Therefore, effective leadership helps connect **individual employee efforts with organizational objectives** and creates conditions that encourage employees to perform with greater commitment and enthusiasm.

UNIT–VI: Materials Management & Supply Chain Management

15. Explain Supply Chain Management (SCM). Discuss its objectives, the flow of materials from supply to production and distribution, and the role of Materials Management in SCM.

Supply Chain Management (SCM) is the systematic management of the flow of **materials, information and related activities** from suppliers through production to the final distribution of products to customers. It aims to coordinate supply, production and distribution activities so that materials and products move efficiently through the supply chain.

Objectives of SCM

The major objectives of SCM are to ensure the **smooth flow of materials**, reduce total costs, maintain optimum inventory, improve customer service, minimize delays and wastage, and coordinate

suppliers, production units and distribution channels. Effective SCM helps organizations deliver the right product at the right time and place.

Flow of Materials

The material flow generally follows these stages:

Suppliers → Purchasing/Procurement → Receiving & Storage → Production → Finished Goods Storage → Distribution → Customers

Raw materials are purchased from suppliers and received by the organization. They are inspected and stored until required for production. During production, materials are converted into finished products. The finished products are then stored and distributed through suitable channels to customers.

Role of Materials Management in SCM

Materials Management plays an important role in SCM by handling **material planning, purchasing, receiving, storage, inventory control, material handling and distribution**. It ensures that the required materials are available in the correct quantity and quality at the appropriate time and cost.

Thus, Materials Management supports the supply chain by ensuring an uninterrupted material flow from **supply to production and ultimately to distribution**, while controlling inventory and material-related costs.

BASICS OF MANAGEMENT – SECTION C

UNIT–I: Introduction to Management

1. Explain the evolution of management thought in detail. Discuss the major contributions of F.W. Taylor, Henri Fayol, Elton Mayo, Chester Barnard and Peter Drucker.

The **evolution of management thought** refers to the development of ideas and approaches used to manage organizations effectively. Different thinkers contributed different perspectives as management developed from a production-oriented activity into a broader discipline concerned with people, organizations and results.

F.W. Taylor developed **Scientific Management**, emphasizing scientific methods of work, scientific selection and training of workers, cooperation between management and employees, and division of responsibility. His approach focused on improving efficiency and productivity.

Henri Fayol developed the **Administrative Management Approach**. He identified important management functions and proposed 14 principles, including division of work, authority and responsibility, discipline, unity of command, unity of direction, equity, initiative and esprit de corps.

Elton Mayo contributed the **Human Relations Approach**. His work emphasized the importance of social relationships, group behaviour, communication, recognition and employee needs in influencing performance.

Chester Barnard viewed organizations as **cooperative systems**. He emphasized communication, cooperation and the willingness of individuals to contribute to organizational objectives. He also explained the importance of acceptance of authority.

Peter Drucker contributed significantly to modern management through ideas such as **Management by Objectives, decentralization, effectiveness and results-oriented management**. He emphasized clear objectives and organizational performance.

Thus, management thought evolved from efficiency-focused approaches toward human relations, cooperation, objectives and overall organizational effectiveness.

2. Explain the concept, scope, functions and principles of Management. Discuss the importance of management in achieving organizational objectives.

Management is the process of **planning, organizing, staffing, directing and controlling** organizational resources to achieve predetermined objectives effectively and efficiently. It involves coordinating human, financial, material and technological resources and guiding employees towards common goals.

The **scope of management** is broad. It covers major organizational activities such as **production, marketing, finance, human resource management, materials management and operations**. Management operates at different levels, including top, middle and lower management, and is required in almost every type of organization.

The major **functions of management** are Planning, Organizing, Staffing, Directing and Controlling. Planning determines objectives and courses of action. Organizing establishes activities, responsibilities and authority relationships. Staffing deals with acquiring and developing suitable employees. Directing includes leadership, motivation, communication and supervision. Controlling involves measuring performance, comparing it with standards and taking corrective action.

Important **principles of management** include division of work, authority and responsibility, discipline, unity of command, unity of direction, equity, initiative and esprit de corps. These principles provide guidelines for effective management.

Management is important for achieving organizational objectives because it provides **direction, coordination and control**. It ensures effective utilization of resources, improves efficiency and productivity, motivates employees and helps the organization respond to changing conditions. Effective management therefore connects individual efforts with organizational goals and supports long-term organizational success.

UNIT–II: Planning, Forecasting & Decision Making

3. Explain the complete process of Planning. Discuss its need, importance, types, levels, advantages and limitations. Also explain the role of Objectives, Policies and Procedures.

Planning is the process of deciding in advance what is to be done, how it is to be done, when it is to be done and who will perform it. It is a basic management function that provides direction to organizational activities.

Need and Importance of Planning

Planning is needed to deal with future uncertainty and establish clear organizational goals. It provides direction, improves coordination, reduces unnecessary activities, facilitates decision-making and helps in the effective utilization of resources. It also provides standards for controlling actual performance.

Types and Levels of Planning

Planning may be classified into **Strategic, Tactical and Operational Planning**. Strategic planning deals with the long-term direction of the organization. Tactical planning converts broad objectives into departmental plans, while operational planning focuses on routine and short-term activities.

Planning is also performed at different **management levels**. Top management mainly undertakes strategic planning, middle management handles tactical planning, and lower-level management focuses on operational planning.

Planning Process

The major steps include **setting objectives, developing planning premises, identifying alternatives, evaluating alternatives, selecting the best alternative, preparing supporting plans, implementing the plan and reviewing results**.

Objectives, Policies and Procedures

Objectives state what the organization wants to achieve. **Policies** provide general guidelines for decision-making, while **procedures** specify the sequence of steps for performing particular activities.

Planning has advantages such as better coordination, resource utilization and control. However, it may be time-consuming, costly and based on uncertain assumptions. Excessively rigid planning may also reduce flexibility.

4. What is Decision Making? Explain its different types and the complete decision-making process. Discuss its importance in effective management.

Decision Making is the process of identifying a problem or opportunity, considering available alternatives and selecting the most suitable course of action. It is an essential management activity because managers continuously make decisions concerning employees, resources, production, finance and organizational operations.

Types of Decision Making

Decisions can be classified into **Programmed and Non-programmed Decisions**. Programmed decisions are routine and repetitive and can generally be handled through established rules and procedures. Non-programmed decisions are new, complex or unusual and require managerial judgment.

Decisions may also be classified as **Strategic, Tactical and Operational**. Strategic decisions concern major long-term organizational matters, tactical decisions concern departmental activities, and operational decisions relate to routine organizational activities. Decisions can further be individual or group decisions.

Decision-Making Process

The complete process generally involves:

1. **Identifying the problem or opportunity**
2. **Collecting and analyzing relevant information**
3. **Identifying possible alternatives**

4. **Evaluating the alternatives**
5. **Selecting the most suitable alternative**
6. **Implementing the decision**
7. **Reviewing and evaluating the results**

Effective decision making is important because it helps managers solve problems, utilize resources efficiently and respond to changing circumstances. Good decisions improve coordination, reduce unnecessary costs and support the achievement of organizational objectives.

Thus, decision making is closely connected with planning and other management functions and is essential for effective and efficient organizational performance.

UNIT–III: Organizing, Staffing & Directing

5. Explain the meaning and importance of Organizing. Discuss different patterns of organization, Line and Staff relationship, and Centralization and Decentralization.

Organizing is the management process of identifying activities, grouping them into suitable units, assigning duties and responsibilities, establishing authority relationships and coordinating the efforts of employees to achieve organizational objectives. It converts plans into an effective organizational structure.

Importance of Organizing

Organizing promotes **division of work and specialization**, clarifies authority and responsibility, improves coordination and ensures effective utilization of human and physical resources. It also avoids duplication of activities, establishes reporting relationships and helps employees understand their roles.

Patterns of Organization

The major patterns include:

- **Line Organization:** Authority flows directly from top management to lower levels through a clear chain of command.
- **Functional Organization:** Activities are grouped according to specialized functions, such as production, finance and marketing.
- **Line and Staff Organization:** Line managers have direct authority, while staff specialists provide expert advice and assistance.
- **Committee Organization:** A group of individuals jointly discusses matters and participates in decision-making.

Line and Staff Relationship

Line authority involves direct command and responsibility for achieving organizational objectives. **Staff authority** is mainly advisory and provides specialized knowledge to line managers. Effective cooperation between line and staff improves managerial decision-making.

Centralization and Decentralization

Centralization concentrates decision-making authority at higher management levels. It provides greater uniformity and control but may slow decisions and overload senior managers.

Decentralization distributes authority to lower levels. It promotes faster decisions, initiative and managerial development, but may create coordination and control difficulties.

An appropriate balance between the two depends on the organization's size, structure and requirements.

6. Explain the complete process of Staffing. Discuss manpower planning, selection, training and Performance Appraisal, along with their importance in an organization.

Staffing is the management function concerned with acquiring, placing, developing and maintaining suitable employees in an organization. Its main purpose is to ensure that the **right person is available for the right job at the right time**.

Process of Staffing

The staffing process begins with **manpower planning**, which involves estimating the present and future human resource requirements of an organization. It helps determine the number and types of employees required and prevents shortages or excess staffing.

The next stage is **recruitment and selection**. Recruitment involves attracting suitable candidates, while selection involves choosing the most appropriate candidate through application screening, tests, interviews and other assessment methods.

After selection, employees may receive **training and development**. Training improves job-related knowledge, skills and abilities. It may be conducted through on-the-job or off-the-job methods. Training improves performance and prepares employees for greater responsibilities.

Performance Appraisal is the systematic evaluation of an employee's performance against predetermined standards. It provides feedback and helps identify strengths, weaknesses and training needs. It can also support decisions regarding promotion, rewards and career development.

Importance

Effective staffing ensures proper utilization of human resources, improves productivity, develops employee capabilities and supports organizational growth. Manpower planning ensures availability of suitable personnel, selection provides the right workforce, training improves capabilities and performance appraisal supports continuous development.

Therefore, staffing is a continuous process that connects **human resource planning with employee performance and organizational objectives**.

UNIT–IV: Motivation, Leadership, Communication & Controlling

7. Explain Motivation and Leadership in detail. Discuss the importance, qualities and functions of an effective leader and explain how leadership helps in motivating employees.

Motivation is the process of stimulating and encouraging employees to work willingly and effectively towards the achievement of organizational objectives. It may be based on financial rewards such as salary, incentives and bonuses, or non-financial factors such as recognition, promotion, job security and opportunities for growth.

Motivation is important because it improves **employee performance, productivity, morale, job satisfaction and commitment**. It can also reduce absenteeism and employee turnover and encourage employees to contribute their knowledge and skills more effectively.

Leadership is the ability to influence, guide and motivate people to work towards common objectives. An effective leader should possess qualities such as **integrity, confidence, good communication skills, decision-making ability, responsibility, fairness and the ability to motivate others**.

The major functions of a leader include **providing direction, setting goals, motivating employees, communicating information, coordinating activities, maintaining discipline, resolving conflicts and developing teamwork**.

Leadership plays an important role in employee motivation. A good leader recognizes employee contributions, provides constructive feedback, communicates expectations clearly and creates opportunities for growth. Fair treatment and participation in decision-making can increase employee commitment and morale. A supportive leader also creates a positive working environment in which employees feel valued and encouraged.

Thus, effective motivation and leadership work together to improve employee performance and connect individual efforts with organizational objectives.

8. Explain Communication and Controlling in management. Discuss the types and importance of communication and explain the need, process and techniques of controlling.

Communication is the process of exchanging information, ideas, instructions and feelings between individuals or groups. It is essential for coordination and effective management.

Types of Communication

Communication may be **formal or informal**. Formal communication follows official organizational channels, while informal communication develops through personal and social relationships. According to direction, communication may be **downward, upward or horizontal**. Downward communication flows from superiors to subordinates, upward communication flows from employees to higher management, and horizontal communication occurs between people at similar levels. Communication may also be **oral, written or non-verbal**.

Effective communication is important because it provides information, improves coordination, reduces misunderstandings, supports decision-making and helps managers guide and motivate employees.

Controlling

Controlling is the management function of ensuring that actual performance conforms to planned standards. It helps identify deviations and provides a basis for corrective action.

The need for controlling arises because plans may not always be implemented exactly as expected. Controlling helps ensure proper utilization of resources, improve efficiency, control costs and achieve organizational objectives.

Process of Controlling

The main steps are:

1. **Establish performance standards.**
2. **Measure actual performance.**
3. **Compare actual performance with standards.**
4. **Identify and analyze deviations.**
5. **Take corrective action.**
6. **Follow up and review results.**

Important controlling techniques include **budgets, standard costing, performance reports, ratio analysis, break-even analysis and internal control systems.**

Therefore, communication provides the information required for managerial activities, while controlling ensures that organizational performance remains aligned with planned objectives.

UNIT–VI: Materials Management & Supply Chain Management

9. Explain Materials Management and Supply Chain Management in detail. Discuss the scope, functions, objectives and advantages of Materials Management, internal and external interfaces, and the flow of materials from supply to production and distribution in SCM.

Materials Management is the systematic planning, purchasing, receiving, storing, controlling and distribution of materials required for organizational activities. Its main purpose is to ensure that the **right quality and quantity of materials are available at the right time, place and cost.**

Scope of Materials Management

The scope includes **material planning, purchasing, inventory control, receiving, inspection, storage, material handling and distribution.** It covers the movement and control of materials from suppliers to the point where they are required.

Main Functions

Important functions are:

- Material requirement planning
- Purchasing and supplier selection
- Receiving and inspection
- Inventory and stock control
- Warehousing and storage

- Material handling
- Distribution of materials

Objectives and Advantages

The major objectives are to ensure continuous availability of materials, maintain optimum inventory, reduce material costs and prevent wastage, shortages and unnecessary investment in stock. Effective Materials Management improves operational efficiency, supports uninterrupted production, reduces costs and improves coordination with suppliers and internal departments.

Internal and External Interfaces

Materials Management has **internal interfaces** with departments such as production, finance, marketing, quality control and stores. **External interfaces** include suppliers, transport agencies, distributors and other outside organizations involved in material supply and movement. Effective coordination with these interfaces is necessary for smooth material flow.

Supply Chain Management

Supply Chain Management (SCM) coordinates the flow of materials, information and activities from suppliers through production to final distribution. The material flow can be represented as:

Suppliers → Procurement → Receiving & Storage → Production → Finished Goods → Distribution → Customers

Materials Management supports SCM by ensuring timely purchasing, proper inventory control, safe storage and efficient movement of materials. Thus, effective SCM integrates **supply, production and distribution**, while Materials Management ensures that the required materials are available efficiently throughout this flow.

SECTION–A

UNIT–I: Preparation of Client, Tools, Equipment & Safety

1. What is client preparation in a nail service?

Client preparation is the process of getting the client ready before starting a nail treatment. It includes discussing the client's requirements, checking the condition of the nails, preparing the required tools and products, and ensuring proper hygiene and safety. The client's hands and nails should be clean, and the working area should be properly arranged. Good preparation helps the nail technician perform the service safely and efficiently and provides a comfortable experience for the client.

2. Why is client consultation important before performing a nail treatment?

Client consultation is important because it helps the nail technician understand the client's requirements, preferences and expectations. During consultation, the condition of the client's natural nails and surrounding skin can be discussed and observed. The technician can also identify any conditions that may make a treatment unsuitable. Consultation helps in selecting the appropriate nail service, products, shape and technique. It also allows the technician to explain the procedure, precautions and after-care advice to the client.

3. Name any four important tools used in nail services.

Four important tools commonly used in nail services are:

1. **Nail file** – used for shaping and smoothing the nails.
2. **Nail buffer** – used to smooth and refine the nail surface.
3. **Nail cutter/clipper** – used for trimming the nails.
4. **Cuticle pusher** – used to gently push back the cuticle.

The tools should be kept clean and properly sanitized before and after use. The correct tool should be selected according to the particular nail service being performed.

4. What are the important safety precautions to be followed during nail services?

Important safety precautions include maintaining **proper hygiene and sanitation**, using clean tools and equipment, and keeping the work area clean. The technician should examine the client's nails and skin before treatment and avoid performing services when contraindications are present. Products should be used according to their instructions, and appropriate protective measures should be followed. The technician should handle sharp tools carefully and prevent accidental injury. Proper ventilation and safe storage of nail products are also important for a professional nail service.

5. Why is it important to maintain proper hygiene and sanitation of nail tools and equipment?

Proper **hygiene and sanitation** of nail tools and equipment are essential for maintaining a safe working environment. Clean and properly sanitized tools help reduce the risk of transferring unwanted contaminants between clients. They also maintain professional standards and protect both the client and the nail technician. The work surface and equipment should be cleaned regularly, while reusable tools should be appropriately sanitized according to salon procedures. Good hygiene is especially important during nail extension, filing and other services involving close contact with the nails and surrounding skin.

6. What is the importance of introducing and selecting suitable nail products before a treatment?

Selecting suitable nail products before a treatment helps ensure that the service is appropriate for the **client's nail condition and treatment objective**. Different services, such as acrylic extensions, UV gel extensions and Mehendi, require different products and materials. The technician should understand the purpose of each product and use it according to the recommended procedure. Proper product selection can help achieve the desired result and support safe application. Products should also be checked and prepared before the service so that the treatment can be performed smoothly and professionally.

UNIT–II: Acrylic Nail Extension

7. What is an acrylic nail extension?

An **acrylic nail extension** is a nail enhancement technique in which a mixture of **acrylic powder and liquid** is used to create an artificial extension over the natural nail. A suitable nail tip may be selected and attached according to the natural nail. The acrylic material is then applied and shaped to create the desired length and appearance. After setting, the nail is filed, shaped and finished. Proper nail preparation, hygiene and after-care are important for a professional result.

8. Name any four products or tools required for acrylic nail extension.

Four important products or tools required for acrylic nail extension are:

1. **Nail tips** – used to provide additional length.
2. **Acrylic powder** – used as one component of the acrylic material.
3. **Acrylic liquid** – combined with powder to form the workable acrylic material.
4. **Nail file** – used for shaping and smoothing the extension.

Other useful items may include a nail buffer, tip cutter, brush and suitable polish or gel. The products and tools should be prepared and maintained hygienically before starting the service.

9. What are the important features and conditions of healthy nails?

Healthy nails generally have a **smooth, clean and relatively even nail surface**. They should be firm and intact, without obvious signs of damage or unusual changes. The surrounding skin and nail area should also be in a suitable condition for a nail service.

Before an acrylic extension, the technician should examine the natural nails carefully for their general condition. If there are visible abnormalities, damage or other contraindications, the service may need to be postponed or avoided. Proper nail assessment helps the technician select a suitable service and technique.

10. What is nail shaping and filing?

Nail shaping and filing is the process of using a nail file to create the desired shape and smoothness of the natural nail or nail extension. The technician files the nail carefully and evenly according to the client's preferred shape and the requirements of the service.

Filing helps refine the edges, remove rough areas and create a neat appearance. Common nail shapes may be selected according to the client's preference and nail characteristics. Proper filing technique is important to avoid unnecessary damage to the natural nail.

11. What is nail plate preparation before acrylic nail extension?

Nail plate preparation is the process of preparing the natural nail before applying an acrylic extension. It includes cleaning the nail, preparing its surface appropriately and ensuring that it is free from unwanted material before the extension procedure.

Proper preparation helps the acrylic material adhere appropriately to the nail and supports a neat and professional result. The technician should work carefully and avoid unnecessary damage to the natural nail plate. Hygiene and sanitation should be maintained throughout the preparation process.

12. What is the importance of selecting the correct nail tip?

Selecting the **correct nail tip** is important because the tip should be suitable for the size and shape of the client's natural nail. A properly selected tip provides an appropriate foundation for the acrylic extension and helps create a balanced and neat appearance.

The technician should consider the width and shape of the natural nail when selecting the tip. An unsuitable tip may result in poor fitting or an uneven final appearance. Therefore, correct tip selection is an important step in professional acrylic nail extension.

13. What is meant by the application of acrylic powder and liquid?

The **application of acrylic powder and liquid** is a key step in acrylic nail extension. Acrylic liquid is combined with acrylic powder to form a workable acrylic material. The technician uses the appropriate brush and applies the material carefully to the prepared nail or selected extension tip.

The material is shaped and smoothed according to the desired nail structure and allowed to set according to the recommended procedure. Proper control of the powder-liquid mixture and careful application are important for achieving an even and professional-looking acrylic extension.

14. What is the purpose of applying polish or gel after an acrylic nail extension?

Polish or gel may be applied after an acrylic nail extension to provide the desired **colour, finish and decorative appearance**. It can enhance the overall look of the completed nail and allow the client to choose a preferred colour or design.

Before application, the acrylic surface should be properly shaped, filed and finished. The selected polish or gel should be applied according to the product and salon procedure. A neat application gives the acrylic extension a more attractive and finished appearance.

15. Mention any two after-care advices for acrylic nail extensions.

Two important after-care advices for acrylic nail extensions are:

1. **Maintain proper nail hygiene** and keep the nails clean and dry as recommended.
2. **Avoid using the extended nails as tools** for opening, scraping or handling objects, as this may damage the extension or natural nail.

The client should also follow the salon's recommended maintenance and refilling schedule and seek professional attention if the nail extension becomes damaged or uncomfortable.

UNIT–III: UV Gel Nail Extension

16. What is a UV gel nail extension?

A **UV gel nail extension** is a nail enhancement technique in which **gel products are applied to the natural nail or a suitable nail tip** to create additional length and shape. The gel is applied in layers and cured using a **UV lamp** according to the product procedure. After curing, the nail is shaped, buffed and finished. Proper nail preparation, hygiene, correct product selection and after-care are important for a professional result.

17. Name any four products or tools used for UV gel nail extension.

Four products or tools used for UV gel nail extension are:

1. **UV lamp** – used for curing the gel.
2. **UV gel** – used to build and enhance the nail.
3. **Nail tips** – used when additional length is required.
4. **Nail file** – used for shaping and refining the nail.

Other tools may include a nail buffer, gel brush, tip cutter and electric file. Tools should be clean and properly maintained.

18. What is meant by blending of a nail tip?

Blending of a nail tip is the process of carefully reducing and smoothing the visible edge of an applied nail tip so that it merges smoothly with the natural nail. It helps create a more **even and natural-looking surface** before applying gel layers. Proper blending should be performed carefully to avoid unnecessary damage to the natural nail plate. Filing and suitable nail-preparation techniques are used to achieve a smooth transition.

19. What is the purpose of applying different layers of UV gel?

Different layers of **UV gel** are applied to build the required structure, thickness and appearance of the nail extension. Each layer is applied carefully and cured according to the recommended procedure. Layering helps create a properly shaped and finished nail while providing the desired length and appearance. The technician should avoid excessive product application and ensure that each layer is properly cured before proceeding to the next stage.

20. What is buffing of nails? Why is it performed?

Buffing is the process of gently smoothing and refining the surface of a natural nail or nail extension using a suitable nail buffer. It helps remove minor unevenness and creates a **smooth, neat surface** for further treatment or finishing.

In UV gel services, buffing may be performed after the gel has been properly cured and shaped. It helps improve the final appearance and prepares the nail for subsequent finishing or nail-art application. Buffing should be done carefully to avoid excessive thinning of the natural nail.

21. What is refilling of nails?

Refilling is a maintenance procedure performed on an existing nail extension when **new natural nail growth becomes visible** between the nail enhancement and the cuticle area. The grown-out area is prepared and filled with suitable enhancement material to restore a smooth and balanced appearance.

Refilling helps maintain the appearance and structure of the nail extension without necessarily removing the entire enhancement. The nail should be inspected before refilling to ensure that it remains suitable for further treatment.

22. What is electric filing in nail services?

Electric filing is a nail-service technique that uses an **electric nail file or e-file** with suitable attachments to shape, smooth or refine artificial nail enhancements. It can be used during services such as acrylic or UV gel nail maintenance and refilling.

Electric filing should only be performed with proper training and control. The technician must use an appropriate attachment and speed, avoid excessive pressure and take care not to damage the natural nail or surrounding skin. Proper hygiene and safety precautions should always be followed.

23. What is nail art? Mention one purpose of nail art.

Nail art is the practice of decorating and designing natural or extended nails using suitable colours, patterns, shapes, decorative materials or other nail-art techniques. It allows the technician to create different creative designs according to the client's preference and occasion.

One important purpose of nail art is to **enhance the decorative and attractive appearance of the nails**. Nail art may be used for everyday styling, parties, weddings, festivals or other special occasions.

24. What are contraindications for nail extension? Mention any two.

Contraindications are conditions or circumstances in which a nail-extension service should be avoided or postponed because the treatment may be unsuitable.

Two examples are:

1. **Visible infection or abnormal condition of the nail or surrounding skin.**
2. **Significantly damaged or unhealthy natural nails.**

Before performing an extension, the technician should carefully examine the client's nails and surrounding skin. If a contraindication is identified, the service should not be performed until it is appropriate to proceed.

UNIT–IV: Mehendi

25. What is Mehendi? Name any four materials or products required for Mehendi application.

Mehendi is a traditional decorative art in which a prepared henna paste is applied to the skin to create attractive designs. It is commonly used for weddings, festivals and special occasions. Four materials or products required for Mehendi application are:

1. **Mehendi/henna powder or prepared paste**
2. **Mehendi cone**

3. **Mixing bowl**

4. **Designing or application materials/tools**

The materials should be prepared and arranged before beginning the application.

26. What is meant by pre-preparation of Mehandi?

Pre-preparation of Mehandi means preparing the client, materials, working area and Mehandi paste before starting the actual design application. It includes arranging the required products and tools, preparing the Mehandi cone and ensuring that the area where Mehandi will be applied is clean and ready. Proper pre-preparation helps the artist work comfortably and systematically and supports a neat and satisfactory Mehandi design.

27. What is a Mehandi cone? Why is cone preparation important?

A **Mehandi cone** is a cone-shaped applicator used to apply Mehandi paste onto the skin in controlled lines and patterns. The paste is filled into the cone and applied through its pointed opening.

Proper **cone preparation** is important because the cone controls the flow of Mehandi paste and helps the artist create fine, smooth and accurate designs. A properly prepared cone should allow comfortable handling and controlled application. It is an important part of professional Mehandi designing and application.

28. What are the basic steps involved in preparing a Mehandi design?

The basic steps involved in preparing a Mehandi design are:

1. **Prepare the client and work area** properly.
2. **Arrange the required Mehandi materials and products.**
3. Prepare and fill the **Mehandi cone**.
4. Select or plan a suitable **Mehandi design** according to the client's requirement.
5. Begin applying the design carefully using controlled movements.
6. Complete the required patterns and details systematically.
7. Allow the application to proceed according to the appropriate procedure.

Careful planning and controlled cone application help produce a neat and attractive design.

29. What precautions should be taken while applying Mehandi?

Important precautions include keeping the **work area, hands and application materials clean**. The client's skin should be observed before application, and Mehandi should not be applied over unsuitable or damaged skin. The technician should use properly prepared materials and avoid contact with sensitive areas such as the eyes.

The client should be informed about the procedure and any relevant precautions. If the client has a known sensitivity or contraindication, the application should be avoided. Proper hygiene and careful cone handling should be maintained throughout the service.

30. Mention any four after-care advices after Mehandi application.

Four important after-care advices after Mehendi application are:

1. **Allow the Mehendi to remain on the skin according to the recommended procedure.**
2. **Avoid unnecessary washing of the design immediately after application.**
3. Keep the design protected from excessive rubbing or friction.
4. Follow the **recommended after-care instructions** to maintain the design and its appearance.

The client should also follow the specific instructions provided by the Mehendi professional and avoid activities that may cause the design to fade quickly.

SECTION-B

UNIT-I: Client Preparation, Tools & Safety

1. Explain the complete procedure of client preparation before performing a nail service.

Client preparation is an essential first step before performing any professional nail service. The process begins with **client consultation**, during which the technician discusses the client's requirements, preferred nail shape, length, design and type of service. The technician should also ask about previous nail treatments and relevant sensitivities.

Next, the technician examines the **natural nails and surrounding skin** for their general condition. Nails should be checked for visible damage, irritation, infection or other contraindications. If the condition is unsuitable, the service should be postponed.

The client should be seated comfortably, and the hands should be cleaned appropriately. The work area, tools and equipment must be prepared and sanitized according to salon procedures. Required products should be arranged before beginning the service.

The technician should explain the procedure, expected results, precautions and after-care instructions to the client. Appropriate protective measures should be used throughout the treatment.

Finally, the technician should ensure that all necessary materials are available and that the client is comfortable before starting. Proper client preparation promotes **hygiene, safety, efficiency and professional service quality**.

2. Discuss the important tools and equipment used in professional nail services and explain their uses.

Professional nail services require a variety of tools and equipment for preparation, shaping, extension, finishing and decoration. A **nail cutter or clipper** is used to trim nails to the required length. A **nail file** is used to shape and smooth the free edge, while a **nail buffer** helps refine and smooth the nail surface.

A **cuticle pusher** is used to gently push back the cuticle area during nail preparation. For nail extensions, **nail tips** provide additional length, while an appropriate **brush** is used for applying acrylic or gel products. Acrylic services require **acrylic powder and liquid**, whereas UV gel services require suitable **gel products and a UV lamp** for curing.

An **electric file or e-file** may be used by trained professionals for shaping and maintaining artificial nail enhancements. A **tip cutter** can be used to adjust the length of nail tips.

Other equipment may include mixing containers, application brushes, cleaning materials and nail-art tools. All reusable tools should be properly **cleaned and sanitized** according to salon procedures. Correct tool selection and handling help achieve safe, neat and professional nail services.

3. Explain the important safety and hygiene precautions that should be followed during nail extension services.

Safety and hygiene are essential during nail extension services to protect both the client and the nail technician. Before starting, the technician should **wash and sanitize the hands** and ensure that the client's hands and nails are clean. The work surface should be cleaned and prepared, and reusable tools should be properly sanitized according to salon procedures.

The natural nails and surrounding skin should be examined before treatment. Nail extensions should not be performed over visible **infection, significant damage or other contraindications**. The technician should select appropriate products and use them strictly according to the manufacturer's instructions.

During acrylic or gel application, unnecessary contact of products with the surrounding skin should be avoided. Adequate ventilation is important when working with products that produce strong fumes or odours. Sharp tools such as nail cutters, files and other implements should be handled carefully.

For UV gel services, the curing equipment should be used according to the product requirements. An electric file should only be operated by a properly trained technician.

After completing the service, tools and surfaces should be cleaned appropriately. The client should also receive suitable **after-care advice**. These practices help maintain professional standards and reduce avoidable risks during nail services.

UNIT–II: Acrylic Nail Extension

4. Explain the complete procedure of acrylic nail extension, including nail preparation, tip selection and application of acrylic powder and liquid.

An **acrylic nail extension** is performed by extending the natural nail with a suitable tip and acrylic material. The procedure begins with **client consultation** and examination of the natural nails and surrounding skin. The hands and nails are cleaned, and the natural nail plate is prepared appropriately.

The technician then selects a **correctly sized nail tip** according to the width and shape of the natural nail. The tip is carefully positioned and attached. Its edge may then be blended to create a smooth transition with the natural nail.

For the acrylic application, **acrylic powder and liquid** are combined to form a workable acrylic material. The mixture is applied carefully over the prepared nail and tip using an appropriate brush. The material is distributed and shaped to achieve the required length, structure and appearance.

After the acrylic has set according to the recommended procedure, the extension is **filed, shaped and smoothed**. The surface can then be finished according to the client's requirements. Throughout the procedure, proper hygiene, product instructions and safety precautions should be followed.

5. Discuss the different products and tools required for acrylic nail extension and explain their uses.

Acrylic nail extension requires several products and tools for preparation, extension, shaping and finishing. **Nail tips** are used to provide additional length to the natural nails. A suitable **nail tip cutter** may be used to adjust the length of the tip.

Acrylic powder and acrylic liquid are the main materials used to create the acrylic enhancement. When combined appropriately, they form a workable acrylic material that can be applied and shaped over the prepared nail.

An **acrylic brush** is used to pick up and apply the acrylic mixture and to control its placement on the nail. **Nail files** are used to shape and smooth the natural nail and acrylic extension. A **buffer** may be used to refine the surface and create a smooth finish.

A **cuticle pusher** is useful during natural nail preparation. Other materials may include cleaning and sanitizing products and suitable finishing products such as **nail polish or gel**.

All tools should be clean and properly sanitized according to salon procedures. The technician should select products according to the client's nail condition and the requirements of the service. Proper preparation and correct tool handling help achieve a neat and professional acrylic nail extension.

6. Explain the different nail shapes and filing techniques used before and during acrylic nail extension.

Nail shaping is an important part of acrylic nail extension because the final shape should suit the client's natural nail, preference and required appearance. Common shapes may include **square, round, oval, almond and other suitable forms**. The selected shape should be balanced and appropriate for the nail structure.

Before extension, the natural nails are examined and prepared. A **nail file** is used carefully to refine the free edge and create the required basic shape. The nail surface and edges should be prepared without unnecessary damage to the natural nail.

After the acrylic material has been applied and set, filing is used to refine the extension. The technician files the **side edges, free edge and surface** to achieve symmetry and the desired shape. The filing should be controlled and systematic so that the extension remains balanced.

A **buffer** can then be used to smooth and refine the surface before finishing. Filing should not be excessive, particularly on the natural nail plate. The technician should use suitable files and maintain proper hygiene throughout the process.

Good shaping and filing produce a **smooth, even and attractive acrylic extension** and contribute to a professional final appearance.

7. Explain the procedure of applying polish or gel over an acrylic nail extension. Also discuss suitable after-care advice.

Polish or gel may be applied over an acrylic nail extension to provide **colour, decoration and a finished appearance**. Before application, the acrylic extension should be properly shaped, filed and smoothed. The nail surface should be clean and free from unwanted residue.

For **polish**, the selected colour is applied evenly over the prepared acrylic surface according to the salon procedure. The required coats are allowed to dry properly before completing the service.

When **gel** is selected, it should be applied according to the specific product instructions. If the product requires curing, the nails are placed under the appropriate curing lamp for the recommended procedure. Care should be taken to avoid unnecessary contact of the product with the surrounding skin.

After the service, the client should be given suitable **after-care advice**. The client should keep the nails clean, avoid using the extensions as tools for opening or scraping objects, and protect them from unnecessary impact. Regular maintenance or refilling should be carried out when required. If an extension becomes damaged or causes discomfort, professional attention should be sought.

Proper after-care helps maintain the appearance and condition of the acrylic extension.

8. Discuss the important nail features and conditions that should be checked before performing an acrylic nail extension.

Before performing an acrylic nail extension, the technician should carefully examine the **natural nails and surrounding skin**. The general condition, shape, length, strength and surface of the nails should be considered. The technician should also observe whether the nails are suitable for an extension service.

The nail plate should be checked for **visible damage, unusual changes, irritation or other conditions** that may make the treatment unsuitable. The surrounding skin and cuticle area should also be examined. A service should not be performed over an obvious infection, significant damage or another contraindication.

The technician should also consider the client's previous nail treatments and whether the natural nail is suitable for the selected extension technique. The client's desired length and shape should be discussed during consultation.

This assessment helps the technician decide whether an acrylic extension can be performed safely and which **tip, shape and technique** may be appropriate. It also helps prevent unsuitable treatment and allows the technician to provide proper advice to the client.

Therefore, careful nail and skin assessment is an important part of professional acrylic nail extension and should always be completed before the service begins.

UNIT–III: UV Gel Nail Extension

9. Explain the complete procedure of UV Gel Nail Extension, including tip selection, blending and application of gel layers.

A **UV Gel Nail Extension** is a nail enhancement service in which gel products are applied to the natural nail or a suitable nail tip and cured using a UV lamp. The procedure begins with **client consultation** and

examination of the natural nails and surrounding skin. The nails are cleaned and prepared according to the salon procedure.

The technician then selects the **correct nail tip** according to the size and shape of the natural nail. The tip is attached carefully and its visible edge is **blended** with the natural nail to create a smooth transition. Care should be taken to avoid unnecessary damage to the natural nail plate.

Next, suitable **UV gel is applied in layers**. Each layer is spread evenly over the nail and cured according to the product instructions. The layers help create the required structure, thickness and appearance of the extension.

After the gel has been properly cured, the nail is shaped and **buffed** to achieve a smooth finish. Nail art or finishing products may then be applied according to the client's requirements. Proper hygiene, safety precautions and after-care advice should be maintained throughout the service.

10. Discuss the products and tools required for UV Gel Nail Extension and explain their functions.

UV Gel Nail Extension requires different products and tools for nail preparation, tip application, gel application, curing, shaping and finishing. **Nail tips** are used when additional length is required. A suitable **nail tip cutter** may be used to adjust the tip to the desired length.

UV gel is the main product used to build and enhance the nail extension. It is generally applied in layers and cured according to the product procedure. A **UV lamp** is used to cure the gel and help it set properly.

A **gel brush** is used to pick up, spread and shape the gel over the nail. A **nail file** is used for shaping and refining the extension, while a **buffer** helps smooth and finish the surface.

An **electric file** may be used by a trained professional for certain maintenance and shaping procedures. Other nail-care tools may include a cuticle pusher and cleaning materials used during nail preparation.

All tools should be clean and properly sanitized according to salon procedures. Products should be selected according to the client's nail condition and the requirements of the service. Correct use of each tool and product helps achieve a neat and professional result.

11. Explain the procedures of buffing, refilling and electric filing in UV Gel Nail Services.

Buffing is performed to smooth and refine the surface of a UV gel nail extension. After the gel has been properly cured and the desired shape has been achieved, a suitable buffer can be used carefully to remove minor unevenness and create a smooth surface. Excessive buffing should be avoided, particularly on the natural nail.

Refilling is a maintenance procedure carried out when natural nail growth creates a visible gap between the existing gel enhancement and the cuticle area. The grown-out area is carefully prepared, and suitable gel material is applied to restore a balanced and smooth appearance. The nail is then shaped and finished according to the service procedure.

Electric filing uses an electric nail file or e-file with an appropriate attachment to shape, refine or maintain artificial nail enhancements. It may be used during refilling and other maintenance services.

Because an e-file can remove material quickly, it should only be operated by a **properly trained technician**. Appropriate speed, pressure and attachment should be selected, and unnecessary contact with the natural nail or surrounding skin should be avoided.

12. Explain the procedure of nail art and discuss the different nail care tools used for creating nail designs.

Nail art is the decorative designing of natural or artificial nails using suitable colours, patterns and decorative materials. It can be performed after the nail extension or finishing process and may be selected according to the client's preference, occasion or overall appearance.

The procedure begins by preparing and cleaning the nail surface. The desired design is selected or planned according to the client's requirements. Suitable colours or decorative materials are then applied carefully using appropriate nail-art tools. The design is allowed to dry or cured when required by the product. A suitable finishing layer may be applied to complete and protect the design.

Different **nail-care and nail-art tools** may be used depending on the design. Brushes help create lines, patterns and detailed artwork. Dotted tools can be used to create dots and decorative patterns. Nail files and buffers are used to prepare and smooth the nail surface. Other decorative accessories may be used to create additional effects.

Throughout the procedure, proper hygiene and sanitation should be maintained. The technician should use clean tools, suitable products and careful application techniques to produce an attractive and professional nail-art design.

UNIT–IV: Mehandi

13. Discuss the materials and products required for Mehandi application and explain their uses.

Mehandi application requires a number of materials and products for preparing the client, making the cone and creating the desired design. The main material is **Mehandi or henna powder/paste**, which is used to create decorative patterns on the skin. The quality and preparation of the paste are important for smooth application.

A **Mehandi cone** is an important application tool. It is filled with prepared Mehandi paste and used to draw fine lines, dots and different patterns. The pointed opening of the cone helps in controlling the flow of paste.

A **mixing bowl** or suitable container may be used for preparing or holding the Mehandi paste. Other required materials may include **design references or patterns**, cleaning materials and suitable items for preparing the client's hands or the application area.

Before starting the service, all required materials should be arranged properly. The working area and tools should be kept clean and hygienic. The materials should be selected according to the type of design and service required.

Proper preparation of materials helps the Mehandi artist work smoothly and systematically and achieve a neat and attractive final design.

14. Explain the complete procedure of Mehendi application, including pre-preparation, cone preparation, design preparation and application.

The Mehendi application process begins with **pre-preparation** of the client and working area. The required materials, products and tools should be arranged before starting. The application area should be clean and suitable for the service. The client's requirements, preferred design and occasion should be discussed.

The next step is **Mehandi cone preparation**. Prepared Mehendi paste is placed inside the cone, and the cone is sealed appropriately. The opening should be suitable for controlling the flow of paste and creating fine, even lines.

After this, the artist selects or prepares the **Mehandi design** according to the client's preference. The design may include different patterns, lines, curves, dots and decorative elements. The design should be planned according to the area available for application.

The Mehendi is then **applied carefully using the cone**. The artist controls the pressure and movement of the cone to create clean and attractive patterns. The design should be completed systematically without unnecessary smudging.

After application, the client should be informed about appropriate care and precautions. Proper hygiene should be maintained throughout the service. Good pre-preparation, cone control and careful application are essential for a professional Mehendi design.

15. Discuss the contraindications, precautions and after-care advice related to Mehendi application.

Contraindications are conditions in which Mehendi application may be unsuitable or should be postponed. The client's skin should be checked before application. Mehendi should not be applied over **damaged, irritated or unsuitable skin**. If the client has a known sensitivity to any product being used, the service should be avoided or appropriate professional advice should be obtained.

Important **precautions** include maintaining cleanliness of the hands, working area and application materials. The Mehendi cone should be properly prepared and handled hygienically. The artist should avoid unnecessary contact with sensitive areas such as the eyes and should apply the paste carefully to prevent smudging. The client should be informed about the procedure and relevant precautions before application.

After the design has been applied, appropriate **after-care advice** should be provided. The client should allow the Mehendi to remain on the skin according to the recommended procedure and avoid unnecessary washing immediately after application. Excessive rubbing or friction should also be avoided.

The client should follow the professional's specific after-care instructions to help maintain the appearance of the design. Proper hygiene, careful application and suitable after-care contribute to a safe and satisfactory Mehendi service.

SECTION-C

UNIT-I: Client Preparation, Tools & Safety

1. Explain the complete process of client preparation for a professional nail service. Discuss client consultation, nail and skin condition, tools and equipment, product selection, hygiene, safety precautions and contraindications.

Client preparation is the first and an important step in providing a professional nail service. It begins with **client consultation**, during which the technician discusses the client's requirements, preferred nail shape, length, design and type of treatment. Previous nail treatments and any relevant sensitivities should also be discussed.

The technician should carefully examine the **natural nails and surrounding skin**. The nails should be checked for their general condition, shape, strength, damage or unusual changes. The surrounding skin and cuticle area should also be observed. If there is visible infection, significant damage, irritation or another **contraindication**, the service should be postponed or avoided.

Next, the technician prepares the required **tools, equipment and products** according to the selected service. Tools such as nail files, buffers, nail cutters, cuticle pushers and appropriate extension materials should be clean and properly sanitized. Products should be selected according to the client's nail condition and the treatment objective.

The client's hands and nails should be cleaned, and the work area should be hygienically prepared. Appropriate **safety precautions** must be followed throughout the treatment. Sharp tools should be handled carefully, and products should be used according to their instructions.

Finally, the procedure and after-care should be explained to the client. Proper preparation ensures **hygiene, safety, comfort and professional service quality**.

2. Explain the different tools, equipment and products used in nail services. Discuss their purposes and the important safety and hygiene measures to be followed while using them.

Professional nail services require different **tools, equipment and products** for preparation, shaping, extension, finishing and decoration. A **nail cutter or clipper** is used to trim the nails, while a **nail file** is used to shape and smooth the free edge. A **nail buffer** helps refine the nail surface, and a **cuticle pusher** is used to gently push back the cuticle during preparation.

For nail extensions, **nail tips** are used to provide additional length. Acrylic services require **acrylic powder and liquid**, while UV gel services require suitable **gel products and a UV lamp** for curing. An appropriate brush is used to apply and control acrylic or gel material. A **tip cutter** can be used to adjust the length of nail tips. An **electric file** may be used by trained professionals for shaping and maintenance of artificial nails.

Nail-art tools and suitable decorative products may also be used according to the required design.

Safety and hygiene are essential. Hands, work surfaces and reusable tools should be **cleaned and sanitized** according to salon procedures. Tools must be handled carefully to prevent injury. The client's nails and surrounding skin should be examined before treatment, and services should be avoided when contraindications are present. Products should be used according to their instructions, and suitable ventilation and protective measures should be maintained where required. These practices help ensure a safe, hygienic and professional nail service.

UNIT-II: Acrylic Nail Extension

3. Explain the complete procedure of Acrylic Nail Extension. Discuss nail preparation, nail shaping and filing, selection and application of the correct tip, application of acrylic powder and liquid, finishing, polish/gel application and after-care advice.

An **Acrylic Nail Extension** is a professional nail-enhancement service used to add length and improve the appearance of natural nails. The procedure begins with **client consultation and preparation**. The technician discusses the client's requirements and examines the condition of the natural nails and surrounding skin.

First, the nails are cleaned and properly prepared. The natural nails are **shaped and filed** carefully to create a suitable foundation. A nail tip of the correct size is then selected according to the width and shape of each natural nail. The tip is attached carefully and blended so that the transition between the natural nail and tip is smooth.

Next, **acrylic powder and liquid** are combined to form the acrylic material. The mixture is applied over the prepared nail and tip using an appropriate brush. It is carefully distributed, shaped and allowed to set according to the required procedure.

After setting, the extension is **filed, shaped and smoothed** to achieve the desired appearance. Polish or gel may then be applied to provide colour, shine or decoration.

Finally, the client is given **after-care advice**. The client should avoid using the extensions as tools, maintain proper nail hygiene and follow recommended maintenance or refilling procedures. Proper care helps maintain the appearance and condition of the nail extensions.

4. Discuss the products and tools required for Acrylic Nail Extension in detail. Explain the importance of correct nail preparation, tip selection, powder and liquid application, filing, shaping and finishing.

Acrylic Nail Extension requires appropriate **products and tools** for preparation, extension, shaping and finishing. Important items include **nail tips, acrylic powder, acrylic liquid, acrylic brush, nail files, buffer, cuticle pusher and tip cutter**. Suitable polish or gel may also be used for finishing.

Nail tips provide additional length and must be selected according to the width and shape of the natural nail. Correct tip selection helps create a balanced and neat extension. The **acrylic powder and liquid** form the main enhancement material. They are combined appropriately and applied with an acrylic brush over the prepared nail and tip.

Correct **nail preparation** is essential because it provides a suitable foundation for the extension. The natural nail should be clean and appropriately prepared before the tip and acrylic material are applied.

After the acrylic has set, **filing and shaping** are performed to refine the length, side edges and overall form of the extension. A buffer may be used to smooth the surface.

Finally, the nail can be finished with polish, gel or other suitable decorative products. Throughout the service, tools should be clean and properly sanitized, and products should be used according to the recommended procedure. Correct preparation, product selection and tool handling contribute to a professional result.

5. Explain the complete procedure of Acrylic Nail Extension from client preparation to after-care. Also discuss important precautions and contraindications related to acrylic nail services.

The complete Acrylic Nail Extension procedure begins with **client consultation**. The technician discusses the desired length, shape and appearance and examines the natural nails and surrounding skin. Previous nail treatments and relevant concerns should also be considered.

The natural nails are then cleaned and prepared. The technician carefully **shapes and files** the nails and selects a suitable tip according to each nail's size and shape. The correct tip is attached and blended appropriately. Next, **acrylic powder and liquid** are combined to form the acrylic material. It is applied carefully over the natural nail and tip and shaped according to the desired structure.

Once the acrylic has set, the extension is **filed, shaped and smoothed**. Polish or gel may be applied to provide the desired colour or finish. The client is then given appropriate after-care instructions.

Important **precautions** include maintaining proper hand and tool hygiene, sanitizing reusable equipment, handling sharp tools carefully and using acrylic products according to their instructions. Adequate ventilation and appropriate protective measures should also be maintained.

The technician should check for **contraindications**, such as visible infection, significant nail damage, irritation or an unsuitable condition of the natural nail or surrounding skin. In such cases, the service should be postponed or avoided.

After-care includes keeping the nails clean, avoiding excessive impact and not using the extensions as tools. Regular professional maintenance should be recommended when required.

UNIT–III: UV Gel Nail Extension

6. Explain the complete procedure of UV Gel Nail Extension. Discuss tip selection, tip blending, application of gel layers, curing, buffing, finishing and after-care advice.

A **UV Gel Nail Extension** is a professional nail enhancement service in which gel products are applied to the natural nail or a suitable nail tip and cured using a UV lamp. The procedure begins with **client consultation and nail preparation**. The natural nails and surrounding skin are examined, cleaned and prepared according to the salon procedure.

First, the technician selects the **correct nail tip** according to the size and shape of the natural nail. The tip is carefully attached and then **blended** so that its edge joins smoothly with the natural nail. Proper blending creates an even surface and helps provide a natural appearance.

Next, suitable **UV gel is applied in layers**. Each layer is spread evenly over the nail and cured using the UV lamp according to the recommended product procedure. The layers help build the required structure and appearance of the extension.

After curing, the nail is carefully **filed and buffed** to achieve the desired shape and a smooth surface. Finishing products or nail art may then be applied according to the client's requirements.

Finally, the client should receive **after-care advice**. The client should keep the nails clean, avoid using extensions as tools and avoid unnecessary impact. Regular maintenance or refilling should be carried

out when required. Proper hygiene, product instructions and safety precautions should be followed throughout the service.

7. Discuss the difference between Acrylic Nail Extension and UV Gel Nail Extension. Explain the products, tools, procedures, advantages, precautions and after-care requirements of both services.

Acrylic Nail Extension and **UV Gel Nail Extension** are both professional techniques used to enhance the length and appearance of natural nails, but they use different enhancement materials and procedures.

Acrylic Nail Extension

Acrylic extensions mainly use **acrylic powder and acrylic liquid**, along with nail tips, an acrylic brush, files, buffer and other preparation tools. After consultation and nail preparation, a suitable tip is selected and attached. The tip is blended, and the acrylic powder and liquid are combined and applied over the prepared nail. After setting, the extension is filed, shaped and finished with polish or gel if required.

UV Gel Nail Extension

UV gel extensions use **gel products, nail tips, gel brush and UV lamp**, along with files and buffers. After nail preparation and tip selection, the tip is attached and blended. Gel is applied in layers, with each layer being cured according to the product procedure. The nail is then shaped, buffed and finished.

Difference and Precautions

The major difference is the **enhancement material and curing/setting process**. Acrylic uses powder and liquid, while UV gel uses gel and requires curing with a UV lamp.

For both services, proper hygiene, correct product use, careful tool handling and examination for contraindications are important. Clients should keep the extensions clean, avoid using them as tools and follow recommended maintenance and after-care procedures.

UNIT–IV: Mehandi

8. Explain the complete procedure of Mehandi application. Discuss materials and products, pre-preparation, cone preparation, design selection and preparation, application technique, precautions and after-care advice.

Mehandi application is a traditional decorative service in which prepared henna paste is applied to the skin to create attractive designs. The service begins with **client preparation and consultation**. The client's requirements, preferred design and area of application are discussed. The hands or other application area should be clean and properly prepared.

The required **materials and products** are arranged before starting. These include prepared Mehandi paste, a Mehandi cone, a suitable container and design references. The working area and materials should be kept clean.

The next step is **cone preparation**. The prepared Mehendi paste is filled into the cone and the cone is sealed appropriately. The opening should allow controlled flow so that fine and even lines can be produced.

A suitable **design is selected and prepared** according to the client's preference and occasion. The artist plans the placement of patterns before beginning the application. The design is then applied carefully with controlled pressure and movement of the cone. Lines, curves, dots and other decorative patterns are created systematically.

Important **precautions** include maintaining hygiene and avoiding application on damaged or unsuitable skin. The client should be informed about relevant contraindications.

After application, suitable **after-care advice** should be provided. The client should follow the recommended procedure for allowing the Mehendi to remain on the skin and should avoid unnecessary washing, rubbing or friction immediately after application.

9. Discuss Mehendi designing and application in detail. Explain the preparation of the client, preparation of the Mehendi cone, creation of the design, application, contraindications and post-treatment care.

Mehandi designing and application requires proper preparation, careful planning and controlled application. The first step is **client preparation**. The client's requirements, preferred design and area of application are discussed. The application area should be clean and suitable for the service, and the working area should be arranged hygienically.

The artist then prepares the **Mehandi cone**. Prepared Mehendi paste is placed inside the cone and it is sealed properly. The cone opening should be suitable for producing controlled and smooth lines.

Next, the required **design is selected or created** according to the client's preference and occasion. The artist plans the arrangement of patterns and decorative elements according to the available area. A well-planned design helps maintain balance and symmetry.

During **application**, the cone is held carefully and the paste is released with controlled pressure. Lines, curves, dots and other patterns are created systematically. Careful hand movement helps prevent smudging and produces a neat design.

Before application, the skin should be examined for **contraindications**. Mehendi should not be applied over damaged, irritated or unsuitable skin. Any known sensitivity to the materials being used should also be considered.

After the treatment, the client should receive **post-treatment care advice**. The Mehendi should be allowed to remain according to the recommended procedure, and unnecessary washing, rubbing and friction should be avoided immediately after application. Proper after-care helps maintain the appearance of the completed design.

SECTION–A

Unit–I: Preparation of the Client

1. What is meant by client preparation in a beauty salon?

Client preparation means getting the client ready before providing a beauty treatment. It includes understanding the client's requirements, checking treatment objectives, preparing the necessary equipment and products, maintaining hygiene and arranging a safe work area. The beauty therapist should also ensure proper personal presentation and professional behaviour. Good client preparation helps provide the treatment safely, comfortably and according to the salon's procedure.

2. Why is it important to plan and organize service feedback files and documents?

Planning and organizing **service feedback files and documents** is important for maintaining accurate information about clients and the services provided. Feedback helps the salon understand client satisfaction and identify areas that may need improvement. Properly organized documents also make it easier to refer to previous treatments and client requirements. Therefore, systematic record keeping supports better service quality and professional salon management.

3. What is a salon work routine? Why should it be planned properly?

A **salon work routine** is the planned sequence of daily activities performed according to salon procedures. It may include preparing the work area, checking equipment and products, attending scheduled clients, maintaining records and cleaning after services. A routine should be planned properly to ensure that work is completed **efficiently and on time**. It also helps the beauty therapist manage appointments and maintain consistent service standards.

4. What is client scheduling? Why is it important in salon management?

Client scheduling is the process of arranging appointments for clients according to their required services and available time. Proper scheduling helps the salon manage its daily workload and ensures that clients receive services at the planned time. It also helps avoid unnecessary waiting, overlapping appointments and confusion. Effective scheduling allows the therapist to prepare the required **equipment, products and work area** in advance.

5. What is the importance of maintaining client records?

Maintaining **client records** is important for keeping accurate information about clients, treatments and related services. Records can help the beauty therapist understand a client's previous treatments and requirements. They also support proper planning of future services and help maintain organized salon operations. Accurate records are useful for tracking **treatment history, client preferences and service details**, thereby helping provide more consistent and professional services.

6. Why is it necessary to maintain proper equipment and product stocks in a salon?

Proper maintenance of **equipment and product stocks** ensures that all necessary materials are available when clients are scheduled for treatment. It prevents delays and interruptions during services. Regular checking of stock levels also helps the salon identify products that need to be replenished and ensures that equipment is available and ready for use. Good stock management supports smooth work routines and efficient salon operations.

7. What are the important aspects of personal presentation and ideal behaviour of a beauty therapist?

A beauty therapist should maintain **clean, neat and professional personal presentation** while working with clients. Ideal behaviour includes being polite, respectful, attentive and professional. The therapist should communicate properly with clients, understand their requirements and maintain a positive attitude. Professional behaviour also includes following salon procedures, maintaining hygiene and treating clients appropriately. Good presentation and behaviour help create a comfortable and professional salon environment.

8. How should salon waste be disposed of correctly?

Salon waste should be **collected, separated and disposed of according to appropriate waste-disposal procedures**. Waste should not be left scattered in the work area because it can create an unhygienic environment. Used materials should be placed in suitable waste containers, and potentially contaminated or hazardous materials should be handled carefully. Proper waste disposal helps maintain **cleanliness, hygiene and safety** for both clients and salon staff.

Unit-II: Introduction to Cosmetic Peels

9. What is a cosmetic peel?

A **cosmetic peel** is a beauty treatment used to improve the appearance and texture of the skin. It involves applying a suitable peeling product to the skin to help remove or loosen superficial dead skin cells. Cosmetic peels may help make the skin appear **smoother, cleaner and more refreshed**. Different types of peels can be selected according to the client's skin condition and treatment objective.

10. What is a party peel? Mention one of its benefits.

A **party peel** is a cosmetic peeling treatment generally used when a client wants the skin to look **fresh, smooth and more radiant** for a special occasion. It is intended as a beauty treatment rather than a long-term corrective procedure. One benefit is that it can help improve the **overall appearance and freshness of the skin**, giving it a more polished look.

11. What is a fruit-based peel?

A **fruit-based peel** is a cosmetic peel prepared using ingredients derived from fruits. It is used as part of facial and skin-care treatments to help improve the appearance and texture of the skin. Fruit-based

peels are generally selected according to the client's **skin condition and treatment objective**. Before applying any peel, appropriate consultation, hygiene and a skin sensitivity test should be considered.

12. What is a vegetable peel?

A **vegetable peel** is a cosmetic peeling treatment that uses ingredients derived from vegetables. It is applied as part of a professional skin-care service according to the client's treatment requirements. The purpose is generally to help improve the **appearance and feel of the skin**. Proper consultation and assessment of the client's skin should be carried out before selecting and applying a vegetable peel.

13. What is the importance of client consultation before a peeling treatment?

Client consultation is important because it helps the beauty therapist understand the client's **skin condition, treatment objectives and requirements**. It provides an opportunity to identify factors that may affect the suitability of a peeling treatment. Consultation also helps the therapist select an appropriate type of peel and explain the treatment process and aftercare. Proper consultation contributes to a safer and more suitable treatment.

14. What is a skin sensitivity test? Why is it performed before a peel?

A **skin sensitivity test** is a preliminary test performed before a cosmetic peel to check how the client's skin responds to the product. It is important because some clients may show sensitivity or an unwanted reaction to particular ingredients. Performing the test helps the beauty therapist assess the suitability of the product and take appropriate precautions before proceeding with the complete peeling treatment.

15. Mention any two pre-treatment precautions for cosmetic peeling.

Two important pre-treatment precautions are:

1. **Conduct a proper client consultation** to understand the client's skin condition and treatment objective.
2. **Perform a skin sensitivity test** before applying the peel.

In addition, the therapist should maintain proper hygiene and prepare a clean and safe treatment environment. These precautions help reduce the possibility of an unsuitable treatment or unwanted skin reaction.

16. Mention any two post-treatment precautions after cosmetic peeling.

Two important post-treatment precautions are:

1. Follow the **recommended aftercare instructions** given by the beauty therapist.
2. Avoid activities or products that may unnecessarily irritate the treated skin immediately after the procedure.

The client should also follow the therapist's specific advice regarding skin care after the treatment. Proper post-treatment care helps maintain the results and supports the skin's recovery.

17. What are the major benefits of cosmetic peeling?

Cosmetic peeling may provide several beauty and skin-care benefits. It can help improve the **appearance and texture of the skin** by helping remove superficial dead skin cells. Depending on the type of peel and the client's skin condition, it may make the skin appear **smoother, cleaner, fresher and more radiant**. The treatment should be selected according to the client's requirements and carried out with appropriate precautions.

18. What are the common contraindications of cosmetic peeling?

Contraindications are conditions or circumstances in which a cosmetic peeling treatment may not be suitable. These may include **skin sensitivity, irritation, active skin problems or an unsuitable skin condition**. A proper client consultation and skin assessment should be carried out before treatment. If there is uncertainty about whether a peel is appropriate, the treatment should not be performed without suitable professional guidance.

Unit-III: Studio Centre and Machines

19. What is a studio centre in beauty therapy?

A **studio centre** is a professional beauty-therapy area equipped with the necessary machines, tools, products and facilities required for providing beauty treatments. It should be **clean, organized and hygienic** and should provide a suitable environment for both the client and beauty therapist. Different machines such as vacuum, spray, steamer, ozone, magnifying lamp, Wood's lamp, ultrasonic, high-frequency, galvanic and brush machines may be used in the studio centre.

20. What is the purpose of a vacuum machine in facial treatment?

A **vacuum machine** is a beauty-therapy machine used during certain facial treatments to provide controlled suction to the skin. It is used as part of professional skin-care procedures and may assist in **cleansing and improving the appearance of the skin**. The machine should be operated according to the appropriate procedure and with suitable settings for the client's skin condition.

21. What is the function of a spray machine in a beauty salon?

A **spray machine** is a beauty-therapy device used to apply a fine spray during facial and skin-care treatments. It helps provide a convenient method of applying suitable products or preparations to the skin. The equipment should be kept **clean and hygienic** and operated according to the salon procedure and the requirements of the particular treatment.

22. What is a facial steamer? Mention one benefit of using it.

A **facial steamer** is a machine that produces warm steam for use during facial treatments. It is commonly used during the preparation stage of a facial. One benefit is that it helps **soften the skin and prepare it for subsequent facial procedures**. The therapist should use the steamer carefully and consider the client's skin condition before treatment.

23. What is the purpose of ozone in facial treatment?

Ozone is used as part of certain professional facial treatments and is generally associated with the preparation and treatment of the skin. In a studio centre, an ozone facility may be incorporated with facial equipment according to the treatment procedure. Its use should be carried out by a trained beauty therapist following **appropriate safety, hygiene and equipment guidelines**.

24. What is a magnifying lamp? Why is it used during skin analysis?

A **magnifying lamp** is a beauty-therapy device that combines magnification with suitable illumination to provide a clearer view of the skin. It is used during **skin analysis** because it enables the therapist to examine the skin more closely and observe its condition. This helps in assessing the client's skin and selecting an appropriate facial or skin-care treatment.

25. What is a Wood's Lamp? What is its purpose?

A **Wood's Lamp** is a special lamp used by beauty therapists as an aid during **skin analysis**. It provides illumination that can help the therapist observe certain differences or characteristics of the skin that may not be as easily visible under normal lighting. It is therefore useful when assessing the client's skin condition and planning an appropriate beauty treatment.

26. What is an ultrasonic machine used for in beauty therapy?

An **ultrasonic machine** is a professional beauty-therapy device used as part of certain facial and skin-care treatments. It uses ultrasonic technology during the treatment procedure and may be selected according to the client's skin condition and treatment objective. The machine should be operated by a trained therapist according to the **manufacturer's instructions and salon safety procedures**.

27. What is a high-frequency machine? Mention one of its uses.

A **high-frequency machine** is an electrical beauty-therapy machine used during certain facial treatments. It is applied according to the appropriate treatment procedure and client requirements. One of its uses is as part of a **professional facial treatment following skin analysis and preparation**. Proper technique, suitable equipment settings and safety precautions should always be followed.

28. What is a galvanic machine? Mention one use in facial treatment.

A **galvanic machine** is an electrical beauty-therapy device used during selected facial treatments. It is used according to the client's skin condition and the objectives of the treatment. One use is to support

specific **professional facial procedures involving galvanic current**. The therapist should follow the correct operating procedure, observe contraindications and use appropriate safety precautions.

Unit–IV: Advance Facials

29. What are aroma facials, fruit facials and hydrating facials?

Aroma Facial is a facial treatment that uses suitable aromatic or essential-oil-based products as part of the facial procedure. It is generally performed according to the client's skin condition and treatment objective.

Fruit Facial is a facial treatment using fruit-based products or preparations. It is used to improve the overall appearance and freshness of the skin and is selected according to the client's requirements.

Hydrating Facial is designed to provide moisture and hydration to the skin. It is particularly useful when the skin appears dry or lacks moisture. The appropriate facial should always be selected after proper **skin analysis and client consultation**.

30. What is skin analysis? Why is it important before performing an advanced facial?

Skin analysis is the process of examining and assessing a client's skin before selecting a facial treatment. It helps the beauty therapist understand the **condition and characteristics of the skin** and identify the client's treatment requirements.

Skin analysis is important because different clients may require different facial treatments. For example, the therapist may select an **aroma, fruit, hydrating or mature-skin facial** according to the client's skin condition and treatment objective.

Proper analysis helps in choosing suitable products and procedures and in identifying situations where a particular treatment may not be appropriate. It also helps the therapist plan the facial more effectively and provide suitable precautions and aftercare.

Therefore, **skin analysis is an essential step before an advanced facial** because it helps match the treatment with the client's individual requirements.

SECTION–B

Unit–I: Preparation of the Client

1. Explain the complete procedure for preparing a client for a beauty therapy service. Discuss client records, feedback files, consultation, scheduling and bookings.

Client preparation is an important part of providing an organized and professional beauty therapy service. The process begins with **client consultation**, during which the therapist understands the client's requirements, treatment objectives and relevant information. The therapist should explain the proposed service clearly and prepare the client appropriately.

Accurate **client records** should be maintained, including details of previous treatments and relevant service information. These records help the therapist understand the client's treatment history and

provide consistent services. **Service feedback files** should also be organized because client feedback can help assess satisfaction and improve future services.

Proper **scheduling and bookings** are essential for managing the salon's daily activities. Appointments should be arranged according to the available time, therapist and required service. The necessary equipment, products and work area should be prepared before the client's appointment.

The therapist should also ensure that the treatment area is clean, organized and suitable for the service. Proper preparation helps reduce delays, maintain professional standards and provide a comfortable experience for the client. Thus, consultation, records, feedback, scheduling and preparation work together to ensure an efficient beauty therapy service.

2. Explain how a beauty therapist should plan and manage the daily work routine according to salon procedures.

A beauty therapist should follow a **planned daily work routine** to ensure that salon services are performed efficiently and according to established salon procedures. At the beginning of the working day, the therapist should organize the work area and check the availability and condition of the required equipment and products.

The therapist should review the **client schedule and bookings** and identify the services planned for the day. This allows sufficient time to be allocated for each client and helps avoid overlapping appointments or unnecessary delays. Client records and treatment information should also be reviewed where required.

During the working day, the therapist should follow the appropriate procedure for each service, maintain the work area properly and use the required equipment and products appropriately. After completing a treatment, the work area and equipment should be prepared for the next client.

The therapist should also maintain accurate **client and service records**, monitor product stocks and organize feedback information. At the end of the working routine, the therapist should ensure that the work area and equipment are properly maintained and ready for future services.

A well-planned routine improves **time management, organization, service consistency and professional salon operations**.

3. Discuss the importance of maintaining the work area, equipment and product stocks in a beauty salon.

Maintaining the **work area, equipment and product stocks** is essential for smooth and organized salon operations. The work area should be kept clean, orderly and ready for each scheduled treatment. A properly maintained work area provides a suitable environment for both the client and beauty therapist.

Beauty therapy **equipment** should be checked and maintained according to salon procedures. Equipment should be clean, properly arranged and available when required. Proper maintenance helps prevent unnecessary interruptions and allows treatments to be carried out efficiently.

Maintaining accurate **product stocks** is equally important. The therapist should regularly check the available products and identify items that need to be replenished. This ensures that the required

products are available when a client arrives for a scheduled service. Good stock management also helps prevent shortages and supports proper planning of daily work.

The therapist should organize equipment and products according to the treatment schedule so that unnecessary time is not spent searching for materials. Records of product stock levels should be maintained accurately.

Therefore, proper maintenance of the work area, equipment and product stocks contributes to **efficient work routines, timely services, better organization and professional salon management.**

4. Explain the importance of personal presentation and ideal behaviour of a beauty therapist while dealing with clients.

Personal presentation and professional behaviour are important qualities of a beauty therapist because the therapist interacts directly with clients. A beauty therapist should maintain a **clean, neat and professional appearance** while working in the salon. Good personal presentation creates a positive impression and contributes to a professional working environment.

Ideal behaviour includes being **polite, respectful, attentive and professional** while communicating with clients. The therapist should listen carefully to the client's requirements and understand the purpose of the requested treatment. Clear and courteous communication helps the client feel comfortable and respected.

A beauty therapist should follow the salon's procedures and maintain appropriate hygiene while providing services. The therapist should also behave responsibly, remain organized and avoid unnecessary interruptions during treatment.

Professional behaviour includes dealing with client information appropriately and maintaining a respectful relationship with every client. The therapist should provide information about the service clearly and respond to questions in a helpful manner.

Good personal presentation and behaviour can improve the overall client experience and contribute to the reputation of the salon. Therefore, a beauty therapist should combine **professional appearance, good communication, cleanliness, respectful behaviour and responsible work practices** while dealing with clients.

Unit-II: Introduction to Cosmetic Peels

5. What are cosmetic peels? Explain different types of peels such as party peel, fruit-based peel and vegetable peel.

Cosmetic peels are beauty treatments designed to improve the appearance and texture of the skin by helping remove or loosen superficial dead skin cells. They are selected according to the client's skin condition, requirements and treatment objectives. Proper consultation and a skin sensitivity test should be considered before treatment.

Types of Cosmetic Peels

1. Party Peel: A party peel is generally used when a client wants the skin to appear **fresh, smooth and radiant**, particularly before a special occasion. It is mainly intended to improve the overall appearance of the skin.

2. Fruit-Based Peel: A fruit-based peel uses preparations containing **fruit-derived ingredients**. It may be selected as part of a facial or skin-care treatment to improve the appearance and feel of the skin.

3. Vegetable Peel: A vegetable peel uses **vegetable-derived ingredients** as part of the peeling treatment. It may be selected according to the client's skin condition and treatment objective.

Different peels should not be selected merely by preference; the therapist should first assess the client's requirements and suitability. Proper hygiene, safe working practices and appropriate aftercare are also important for a professional cosmetic peeling service.

6. Explain the consultation techniques used to identify the client's treatment objectives before performing a cosmetic peel.

Client consultation is an important step before performing a cosmetic peel because it helps the beauty therapist understand what the client expects from the treatment and whether the proposed service is appropriate.

The therapist should begin by communicating politely with the client and asking **clear and relevant questions** about the desired outcome. The client may want improvement in the general appearance, smoothness, freshness or radiance of the skin. The therapist should listen carefully rather than assuming the client's requirements.

The therapist should also assess the client's **skin condition** and discuss relevant treatment information. Previous treatments and any factors that may affect the suitability of the peel should be considered. The therapist should explain the proposed treatment, its expected purpose and appropriate aftercare.

A **skin sensitivity test** should be performed according to the salon procedure before proceeding with the complete treatment. The results of the consultation and relevant service information should be recorded in the client's records.

Effective consultation therefore involves **questioning, active listening, skin assessment, understanding treatment objectives, explaining the procedure and maintaining accurate records**. It helps the therapist select a suitable peel and plan the service according to the client's individual requirements.

7. Explain the importance of hygiene, safety and a skin sensitivity test before performing a cosmetic peeling treatment.

Hygiene and safety are essential before performing a cosmetic peeling treatment. The treatment area, equipment and materials should be properly prepared and maintained according to salon procedures. The beauty therapist should also maintain appropriate personal hygiene and ensure that the client is prepared comfortably for the treatment.

A clean and organized environment helps maintain appropriate **professional and hygienic standards**. Equipment and products should be handled correctly, and the therapist should follow the recommended procedure for the particular peel.

A **skin sensitivity test** is an important preliminary step. It is performed to assess how the client's skin responds to the product before the complete treatment is carried out. Some clients may be sensitive to particular ingredients, so the test can help the therapist assess suitability and take appropriate precautions.

The therapist should also conduct a proper **client consultation and skin assessment** before treatment. If the treatment appears unsuitable, it should not be performed without appropriate professional guidance.

Thus, hygiene, safety, consultation and sensitivity testing work together to support a **careful, suitable and professionally managed cosmetic peeling treatment**.

8. Discuss the pre-treatment and post-treatment procedures for cosmetic peeling.

Pre-Treatment Procedure

Before a cosmetic peel, the therapist should first conduct a **client consultation** to understand the treatment objective and assess the client's skin condition. The appropriate peel should be selected according to the client's requirements. A **skin sensitivity test** should be performed according to salon procedure before proceeding with the treatment.

The work area, equipment and products should be prepared properly, and appropriate hygiene and safety measures should be followed. The therapist should explain the treatment procedure and relevant precautions to the client.

Post-Treatment Procedure

After the peel, the therapist should follow the appropriate **post-treatment care procedure**. The client should be informed about suitable aftercare and any precautions that should be followed after the treatment. The skin should be treated appropriately according to the particular service and salon procedure.

The therapist should also record the treatment details and relevant client feedback. The equipment and work area should then be cleaned and prepared for the next service.

Therefore, proper **consultation, sensitivity testing, hygiene, preparation, aftercare and record maintenance** are important parts of a professional cosmetic peeling service.

9. Explain the major benefits, effects and contraindications of cosmetic peeling treatments.

Cosmetic peeling treatments are used to improve the **appearance and texture of the skin**. One of their main benefits is helping remove or loosen superficial dead skin cells. Depending on the type of peel and the client's skin condition, the skin may appear **smoother, cleaner, fresher and more radiant** after the treatment.

Effects

The expected cosmetic effects may include an improved appearance and smoother feel of the skin. The results can vary according to the type of peel, the client's skin condition and the treatment objective. Appropriate selection and professional application are therefore important.

Contraindications

Contraindications are conditions or circumstances in which a treatment may not be suitable. These may include **skin sensitivity, irritation, active skin problems or an unsuitable skin condition**. A proper consultation and skin assessment should be performed before treatment.

The therapist should not proceed when the treatment appears unsuitable and should seek appropriate professional guidance where necessary. Proper precautions and aftercare should also be explained to the client.

Thus, cosmetic peels can provide useful beauty benefits when **appropriately selected and professionally performed**, while consultation, sensitivity testing and attention to contraindications help support safe treatment planning.

Unit–III: Studio Centre and Machines

10. Explain the concept of a studio centre and describe the different types of machines used in beauty therapy.

A **studio centre** is a professional area in a beauty salon where beauty therapy and skin-care treatments are performed using appropriate equipment, machines and products. It should be **clean, hygienic, well-organized and properly equipped** so that treatments can be carried out according to salon procedures.

Different machines are used in beauty therapy for different purposes. The syllabus includes **Vacuum, Spray, Steamer, Ozone, Magnifying Lamp, Wood's Lamp, Ultrasonic, High-Frequency, Galvanic and Brush machines**.

A **Vacuum machine** is used as part of certain facial treatments. A **Spray machine** provides a fine spray during selected skin-care procedures. A **Steamer** produces warm steam and is commonly used during facial preparation. **Ozone** equipment may be incorporated into certain facial treatments.

A **Magnifying Lamp** provides enlarged and illuminated views of the skin, while a **Wood's Lamp** is used as an aid during skin analysis. An **Ultrasonic machine** is used in selected professional facial and skin-care procedures.

High-Frequency and Galvanic machines are electrical beauty-therapy equipment used during specific facial treatments. A **Brush machine** is used as part of certain cleansing or facial procedures.

All machines should be operated by a trained therapist according to **salon procedures, equipment instructions and appropriate safety precautions**.

11. Explain the functions and uses of Vacuum, Spray, Steamer and Ozone machines in beauty treatments.

Several machines are used in a beauty studio to support different facial and skin-care procedures. **Vacuum, Spray, Steamer and Ozone** are among the machines included in beauty-therapy equipment.

Vacuum Machine

A **Vacuum machine** provides controlled suction and is used as part of selected facial treatments. It can support certain professional skin-care procedures and should be operated according to the client's skin condition and the appropriate treatment procedure.

Spray Machine

A **Spray machine** produces a fine spray and is used during selected beauty and facial treatments. It provides a convenient method of applying suitable preparations to the skin. The equipment should be maintained properly and used according to salon procedures.

Steamer

A **facial steamer** produces warm steam and is commonly used during facial preparation. One of its purposes is to **soften and prepare the skin for subsequent facial procedures**. The therapist should use it carefully according to the client's skin condition.

Ozone

Ozone is incorporated into certain professional facial treatments according to the equipment and salon procedure. Its use should be carried out carefully by a trained therapist while following appropriate hygiene and safety guidelines.

Thus, these machines support different stages of beauty treatments, but their use should always be based on **proper client assessment, treatment requirements and equipment instructions**.

12. Explain the uses of Magnifying Lamp, Wood's Lamp and Ultrasonic machine in facial and skin analysis treatments.

Magnifying Lamp

A **Magnifying Lamp** combines magnification and illumination to provide a clearer view of the skin. It is particularly useful during **skin analysis**, as it allows the beauty therapist to examine the skin more closely. This helps in assessing the client's skin condition and selecting an appropriate facial treatment.

Wood's Lamp

A **Wood's Lamp** is a specialized lamp used as an aid during **skin analysis**. It provides special illumination that can help the therapist observe certain characteristics or differences in the skin that may not be as easily visible under normal lighting. It can therefore assist in treatment planning.

Ultrasonic Machine

An **Ultrasonic machine** is professional beauty-therapy equipment used in selected facial and skin-care procedures. It uses ultrasonic technology as part of the treatment process and may be selected according to the client's **skin condition and treatment objective**.

Before using these machines, the therapist should perform appropriate consultation and skin analysis. Equipment should be clean, properly maintained and operated according to the manufacturer's instructions and salon safety procedures.

Together, these machines can support **skin observation, analysis and selected facial treatments**, helping the therapist plan and perform services according to the client's requirements.

13. Describe High-Frequency, Galvanic and Brush machines and explain their uses in beauty therapy.

High-Frequency Machine

A **High-Frequency machine** is electrical beauty-therapy equipment used during selected facial treatments. It is applied according to the specific treatment procedure and the client's requirements. The therapist should use appropriate equipment settings and follow safety precautions.

Galvanic Machine

A **Galvanic machine** is another electrical device used in professional facial treatments. It is selected according to the client's skin condition and the objective of the treatment. It can be incorporated into specific facial procedures involving galvanic current. Proper technique and safety precautions must be followed.

Brush Machine

A **Brush machine** is used as part of certain facial and skin-cleansing procedures. It uses a rotating brush attachment as required by the particular treatment procedure. The therapist should select the appropriate technique according to the client's skin condition.

Before using any of these machines, the therapist should conduct **client consultation and skin analysis** and consider relevant contraindications. The equipment should be clean and in proper working condition.

Therefore, High-Frequency, Galvanic and Brush machines can support professional beauty treatments when they are used by a **trained beauty therapist according to salon procedures, manufacturer instructions and safety requirements**.

Unit–IV: Advanced Facials

14. Explain Aroma Facial, Fruit Facial and Hydrating Facial. Discuss their main benefits and suitable applications.

Aroma Facial

An **Aroma Facial** is a facial treatment that incorporates suitable aromatic or essential-oil-based products as part of the facial procedure. It is selected according to the client's skin condition and treatment objective. Its main purpose is to provide a pleasant and refreshing facial experience while supporting the overall appearance of the skin. It may be suitable for clients who prefer an aroma-based facial treatment.

Fruit Facial

A **Fruit Facial** uses fruit-based products or preparations during the facial procedure. It is generally selected to improve the **freshness and overall appearance of the skin**. It can be suitable when the client's treatment objective is to achieve a fresh and refreshed appearance.

Hydrating Facial

A **Hydrating Facial** is designed to provide **moisture and hydration** to the skin. It is particularly suitable when the skin appears dry or lacks moisture. The products and procedure should be selected according to the client's skin condition.

Before selecting any of these facials, proper **client consultation and skin analysis** should be performed. The therapist should consider the client's requirements and any relevant contraindications. Thus, the selection of Aroma, Fruit or Hydrating Facial should always be based on the **individual skin condition and treatment objective**.

15. Explain the complete procedure of an advanced facial, including basic trolley setting, skin analysis, client preparation, facial procedure, benefits, contraindications and precautions.

An **advanced facial** should be performed systematically according to salon procedures and the client's skin condition.

1. Basic Trolley Setting

Before beginning, arrange the facial trolley with the **required products, tools, equipment and other materials**. The trolley and work area should be clean, organized and ready for the treatment.

2. Skin Analysis

Perform **skin analysis** to understand the client's skin condition and treatment requirements. This helps the therapist select a suitable facial, such as Aroma, Fruit, Hydrating or a facial for mature skin.

3. Client Preparation

Consult the client about the treatment objective and explain the procedure. Prepare the client comfortably and maintain appropriate hygiene and professional standards.

4. Facial Procedure

Carry out the selected facial according to the salon procedure and the client's skin condition. Use appropriate products, techniques and equipment as required. Maintain cleanliness throughout the treatment.

5. Benefits

The benefits depend on the type of facial selected. Facial treatments may help improve the **appearance, freshness, smoothness and hydration** of the skin.

6. Contraindications and Precautions

Before treatment, consider relevant **contraindications** and avoid a treatment if it is unsuitable. Use equipment and products correctly, follow hygiene and safety procedures, and provide appropriate aftercare.

A proper advanced facial therefore requires **consultation, trolley preparation, skin analysis, client preparation, systematic treatment, safety precautions and record maintenance**.

SECTION–C

Beauty Therapy & Aesthetics — Unit I to IV

1. Explain the complete process of client preparation in a beauty salon.

Client preparation is an important part of providing a professional beauty therapy service. The process begins with **service planning** according to the salon schedule and available resources. The therapist should review the client's booking and prepare the required products, equipment and treatment area.

During **client consultation**, the therapist should communicate politely, understand the client's requirements and identify the treatment objective. Relevant client and treatment information should be recorded accurately. Proper **scheduling and bookings** help avoid delays and overlapping appointments.

The **work area and equipment** should be clean, organized and ready before the client arrives. Equipment should be checked and maintained according to salon procedures. Similarly, **product stocks** should be checked regularly so that necessary materials are available for scheduled services.

Accurate **client records and service feedback files** should be maintained. They help the therapist understand previous treatments and improve future services. The beauty therapist should also maintain a neat, clean and professional appearance. Ideal behaviour includes being polite, respectful, attentive and professional while communicating with clients.

Finally, salon waste should be **collected, separated and disposed of correctly** according to appropriate salon procedures. Waste should not be allowed to accumulate in the treatment area.

Thus, proper client preparation combines consultation, scheduling, hygiene, equipment and stock management, record keeping, professional behaviour and correct waste disposal.

2. What are cosmetic peels? Explain different types of cosmetic peels, including party peel, fruit-based peel and vegetable peel.

Cosmetic peels are beauty treatments designed to improve the appearance and texture of the skin by helping remove or loosen superficial dead skin cells. The type of peel should be selected according to the client's skin condition and treatment objective. The main types included in the syllabus are party peel, fruit-based peel and vegetable peel.

A **party peel** is generally used when a client wants the skin to appear fresh, smooth and radiant, especially before a special occasion. It mainly aims to improve the overall appearance of the skin.

A **fruit-based peel** uses preparations containing fruit-derived ingredients. It may be selected as part of a facial or skin-care service to improve the appearance and feel of the skin.

A **vegetable peel** uses vegetable-derived ingredients as part of a cosmetic peeling treatment. Its selection should depend on the client's requirements and skin condition.

Before treatment, the therapist should conduct **client consultation** to understand the treatment objective and perform an appropriate skin assessment. A **skin sensitivity test** should be carried out according to salon procedure. Proper hygiene, a clean work area and safe handling of products are essential.

Before and after treatment, the therapist should follow suitable precautions and explain appropriate aftercare. Treatment details and relevant feedback should also be recorded.

3. Discuss the benefits, effects and contraindications of cosmetic peeling treatments.

Cosmetic peeling treatments are used primarily to improve the **appearance and texture of the skin**. One of their major benefits is helping remove or loosen superficial dead skin cells. Depending on the type of peel and the client's skin condition, the skin may appear **smoother, cleaner, fresher and more radiant**.

The effects of peeling vary according to the product, treatment procedure, skin condition and treatment objective. A suitable cosmetic peel may contribute to a more refreshed and improved appearance of the skin. The therapist should avoid making unsuitable treatment choices simply on the basis of the desired result.

Contraindications are conditions or circumstances in which a cosmetic peeling treatment may not be suitable. These may include **skin sensitivity, irritation, active skin problems or an unsuitable skin condition**. Proper consultation and skin analysis should therefore be performed before treatment. Where there is uncertainty about suitability, the treatment should not proceed without appropriate professional guidance.

Before treatment, the therapist should maintain hygiene, prepare the work area and equipment, explain the procedure and conduct a skin sensitivity test according to salon procedure. During treatment, products and equipment should be used correctly and safely.

After treatment, appropriate **post-treatment care and aftercare instructions** should be provided. The client should be informed about suitable precautions following the treatment.

Therefore, consultation, sensitivity testing, hygiene, safe application and proper aftercare are essential for professionally managed cosmetic peeling.

4. Explain the concept of a studio centre in beauty therapy. Describe the functions and uses of Vacuum, Spray, Steamer, Ozone, Magnifying Lamp and Wood's Lamp machines.

A **studio centre** is a professional area in a beauty salon equipped with machines, tools, products and facilities required for beauty therapy and skin-care treatments. It should be clean, hygienic, organized and properly equipped so that services can be performed according to salon procedures.

A **Vacuum machine** provides controlled suction and is used as part of selected facial treatments. A **Spray machine** produces a fine spray and can be used during particular facial and skin-care procedures.

A **Steamer** produces warm steam and is commonly used during facial preparation. It helps soften and prepare the skin for subsequent facial procedures. **Ozone** equipment may be incorporated into certain facial treatments according to the equipment and salon procedure.

A **Magnifying Lamp** combines magnification and illumination. It is particularly useful during **skin analysis**, as it enables the therapist to observe the skin more closely.

A **Wood's Lamp** is a specialized lamp used as an aid during skin analysis. Its special illumination can help the therapist observe certain characteristics of the skin that may not be as easily visible under ordinary lighting.

All these machines should be operated by a **trained beauty therapist** according to salon procedures and equipment instructions. Proper hygiene, equipment maintenance and safety precautions should always be followed.

5. Explain the working purposes and uses of Ultrasonic, High-Frequency, Galvanic and Brush machines in beauty therapy.

Beauty therapy studios use different machines for selected facial and skin-care procedures. **Ultrasonic, High-Frequency, Galvanic and Brush machines** are included among the important equipment used in professional beauty therapy.

An **Ultrasonic machine** uses ultrasonic technology as part of selected facial and skin-care procedures. Its use is determined according to the client's skin condition and treatment objective.

A **High-Frequency machine** is an electrical beauty-therapy device used during selected facial treatments. It is operated according to the appropriate treatment procedure and the client's requirements.

A **Galvanic machine** is another electrical device used in professional facial treatments. It is selected according to the client's skin condition and the objective of the treatment and is used in specific procedures involving galvanic current.

A **Brush machine** is used as part of certain cleansing or facial procedures. It uses an appropriate rotating brush attachment according to the treatment procedure and client's skin condition.

Before using any machine, the therapist should conduct **client consultation and skin analysis** and consider relevant contraindications. Equipment should be clean, properly maintained and in suitable working condition. The therapist should follow the manufacturer's instructions and salon procedures, use appropriate settings and avoid inappropriate application.

Proper hygiene, safe operation and correct technique are essential. Only a **trained beauty therapist** should operate such equipment. These precautions help maintain a professional and organized treatment environment.

6. What is an advanced facial? Explain the different types of advanced facials—Aroma Facial, Fruit Facial, Hydrating Facial and Facial for Mature Skin—with their benefits and applications.

An **advanced facial** is a professional facial treatment selected and performed according to the client's skin condition and treatment objective. Proper skin analysis and client consultation are important before selecting the appropriate facial.

An **Aroma Facial** incorporates suitable aromatic or essential-oil-based products as part of the facial procedure. It may be selected for clients who prefer an aroma-based treatment and a refreshing facial experience.

A **Fruit Facial** uses fruit-based products or preparations. It is generally selected to improve the **freshness and overall appearance of the skin**. The treatment should be chosen according to the client's skin condition and requirements.

A **Hydrating Facial** is designed to provide moisture and hydration to the skin. It is particularly suitable when the skin appears **dry or lacks moisture**. The products and procedure should be selected according to the client's requirements.

A **Facial for Mature Skin** is selected specifically according to the characteristics and needs of mature skin. The treatment should be planned after proper skin analysis and consultation.

The benefits of these facials depend on the treatment selected. They may help improve the **appearance, freshness, smoothness and hydration** of the skin. Before treatment, contraindications should be considered and appropriate precautions followed.

Thus, advanced facial selection should always be based on **individual skin condition, consultation and treatment objectives**.

7. Explain the complete procedure of performing a facial.

A professional facial should be performed systematically according to salon procedures and the client's skin condition. The first step is **basic trolley setting**. The therapist should arrange the required products, tools, equipment and other materials on a clean and organized trolley.

Next, **skin analysis** should be performed to understand the client's skin condition and treatment requirements. This helps the therapist select an appropriate facial. The client should then be prepared comfortably, and the treatment procedure should be explained clearly.

The selected facial is then performed according to the appropriate procedure. Suitable products, techniques and equipment are used according to the client's skin condition. Hygiene should be maintained throughout the treatment.

The benefits depend upon the facial selected and may include improvement in the **appearance, smoothness, freshness and hydration** of the skin.

Before performing the treatment, relevant **contraindications** should be considered. If the treatment is unsuitable, it should not be performed without appropriate professional guidance. Equipment and products should be used correctly, and appropriate safety precautions should be followed.

After the facial, suitable **aftercare and reminders** should be given to the client. Treatment details and relevant feedback should be recorded. Finally, the equipment and work area should be cleaned and prepared for the next service.

Thus, a complete facial involves **trolley preparation, consultation, skin analysis, client preparation, treatment, safety, aftercare and record maintenance**.

8. Explain the importance of skin analysis before an advanced facial.

Skin analysis is the process of examining and assessing a client's skin before selecting and performing an advanced facial. It is an important part of professional beauty therapy because different clients have different skin conditions and treatment requirements.

Skin analysis helps the therapist understand the **condition and characteristics of the skin**. A magnifying lamp can assist the therapist by providing enlarged and illuminated views of the skin. A Wood's Lamp may also be used as an aid during skin analysis according to the appropriate procedure.

The results of skin analysis should be considered along with the client's **treatment objectives**. For example, a client whose skin appears dry or lacks moisture may be considered for a **Hydrating Facial**. A Fruit Facial may be selected when the treatment objective is to improve freshness and overall appearance. An Aroma Facial or a facial for mature skin may be selected according to the client's individual requirements and skin condition.

Skin analysis also helps identify situations where a particular treatment may not be appropriate. Therefore, it should be combined with proper client consultation and consideration of relevant contraindications.

After assessment, the therapist can select suitable products, techniques and equipment and plan the facial more effectively. Thus, skin analysis helps ensure that the treatment is **individualized, properly planned and appropriate to the client's requirements**.

9. Prepare a detailed salon treatment plan for a client requiring an advanced facial.

A salon treatment plan should begin with **client consultation**. The therapist should communicate with the client, understand the desired result and record the relevant treatment information. The client's treatment objective should be clearly identified before selecting a facial.

The next step is **skin analysis**. The therapist should examine the client's skin and consider its condition and characteristics. Based on the analysis and treatment objective, a suitable facial such as an Aroma Facial, Fruit Facial, Hydrating Facial or Facial for Mature Skin can be selected.

Before treatment, the therapist should prepare the **facial trolley** with all required products, tools and equipment. The work area should be clean and organized. The client should be prepared comfortably, and the treatment procedure should be explained.

The selected facial should then be performed according to salon procedures, using appropriate products, techniques and equipment. **Hygiene and safety** should be maintained throughout the service.

Relevant **contraindications** should be considered before treatment. If the selected treatment is unsuitable, it should not be performed without appropriate professional guidance.

After the facial, the therapist should provide suitable **aftercare instructions and important reminders**. Treatment details and client feedback should be entered into the records.

A complete treatment plan therefore includes **consultation, objective setting, skin analysis, trolley preparation, facial selection, treatment procedure, hygiene, safety, contraindications, aftercare and record maintenance**.

BASIC ACCOUNTANCY – SECTION A

UNIT-I: Introduction to Accounting & Recording of Transactions

1. What is Accounting? Define accounting.

Accounting is the systematic process of **identifying, recording, classifying, summarizing and interpreting financial transactions** of a business. It provides useful financial information to owners, managers, creditors and other users for decision-making. Accounting records transactions in monetary terms and helps determine the profit or loss and financial position of a business. It is an important tool for maintaining proper financial records and controlling business activities.

2. What are the main objectives of accounting?

The main objectives of accounting are to **maintain systematic records of financial transactions, determine profit or loss, and ascertain the financial position** of a business. It also provides useful financial information to management for planning and decision-making. Accounting helps in controlling business activities, detecting errors and providing information to owners, creditors and other interested parties. Thus, accounting provides a systematic basis for understanding the financial performance of a business.

3. Name the different types or classifications of accounting.

The major classifications of accounting include **Financial Accounting, Cost Accounting and Management Accounting**. Financial Accounting records and summarizes business transactions and prepares financial statements. Cost Accounting deals with the determination and control of costs related to products or services. Management Accounting provides financial and other information to management for planning, decision-making and control. These branches serve different purposes but collectively help in effective financial management of an organization.

4. What are the basic principles of accounting?

Accounting principles are the basic rules and guidelines followed while recording and presenting financial transactions. Important principles include the **Business Entity Principle, Going Concern Principle, Accounting Period Principle, Money Measurement Principle, Historical Cost Principle, Matching Principle and Consistency Principle**. These principles help maintain uniformity, reliability and comparability in accounting records. They provide a systematic framework for preparing financial statements and communicating financial information to users.

5. What is the meaning of the Double Entry System of accounting?

The **Double Entry System** is an accounting system in which every financial transaction affects at least two accounts. One account is **debited** and another account is **credited** with an equal amount. The system is based on the principle that every transaction has two aspects. For example, when goods are purchased for cash, the Purchases Account is debited and the Cash Account is credited. It helps maintain complete and systematic accounting records.

6. What is the Single Entry System of accounting?

The **Single Entry System** is an incomplete system of recording financial transactions in which all aspects of every transaction are not recorded systematically. Usually, records of cash, debtors and creditors may be maintained, while complete double-entry records are not prepared. It is generally simpler than

the Double Entry System and may be used by small businesses. However, it provides less complete information and has limitations in determining accurate financial results.

7. What are Generally Accepted Accounting Principles (GAAP)?

Generally Accepted Accounting Principles (GAAP) are commonly accepted accounting rules, principles and guidelines used for recording transactions and preparing financial statements. They help ensure that accounting information is **consistent, reliable, understandable and comparable**. GAAP provides a framework for accountants to follow while recognizing, measuring and presenting financial information. Following generally accepted principles improves the usefulness of financial statements for owners, management, investors, creditors and other users.

8. What is a Voucher System in accounting?

A **Voucher System** is a method of recording and controlling business transactions using documentary evidence called vouchers. A voucher provides evidence and details of a financial transaction, such as its date, amount, nature and supporting documents. Vouchers may be prepared for receipts, payments, purchases and other transactions. The system helps maintain proper records, provides authorization for transactions and supports the accuracy and reliability of accounting entries.

9. What is an Accounting Process?

The **Accounting Process** is the systematic sequence through which financial transactions are recorded and converted into useful financial information. It generally involves **identifying transactions, preparing source documents or vouchers, recording transactions in journals, posting them to ledgers, preparing a trial balance, making necessary adjustments and preparing final accounts or financial statements**. The accounting process ensures that business transactions are properly recorded and summarized for determining financial performance and position.

10. What is meant by the Accounting Cycle?

The **Accounting Cycle** is the sequence of accounting activities performed during an accounting period. It generally starts with identifying and analyzing financial transactions and recording them in the journal. The entries are then posted to ledger accounts, followed by preparation of a trial balance. Necessary adjustments are made, after which final accounts or financial statements are prepared. The cycle provides a systematic method for processing financial transactions and preparing accounting information.

UNIT-II: Journal, Ledger, Cash Book, BRS, Trial Balance & Depreciation

A **Journal** is the primary book of accounting in which business transactions are recorded in chronological order. Each transaction is analyzed and recorded by applying the rules of debit and credit. A journal entry normally includes the date, accounts affected, amount and a brief explanation called narration. The journal provides the basic record from which transactions are subsequently posted to the respective ledger accounts.

12. What are Subsidiary Books?

Subsidiary Books are specialized books maintained to record transactions of a similar nature separately. They help divide accounting work and make recording more systematic and convenient. Examples include the **Purchases Book, Sales Book, Purchases Returns Book, Sales Returns Book, Bills**

Receivable Book and Bills Payable Book. They are particularly useful when a business has a large number of repetitive transactions.

13. What is a Ledger?

A **Ledger** is the principal book of accounts in which transactions recorded in the journal and subsidiary books are classified and posted into individual accounts. Separate accounts are maintained for assets, liabilities, expenses, incomes, debtors, creditors and other items. The ledger helps determine the balance of each account and provides the information required for preparing the Trial Balance and final accounts.

14. What is a Cash Book? Mention its main purpose.

A **Cash Book** is a book used to record cash and bank transactions of a business. It serves as both a book of **original entry and a ledger account for cash and bank**. Its main purpose is to maintain a systematic record of cash receipts, cash payments and, where applicable, bank transactions. It helps determine the cash and bank balances and provides a convenient record of daily cash transactions.

15. What is a Bank Reconciliation Statement (BRS)?

A **Bank Reconciliation Statement (BRS)** is a statement prepared to reconcile the balance shown by the **Cash Book with the balance shown by the Pass Book or bank statement** on a particular date. Differences may arise because certain transactions are recorded in one book earlier than the other. Preparing a BRS helps identify these differences and assists in checking the accuracy of bank-related accounting records.

16. What is a Trial Balance?

A **Trial Balance** is a statement containing the debit and credit balances of ledger accounts on a particular date. It is prepared after posting transactions into the ledger and balancing the accounts. The total of debit balances should normally equal the total of credit balances. It provides a basic check on the arithmetical accuracy of accounting records and serves as an important basis for preparing final accounts.

17. State any two objectives of preparing a Trial Balance.

Two important objectives of preparing a **Trial Balance** are:

1. **To check arithmetical accuracy:** It helps determine whether the total debit balances agree with the total credit balances after ledger posting.
2. **To facilitate preparation of final accounts:** It provides a summarized list of ledger balances that can be used while preparing the Trading Account, Profit and Loss Account and Balance Sheet.

Thus, a Trial Balance is an important stage in the accounting process.

18. What is Depreciation?

Depreciation is the gradual decrease in the value of a fixed asset due to factors such as **wear and tear, usage, passage of time or obsolescence**. It is treated as an expense and is charged over the useful life of the asset. Depreciation helps allocate the cost of a fixed asset over the periods in which it is used. It is an important part of determining the correct financial result.

19. Why is depreciation charged on fixed assets?

Depreciation is charged on fixed assets to **account for the gradual reduction in their value** and to allocate their cost over their useful life. It helps determine the correct profit or loss of a business by recognizing the expense associated with using the asset. It also ensures that fixed assets are not shown at an unrealistic value in the financial statements and supports proper measurement of the financial position.

20. Name any two methods of charging depreciation.

Two common methods of charging depreciation are:

1. **Straight Line Method (SLM):** A fixed amount of depreciation is charged every year over the useful life of the asset.
2. **Written Down Value Method (WDV):** Depreciation is charged at a fixed percentage on the reduced book value of the asset each year.

The supplied previous paper specifically used the **Written Down Value Method at 20% per annum** in its depreciation problem.

UNIT–III: Final Accounts

21. What are Final Accounts?

Final Accounts are financial statements prepared at the end of an accounting period to determine the **profit or loss and financial position** of a business. They generally include the **Trading Account, Profit and Loss Account and Balance Sheet**. Final Accounts are prepared from the Trial Balance and relevant adjustments. They provide useful information about the business's operating results, assets, liabilities and overall financial position.

22. What is a Trading Account?

A **Trading Account** is an account prepared to determine the **gross profit or gross loss** of a business during a particular accounting period. It mainly records direct items related to the purchase, production and sale of goods, such as opening stock, purchases, direct expenses and sales. The difference between the two sides represents gross profit or gross loss, which is transferred to the Profit and Loss Account.

23. What is a Profit and Loss Account?

A **Profit and Loss Account** is prepared to determine the **net profit or net loss** of a business during an accounting period. It begins with gross profit or gross loss from the Trading Account and includes indirect expenses and incomes such as salaries, rent, office expenses, depreciation and other incomes. If total income exceeds expenses, the business earns net profit; otherwise, it incurs a net loss.

24. What is a Balance Sheet?

A **Balance Sheet** is a statement showing the **financial position of a business on a particular date**. It presents the business's assets, liabilities and owner's capital. Assets represent resources owned or controlled by the business, while liabilities represent amounts payable to outsiders. The Balance Sheet helps users understand the financial position and solvency of the business. In the previous paper, a Balance Sheet was prepared from given assets, creditors and other balances.

25. State one difference between Trading Account and Profit & Loss Account.

The main difference is their **purpose**. A **Trading Account** is prepared to determine the **gross profit or gross loss** arising from trading activities, while a **Profit and Loss Account** is prepared to determine the **net profit or net loss** after considering indirect expenses and incomes. The Trading Account mainly deals with direct trading items, whereas the Profit and Loss Account deals mainly with indirect expenses and incomes.

UNIT–IV: Cost Accounting, Marginal Costing & Budgetary Control

26. What is Cost Accounting?

Cost Accounting is the branch of accounting concerned with the **recording, classification, analysis and control of costs** associated with producing goods or providing services. It helps determine the cost of a product or service and provides information for cost control, pricing and managerial decision-making. Cost accounting also helps management identify unnecessary expenses, improve efficiency and plan business operations effectively.

27. What is a Cost Sheet?

A **Cost Sheet** is a statement prepared to show the **different elements and total cost of producing or selling a product or service** for a particular period. It generally shows items such as direct materials, direct labour, direct expenses, prime cost, factory overheads, cost of production, administration and selling expenses, cost of sales and profit. It helps management understand the structure of total cost.

28. What is Marginal Costing?

Marginal Costing is a costing technique in which costs are divided into **fixed costs and variable costs**. Marginal cost generally refers to the variable cost of producing an additional unit. This technique focuses on the relationship between cost, sales volume and profit. It helps management in decisions relating to pricing, production levels, product selection, contribution and short-term business planning.

29. What is Break-Even Analysis?

Break-Even Analysis is a technique used to determine the level of sales or production at which **total revenue equals total cost**. At the break-even point, there is neither profit nor loss. It helps management understand the relationship between fixed costs, variable costs, sales and profit. The break-even point can be calculated using contribution and the **Profit/Volume (P/V) ratio** and is useful for planning and decision-making.

30. What is Budgetary Control?

Budgetary Control is a system of management control in which **budgets are prepared for future activities and actual performance is compared with budgeted performance**. Differences or variances are analyzed to identify areas requiring corrective action. It helps management in planning, controlling costs, coordinating activities and improving efficiency. Budgetary control therefore provides a systematic method for achieving organizational objectives through proper financial planning and monitoring.

BASIC ACCOUNTANCY – SECTION B

UNIT-I: Introduction to Accounting & Recording of Transactions

1. What do you mean by Accounting Process? Explain its various steps.

The **Accounting Process** is the systematic procedure through which financial transactions are identified, recorded, classified, summarized and reported. It helps a business maintain accurate financial records and determine its financial performance and position.

The main steps of the accounting process are:

1. **Identification of Transactions:** Financial transactions are identified from source documents such as invoices, receipts and bills.
2. **Preparation of Vouchers:** Relevant vouchers and supporting documents are prepared or collected as evidence of transactions.
3. **Recording in Journal:** Transactions are recorded chronologically in the Journal according to the rules of debit and credit.
4. **Posting to Ledger:** Journal entries are transferred to the appropriate individual ledger accounts.
5. **Preparation of Trial Balance:** Debit and credit balances of ledger accounts are listed to check arithmetical accuracy.
6. **Adjustment Entries:** Necessary adjustments, such as depreciation and outstanding or prepaid items, are recorded.
7. **Preparation of Final Accounts:** Trading Account, Profit and Loss Account and Balance Sheet are prepared.

Thus, the accounting process converts individual transactions into useful financial information for management and other users.

2. Explain the Voucher System in accounting. Discuss its important features and advantages.

The **Voucher System** is a method of recording and controlling financial transactions with the help of documentary evidence called **vouchers**. A voucher provides evidence that a particular transaction has taken place and normally contains details such as date, amount, nature of transaction and supporting documents.

Important features of a voucher system include **documentary evidence, authorization, proper recording, classification and systematic filing**. Vouchers may relate to cash receipts, cash payments, purchases, sales or other financial transactions. Before recording a transaction, the voucher and supporting documents should be checked for accuracy and authorization.

The voucher system has several advantages. First, it provides **proof of transactions** and supports accounting entries. Second, it helps maintain **accuracy and completeness** in accounting records. Third, proper authorization of vouchers provides better control over business payments and receipts. Fourth, systematically preserved vouchers make it easier to **verify transactions and conduct audits**. Finally, vouchers help reduce the possibility of errors and unauthorized transactions.

Therefore, the voucher system is an important part of the accounting process because it provides a reliable documentary basis for recording financial transactions.

3. Explain the basic principles of accounting and discuss their importance in the preparation of accounts.

Accounting principles are basic rules and guidelines followed while recording, classifying and presenting financial transactions. They provide a systematic framework for preparing reliable and understandable accounts.

Important principles include the **Business Entity Principle**, which treats the business and its owner as separate entities; the **Going Concern Principle**, which assumes that the business will continue operating; and the **Money Measurement Principle**, under which transactions are recorded in monetary terms. The **Accounting Period Principle** requires financial results to be measured for specific periods. The **Historical Cost Principle** generally records assets at their acquisition cost. The **Matching Principle** requires expenses to be matched with the revenues they help generate. The **Consistency Principle** encourages the continued use of accounting methods from one period to another.

These principles are important because they promote **uniformity, consistency, reliability and comparability** in accounting records. They help accountants follow a systematic approach and make financial statements more meaningful to owners, management, creditors and other users.

Thus, accounting principles form the foundation for proper preparation and presentation of financial accounts.

4. Explain the different types and classifications of accounting.

Accounting can be classified into different branches according to the purpose for which accounting information is prepared. The three major types are **Financial Accounting, Cost Accounting and Management Accounting**.

Financial Accounting deals with recording business transactions and preparing financial statements. It provides information about the financial performance and financial position of a business to users such as owners, creditors, investors and other interested parties.

Cost Accounting is concerned with determining and analyzing the cost of producing goods or providing services. It helps management in cost control, cost reduction, pricing and evaluating efficiency. A Cost Sheet is an important tool used in cost accounting.

Management Accounting provides accounting and other relevant information to management for **planning, decision-making and control**. It uses financial information to help managers evaluate alternatives and manage business operations.

Accounting may also be understood according to the system of recording transactions, such as the **Double Entry System and Single Entry System**. The Double Entry System records both aspects of every transaction, whereas the Single Entry System is an incomplete method of recording transactions.

Thus, different classifications of accounting serve different purposes while collectively supporting effective financial management and decision-making.

UNIT–II: Journal, Ledger, Cash Book, BRS, Trial Balance & Depreciation

5. What is a Journal? Explain the rules of debit and credit with suitable examples.

A **Journal** is the primary book of account in which business transactions are recorded in chronological order. Every transaction is analyzed to identify the accounts affected, and then the appropriate accounts are debited and credited.

The basic rules of debit and credit are:

1. **Personal Account:** Debit the receiver and credit the giver.
Example: Paid ₹5,000 to Ram → Ram's Account is **Debited** and Cash Account is **Credited**.
2. **Real Account:** Debit what comes in and credit what goes out.
Example: Purchased furniture for cash ₹10,000 → Furniture Account is **Debited** and Cash Account is **Credited**.
3. **Nominal Account:** Debit all expenses and losses and credit all incomes and gains.
Example: Paid salary ₹8,000 → Salary Account is **Debited** and Cash Account is **Credited**.

Every journal entry must have equal debit and credit amounts. A proper journal entry generally includes the date, accounts involved, amount and narration. Journalizing transactions correctly is important because these entries form the basis for subsequent posting to ledger accounts.

6. Explain the different types of Subsidiary Books and discuss their importance.

Subsidiary Books are special books maintained to record transactions of a similar nature separately. They are particularly useful in businesses where a large number of transactions occur regularly. They reduce the workload of the main Journal and make accounting records more systematic.

Important types of subsidiary books include:

1. **Purchases Book:** Records credit purchases of goods.
2. **Sales Book:** Records credit sales of goods.
3. **Purchases Returns Book:** Records goods returned to suppliers.
4. **Sales Returns Book:** Records goods returned by customers.
5. **Bills Receivable Book:** Records bills received from customers.
6. **Bills Payable Book:** Records bills accepted by the business.
7. **Cash Book:** Records cash and bank transactions.
8. **Journal Proper:** Records transactions that cannot conveniently be entered in other subsidiary books.

Subsidiary books have several advantages. They allow **division of accounting work**, save time and reduce errors. Transactions can be classified according to their nature, making posting and checking easier. They also provide detailed information about particular types of transactions.

Thus, subsidiary books improve the **efficiency, accuracy and systematic organization** of accounting records.

7. What is a Cash Book? Explain its different types and functions.

A **Cash Book** is a book used to record the cash and bank transactions of a business. It serves as both a **book of original entry and a ledger for cash and bank accounts**. All cash receipts are recorded on the debit side, while cash payments are recorded on the credit side.

The main types of Cash Book are:

1. **Single-Column Cash Book:** Contains only one amount column for cash transactions.
2. **Double-Column Cash Book:** Generally contains separate columns for cash and bank, or cash and discount.
3. **Three-Column Cash Book:** Contains columns for cash, bank and discount.
4. **Petty Cash Book:** Records small and frequent expenses such as postage, stationery and conveyance.

The main functions of a Cash Book are to record **cash receipts and payments**, maintain bank transaction records where applicable, determine cash and bank balances, and provide a systematic record of daily cash transactions.

It also helps management monitor cash available in the business and provides information useful for preparing the Bank Reconciliation Statement.

Therefore, the Cash Book is an important accounting record for maintaining proper control over the business's cash and banking transactions.

8. What is a Bank Reconciliation Statement? Explain the causes of differences between Cash Book and Pass Book balances.

A **Bank Reconciliation Statement (BRS)** is a statement prepared to reconcile the balance shown by the **Cash Book with the balance shown by the Pass Book or bank statement** on a particular date. The two balances may differ because transactions are sometimes recorded in the two records at different times.

Common causes of differences include:

1. **Cheques issued but not yet presented for payment** to the bank.
2. **Cheques deposited but not yet collected or credited** by the bank.
3. **Bank charges** recorded by the bank but not yet entered in the Cash Book.
4. **Interest credited by the bank** but not recorded in the Cash Book.
5. **Direct deposits or payments** made through the bank on behalf of the business.
6. **Standing instructions** executed by the bank but not yet entered in the Cash Book.

7. **Errors** in the Cash Book or Pass Book.

The BRS helps identify the reasons for differences and assists in checking the accuracy of bank-related accounting records. It is also useful for detecting omissions and errors and ensuring that the business maintains reliable financial records.

9. What is a Trial Balance? Explain its objectives and limitations.

A **Trial Balance** is a statement containing the debit and credit balances of ledger accounts on a particular date. It is prepared after transactions have been posted to the ledger and the individual accounts have been balanced. Under the double-entry system, the total debit balances should normally equal the total credit balances.

The main objectives of a Trial Balance are:

- To **check the arithmetical accuracy** of ledger posting.
- To provide a summary of ledger balances.
- To assist in locating certain accounting errors.
- To provide a basis for preparing **Trading Account, Profit and Loss Account and Balance Sheet**.

However, a Trial Balance has certain limitations. Agreement of the debit and credit totals does not prove that all accounting records are completely error-free. It may not reveal **errors of omission, errors of principle, compensating errors or certain errors of recording** where equal amounts are entered on both sides.

Therefore, the Trial Balance is an important checking device but should not be considered conclusive proof of complete accuracy. It is an essential stage in the accounting process before preparation of final accounts.

10. What is Depreciation? Explain its need and importance in accounting.

Depreciation is the gradual reduction in the value or usefulness of a fixed asset due to factors such as **wear and tear, usage, passage of time, obsolescence or other relevant causes**. It is charged over the useful life of the asset.

Depreciation is necessary because fixed assets are used to generate income over several accounting periods. The cost of the asset should therefore be allocated over the periods in which it provides service.

The importance of depreciation includes:

1. **Determining correct profit:** Depreciation is treated as an expense and therefore helps calculate a more appropriate profit or loss.
2. **Showing assets at appropriate carrying amounts:** It prevents fixed assets from being carried indefinitely at their original cost.

3. **Matching cost with revenue:** It allocates the cost of an asset over the periods benefiting from its use.
4. **Financial planning:** It helps management understand the consumption of asset value and plan for future replacement.
5. **Proper financial reporting:** It contributes to a more meaningful presentation of the business's financial position.

Thus, depreciation is an important accounting adjustment for the systematic allocation of the cost of fixed assets over their useful lives.

11. Explain the different methods of charging depreciation with suitable examples.

Two commonly used methods of charging depreciation are the **Straight Line Method (SLM)** and the **Written Down Value Method (WDV)**.

1. Straight Line Method

Under this method, an equal amount of depreciation is charged every year during the useful life of the asset.

Formula:

Annual Depreciation = (Cost of Asset – Estimated Residual Value) ÷ Useful Life

For example, if a machine costs ₹1,00,000, has a residual value of ₹10,000 and a useful life of 5 years:

Annual depreciation = $(₹1,00,000 - ₹10,000) \div 5$

= ₹18,000 per year

2. Written Down Value Method

Under the WDV method, depreciation is charged at a fixed percentage on the **opening book value** of the asset each year. Therefore, the amount of depreciation generally decreases over time.

For example, if an asset costs ₹1,00,000 and depreciation is charged at 20%:

First year = ₹20,000

Book value = ₹80,000

Second year = 20% of ₹80,000 = **₹16,000**

The supplied previous paper specifically included a depreciation problem using the **Written Down Value Method at 20% per annum**.

UNIT–III: Final Accounts

12. Differentiate between Trading Account, Profit and Loss Account and Balance Sheet.

The **Trading Account, Profit and Loss Account and Balance Sheet** are important components of Final Accounts, but each has a different purpose.

Basis	Trading Account	Profit & Loss Account	Balance Sheet
Purpose	Determines Gross Profit or Gross Loss .	Determines Net Profit or Net Loss .	Shows the financial position of the business.
Main items	Opening stock, purchases, direct expenses and sales.	Gross profit/loss, indirect expenses and incomes.	Assets, liabilities and capital.
Nature	Nominal account.	Nominal account.	Statement of financial position.
Period/Date	Prepared for an accounting period.	Prepared for an accounting period.	Prepared on a particular date.
Result	Gross profit/loss is transferred to P&L Account.	Net profit/loss affects capital.	Shows the resulting assets, liabilities and capital.

The Trading Account mainly deals with **direct costs and trading activities**, whereas the Profit and Loss Account deals with **indirect expenses and incomes**. The Balance Sheet does not calculate profit; instead, it presents the financial position after considering the results of the business.

13. What are Final Accounts? Explain the procedure for preparing Final Accounts.

Final Accounts are financial statements prepared at the end of an accounting period to determine the **profit or loss and financial position** of a business. They are generally prepared from the Trial Balance along with necessary adjustments.

The main procedure for preparing Final Accounts is as follows:

1. Prepare the Trading Account: The Trading Account is prepared first to determine **Gross Profit or Gross Loss**. It includes opening stock, purchases, direct expenses and sales. Closing stock is also considered as an important adjustment.

2. Prepare the Profit and Loss Account: The gross profit or gross loss is transferred to the Profit and Loss Account. Indirect expenses and incomes are then recorded to determine **Net Profit or Net Loss**. Adjustments such as depreciation and outstanding or prepaid items are incorporated where applicable.

3. Prepare the Balance Sheet: Finally, the Balance Sheet is prepared to show the **assets, liabilities and capital** of the business on a particular date. Net profit increases capital, while net loss reduces it.

Thus, Final Accounts provide a systematic picture of both the **operating result and financial position** of a business. The supplied previous paper also included a Balance Sheet preparation question based on given balances and adjustments.

UNIT–IV: Cost Accounting, Marginal Costing & Budgetary Control

14. What is Marginal Costing? Explain its objectives and importance in decision-making.

Marginal Costing is a costing technique in which costs are classified into **fixed costs and variable costs**. The marginal cost of a product generally represents the variable cost associated with producing an additional unit. Under this technique, contribution is calculated by deducting variable cost from sales revenue.

Contribution = Sales – Variable Cost

The main objectives of marginal costing are to determine the relationship between **cost, sales volume and profit**, calculate contribution, assist in break-even analysis and support short-term managerial decisions.

Marginal costing is important in decision-making because it helps management evaluate different alternatives. It can be useful for decisions concerning **product pricing, production levels, product selection and utilization of available capacity**. It also helps determine the effect of changes in sales volume on profit.

Another important application is **Break-Even Analysis**, where contribution is used to determine the level of sales at which total revenue equals total cost. Management can also use marginal costing to understand the effect of fixed and variable costs on profitability.

Thus, marginal costing provides useful information for **planning, cost control and short-term decision-making**. It helps management focus on the relationship between variable costs, contribution, sales and profit.

15. What is a Cost Sheet? Explain its main components and the procedure for preparing a Cost Sheet.

A **Cost Sheet** is a statement prepared to show the **various elements of cost and the total cost** of producing or selling a product or service for a particular period. It helps management understand how total cost is built up and assists in cost control and pricing decisions.

The main components of a Cost Sheet are:

1. **Direct Material:** Cost of materials directly used in production.
2. **Direct Labour:** Wages paid to workers directly engaged in production.
3. **Direct Expenses:** Other expenses directly attributable to production.
4. **Prime Cost:** Direct material + direct labour + direct expenses.
5. **Factory/Production Overheads:** Indirect production expenses.
6. **Cost of Production:** Prime cost plus factory and relevant production overheads.
7. **Administration Overheads:** Indirect administrative expenses.
8. **Selling and Distribution Overheads:** Expenses related to selling and distributing goods.
9. **Cost of Sales:** Total cost incurred to sell the product.
10. **Profit:** Added to cost of sales to arrive at sales value.

The procedure generally begins with calculating **prime cost**, followed by factory cost, cost of production, cost of sales and finally profit or sales value.

A Cost Sheet therefore provides a **systematic summary of costs** and is useful for determining product cost, controlling expenditure, fixing prices and evaluating profitability. The previous paper also included a detailed Cost Sheet question covering direct materials, labour, factory overheads, administration expenses, selling expenses and profit.

BASIC ACCOUNTANCY – SECTION C

UNIT–I: Introduction to Accounting

1. Explain the complete accounting process in detail. Discuss the Voucher System, Accounting Cycle, recording of transactions and preparation of accounts.

The **Accounting Process** is a systematic procedure through which the financial transactions of a business are identified, recorded, classified, summarized and presented as useful financial information. It begins with the occurrence of a transaction and ends with the preparation of financial statements.

The first step is **identification of transactions** from source documents such as invoices, receipts, bills and payment records. A **Voucher System** provides documentary evidence for transactions. Vouchers contain important details such as date, amount, nature of transaction and supporting documents. They help ensure proper authorization, accuracy and verification of accounting entries.

The next step is **recording transactions** in the Journal according to the rules of debit and credit. Transactions may also be recorded in appropriate Subsidiary Books, such as Purchases Book, Sales Book and Cash Book. The recorded transactions are then **posted to Ledger Accounts**, where similar transactions are classified under individual accounts.

The **Accounting Cycle** continues with the preparation of a **Trial Balance**, which lists debit and credit balances and helps check arithmetical accuracy. Necessary adjustment entries, such as depreciation and outstanding or prepaid items, are then recorded.

Finally, the business prepares its **Final Accounts**, including the Trading Account, Profit and Loss Account and Balance Sheet. These statements determine the profit or loss and show the financial position of the business.

Thus, the accounting process provides a systematic framework for recording transactions and preparing reliable financial information for business decisions.

UNIT–II: Journal, Ledger, BRS, Trial Balance & Depreciation

2. What is Depreciation? Explain its need and importance. Discuss the different methods of charging depreciation and prepare a suitable Depreciation Account using the Written Down Value Method.

Depreciation is the gradual decrease in the value or usefulness of a fixed asset due to wear and tear, usage, passage of time, obsolescence or other relevant factors. It is charged as an expense over the useful life of the asset.

Need and Importance of Depreciation

Depreciation is important because it:

- Helps determine the **correct profit or loss**.
- Allocates the cost of an asset over its useful life.
- Prevents fixed assets from being shown at an unrealistic value.
- Helps in proper financial reporting.
- Assists management in planning for future replacement of assets.

Methods of Charging Depreciation

The two commonly used methods are:

1. **Straight Line Method:** A fixed amount of depreciation is charged every year.
2. **Written Down Value Method:** Depreciation is calculated at a fixed percentage on the **opening book value** of the asset each year.

Example: WDV Method

Suppose a machine was purchased for ₹1,00,000 and depreciation is charged at **20% per annum**.

First Year:

Depreciation = ₹1,00,000 × 20% = ₹20,000

Closing book value = ₹1,00,000 – ₹20,000 = ₹80,000

Second Year:

Depreciation = ₹80,000 × 20% = ₹16,000

Closing book value = ₹80,000 – ₹16,000 = ₹64,000

Depreciation Account – First Year

Dr.	Amount (₹)	Cr.	Amount (₹)
To Asset A/c	20,000	By Profit & Loss A/c	20,000
Total	20,000	Total	20,000

Under WDV, the depreciation amount decreases each year because it is calculated on the reduced book value.

3. Explain the meaning and objectives of Trial Balance. Prepare a Trial Balance in proper format from a given set of ledger balances.

A **Trial Balance** is a statement containing the debit and credit balances of all relevant ledger accounts on a particular date. It is normally prepared after transactions have been posted to the ledger and the accounts have been balanced. Under the double-entry system, the total of debit balances should equal the total of credit balances.

Objectives of Trial Balance

The main objectives are:

1. **Checking arithmetical accuracy:** It helps check whether debit and credit postings have been made with equal amounts.
2. **Summary of ledger accounts:** It provides a summarized list of ledger balances.
3. **Preparation of Final Accounts:** It provides the basic information required for preparing the Trading Account, Profit and Loss Account and Balance Sheet.
4. **Locating certain errors:** Differences in the Trial Balance may indicate errors in recording or posting.

However, agreement of the Trial Balance does not guarantee that all accounting errors have been eliminated.

Illustrative Trial Balance

Suppose the following ledger balances are available:

- Cash – ₹20,000
- Purchases – ₹40,000
- Capital – ₹50,000
- Sales – ₹30,000
- Rent – ₹5,000
- Creditors – ₹15,000
- Debtors – ₹20,000
- Furniture – ₹10,000

A Trial Balance can be presented as follows:

Trial Balance Debit (₹) Credit (₹)

Cash	20,000	—
Purchases	40,000	—
Rent	5,000	—
Debtors	20,000	—
Furniture	10,000	—
Capital	—	50,000
Sales	—	30,000
Creditors	—	15,000
Total	95,000	95,000

Thus, the equality of the two totals indicates arithmetical agreement of the listed ledger balances.

4. What is a Bank Reconciliation Statement (BRS)? Explain the causes of differences between Cash Book and Pass Book balances and prepare a BRS from given information.

A **Bank Reconciliation Statement (BRS)** is a statement prepared to reconcile the balance shown by the **Cash Book with the balance shown by the Pass Book or bank statement** on a particular date. Differences occur because transactions may be recorded in the two books at different times or because some transactions are initially recorded by only one side.

Causes of Differences

Common causes include:

1. **Cheques issued but not yet presented** to the bank for payment.
2. **Cheques deposited but not yet collected** by the bank.
3. **Bank charges** entered by the bank but not yet recorded in the Cash Book.
4. **Interest credited by the bank** but not entered in the Cash Book.
5. **Direct deposits by customers** into the bank account.
6. **Standing instructions** executed by the bank on behalf of the customer.
7. Errors in either the Cash Book or Pass Book.

Illustrative BRS

Suppose the balance as per Cash Book is **₹20,000**. A cheque of ₹3,000 issued to a supplier has not yet been presented, while bank charges of ₹500 have not been entered in the Cash Book.

Bank Reconciliation Statement	Amount (₹)
Balance as per Cash Book	20,000
Add: Cheque issued but not presented	3,000
Less: Bank charges not recorded in Cash Book	500
Balance as per Pass Book	22,500

The BRS therefore helps identify differences between the two records and assists in maintaining accurate bank-related accounting records.

UNIT–III: Final Accounts

5. Explain the meaning and procedure for preparing Final Accounts. Discuss the preparation and relationship of Trading Account, Profit & Loss Account and Balance Sheet.

Final Accounts are financial statements prepared at the end of an accounting period to determine the **profit or loss and financial position** of a business. They are generally prepared from the Trial Balance along with necessary adjustments.

The preparation of Final Accounts involves three major stages:

1. Trading Account

The Trading Account is prepared first to determine **Gross Profit or Gross Loss**. It records direct items such as opening stock, purchases, direct expenses and sales. Closing stock is also considered while preparing the Trading Account.

Gross Profit = Net Sales – Cost of Goods Sold

2. Profit and Loss Account

The gross profit or gross loss from the Trading Account is transferred to the **Profit and Loss Account**. Indirect expenses such as salaries, rent, office expenses, depreciation and selling expenses are recorded along with indirect incomes. The difference gives **Net Profit or Net Loss**.

3. Balance Sheet

The Balance Sheet is prepared to show the **financial position of the business on a particular date**. It contains assets, liabilities and owner's capital. Net profit increases capital, while net loss reduces capital.

The three statements are closely related. The **Trading Account provides gross profit/loss**, which becomes the starting point of the Profit and Loss Account. The **net profit/loss** determined there is transferred to capital in the Balance Sheet. Thus, Final Accounts provide a complete picture of business performance and financial position.

6. From the given Trial Balance and additional information, prepare the Trading Account, Profit & Loss Account and Balance Sheet, considering adjustments for closing stock, prepaid/outstanding income and expenses, and depreciation.

Since no specific Trial Balance figures or additional information have been provided in the question, a numerical Final Accounts solution cannot be prepared with exact amounts. However, the following is the **proper examination procedure and format** to follow.

Step 1: Trading Account

The Trading Account is prepared to calculate **Gross Profit or Gross Loss**.

Trading Account	₹	₹
To Opening Stock	xxx	By Sales
To Purchases	xxx	Less: Returns Inward
Less: Returns Outward	(xxx)	Net Sales
To Direct Expenses	xxx	By Closing Stock
To Gross Profit c/d	xxx	
Total	xxx	Total

Step 2: Profit & Loss Account

Transfer the gross profit from the Trading Account and record all **indirect expenses and incomes**.

Profit & Loss Account	₹
To Salaries	xxx
To Rent	xxx
To Depreciation	xxx
To Other Indirect Expenses	xxx
To Net Profit	xxx
Total	xxx

Income such as commission or other indirect income is recorded on the credit side.

Step 3: Balance Sheet

The Balance Sheet shows the financial position after all adjustments.

Liabilities	₹	Assets	₹
Capital	xxx	Fixed Assets	xxx
Add: Net Profit	xxx	Less: Depreciation	(xxx)
Creditors	xxx	Closing Stock	xxx
Outstanding Expenses	xxx	Debtors	xxx
Other Liabilities	xxx	Prepaid Expenses	xxx
		Cash/Bank	xxx
Total	xxx	Total	xxx

Important Adjustments

- **Closing Stock:** Appears in the Trading Account and Balance Sheet.
- **Outstanding Expenses:** Added to the relevant expense and shown as a liability.
- **Prepaid Expenses:** Deducted from the relevant expense and shown as an asset.
- **Outstanding Income:** Added to the relevant income and shown as an asset.
- **Prepaid Income:** Deducted from the relevant income and shown as a liability.
- **Depreciation:** Charged as an expense in the Profit & Loss Account and deducted from the related asset in the Balance Sheet.

Thus, all adjustments must be incorporated carefully before finalizing the Trading Account, Profit & Loss Account and Balance Sheet.

UNIT–IV: Cost Accounting & Marginal Costing

7. What is Cost Accounting? Explain the meaning and objectives of a Cost Sheet. Prepare a Cost Sheet from the given data showing prime cost, factory cost, cost of production, cost of sales and profit.

Cost Accounting is a branch of accounting concerned with the recording, classification, analysis and control of costs. It helps management determine the cost of producing goods or providing services and supports decisions relating to pricing, cost control and profitability.

A **Cost Sheet** is a statement that presents the different elements of cost in a systematic manner for a particular period. Its main objectives are to determine total cost, calculate cost per unit, control expenses, assist in price fixation and determine profit.

Main Components of a Cost Sheet

1. **Prime Cost** = Direct Material + Direct Labour + Direct Expenses
2. **Factory Cost** = Prime Cost + Factory Overheads
3. **Cost of Production** = Factory Cost + Administration/Production Overheads
4. **Cost of Sales** = Cost of Production + Selling & Distribution Overheads
5. **Profit** = Sales – Cost of Sales

Illustrative Cost Sheet

Suppose:

- Direct Materials = ₹50,000
- Direct Labour = ₹30,000
- Direct Expenses = ₹5,000
- Factory Overheads = ₹15,000
- Administration Overheads = ₹10,000
- Selling & Distribution Overheads = ₹8,000
- Sales = ₹1,30,000

Particulars	Amount (₹)
Direct Materials	50,000
Direct Labour	30,000
Direct Expenses	5,000
Prime Cost	85,000
Add: Factory Overheads	15,000
Factory Cost	1,00,000
Add: Administration Overheads	10,000
Cost of Production	1,10,000
Add: Selling & Distribution Overheads	8,000
Cost of Sales	1,18,000
Sales	1,30,000
Profit	12,000

Thus, a Cost Sheet provides a clear picture of the cost structure and profitability of a product.

8. What is Marginal Costing? Explain its objectives and importance. Discuss Break-Even Analysis, including fixed cost, variable cost, contribution, P/V ratio and break-even point.

Marginal Costing is a costing technique in which costs are classified into **fixed costs and variable costs**. Fixed costs remain generally unchanged within a relevant range of activity, while variable costs change with the level of production or sales.

The main objectives of marginal costing are to determine the relationship between **cost, sales volume and profit**, calculate contribution, assist in pricing decisions, evaluate production alternatives and support short-term managerial decision-making.

Break-Even Analysis

Break-Even Analysis determines the level of sales or production at which **total revenue equals total cost**. At this point, there is neither profit nor loss.

Fixed Cost: Cost that remains generally unchanged with changes in production within a relevant range, such as rent.

Variable Cost: Cost that changes with production or sales volume, such as direct material.

Contribution: The amount available from sales to cover fixed costs and then provide profit.

Contribution = Sales – Variable Cost

P/V Ratio (Profit/Volume Ratio):

Break-Even Point in Sales Value:

For example, if fixed cost is ₹40,000 and the P/V ratio is 40%:

Therefore, sales of ₹1,00,000 represent the break-even level.

Break-Even Analysis helps management understand the minimum sales required to avoid losses, assess profitability and make decisions regarding production, pricing and sales targets.

9. Explain Budgetary Control in detail. Discuss its objectives, advantages and limitations. Explain how budgetary control helps management in planning and controlling business activities.

Budgetary Control is a system of management control in which budgets are prepared for future activities and actual performance is compared with the budgeted performance. Differences between actual and planned results are analyzed, and suitable corrective action may be taken.

Objectives of Budgetary Control

The major objectives are:

1. **Planning:** To plan future business activities systematically.
2. **Cost Control:** To control unnecessary expenditure.
3. **Coordination:** To coordinate the activities of different departments.

4. **Performance Evaluation:** To compare actual results with planned targets.
5. **Decision-Making:** To provide useful information to management.
6. **Resource Utilization:** To ensure efficient use of available resources.

Advantages

Budgetary control provides a clear direction for future activities and helps management establish financial and operational targets. It promotes **cost consciousness, coordination and efficiency**. Comparing actual results with budgets helps management identify unfavorable variations and take corrective action. It also assists in controlling cash flows and allocating resources according to business priorities.

Limitations

Budgetary control has some limitations. Budgets are based on **estimates**, so actual conditions may differ from planned conditions. Preparing and maintaining budgets can also require considerable time and effort. If budgets are unrealistic or too rigid, they may discourage employees or lead to inappropriate decisions. External factors such as changes in prices, demand or economic conditions can also affect budget performance.

Overall, budgetary control is an important management tool because it connects **planning with control** and helps management monitor business activities, identify deviations and work towards organizational objectives.

SECTION–A

UNIT–I: Client Preparation, Product Knowledge, Safety & Hygiene

1. What is client preparation in professional makeup?

Client preparation means getting the client ready before starting the makeup service. It includes understanding the client's requirements, checking the skin condition, cleansing and preparing the skin, and making the client comfortable. The makeup artist should arrange the required products, tools and equipment before beginning. Proper preparation helps ensure that makeup is applied smoothly and safely. It also helps the artist select suitable products and techniques according to the client's skin, occasion and desired look.

2. Why is client consultation important before applying makeup?

Client consultation is important because it helps the makeup artist understand the client's requirements and expectations. During consultation, the artist can discuss the occasion, desired makeup style, preferred colours and any relevant skin concerns. It also helps in selecting suitable products and techniques. Proper consultation reduces the possibility of misunderstanding and allows the artist to plan the makeup service effectively. It also creates better communication and builds confidence between the client and the makeup artist.

3. What is product knowledge? Why is it important for a makeup artist?

Product knowledge means understanding the different makeup products, their purposes, methods of application and suitability. A makeup artist should know about products such as foundation, concealer, powder, eyeshadow, eyeliner, mascara, lipstick and other cosmetics. Good product knowledge helps the artist select appropriate products according to the client's skin type, condition, makeup requirement and occasion. It also helps in using products correctly and achieving a professional and satisfactory makeup result.

4. What are the important safety and hygiene practices to be followed during makeup services?

Important safety and hygiene practices include keeping the **work area, hands, brushes and makeup tools clean**. Brushes and reusable tools should be cleaned properly before and after use. Products should be handled hygienically, and unnecessary contamination should be avoided. The makeup artist should check the client's skin condition before application and use suitable products. Care should be taken while applying products around sensitive areas such as the eyes. These practices help maintain a safe and professional makeup service.

5. What is trolley setting? Why is it important before starting a makeup service?

Trolley setting means arranging all the required makeup products, tools and equipment systematically on the makeup trolley before beginning the service. It may include brushes, foundation, concealer, powders, eyeshadows, lip products and other necessary materials. Proper trolley setting is important because it keeps the workplace organized and allows the makeup artist to access products easily. It saves time, improves efficiency and helps the artist perform the makeup service smoothly without unnecessary interruptions.

6. What factors should be considered while selecting makeup products and equipment for a client?

While selecting makeup products and equipment, the artist should consider the client's **skin type and condition, desired makeup look, occasion and requirements**. The appropriate shades, textures and types of products should be selected according to the client. The makeup style, such as natural, bridal, glossy or matte makeup, also influences product selection. Suitable brushes and other equipment should be chosen according to the application technique. Proper selection helps achieve a comfortable and professional final appearance.

7. How should a client be prepared before starting a makeup service?

Before starting makeup, the client should first be consulted about the **desired look, occasion and requirements**. The skin should be examined and prepared appropriately. The face should be clean, and suitable skin-preparation products should be used according to the client's skin condition. The client should be seated comfortably with hair and clothing protected as necessary. The makeup artist should arrange all required products and tools and ensure that the work area is clean and hygienic before beginning the application.

8. Mention any four important precautions that should be taken during makeup application.

Four important precautions during makeup application are:

1. **Maintain proper hygiene** of hands, brushes and makeup tools.
2. **Select products according to the client's skin type and condition.**
3. Take care while applying products around sensitive areas, especially the **eyes**.
4. Avoid using products or tools that may cause discomfort or are unsuitable for the client.

The makeup artist should also keep the work area clean and use products according to their intended purpose.

9. What is the importance of maintaining cleanliness of makeup brushes and tools?

Maintaining the cleanliness of **makeup brushes and tools** is important for proper hygiene and safe makeup application. Dirty brushes can collect makeup residue and other contaminants and may affect the quality of application. Clean tools also help the artist achieve smoother and more controlled results. Brushes and reusable equipment should therefore be cleaned properly before and after use according to professional hygiene procedures. Regular cleaning also helps maintain the condition and usability of the tools.

10. Why is it important to select makeup products according to the client's skin type and condition?

Selecting makeup products according to the client's **skin type and condition** helps achieve a suitable and professional makeup result. Different skin conditions may require different product textures, shades and formulations. Appropriate product selection can improve the appearance and comfort of the makeup and help it remain suitable for the occasion. It also reduces the possibility of using an unsuitable product. Therefore, understanding the client's skin condition is an important part of professional makeup preparation and product selection.

UNIT–II: Different Types of Eye Makeup

11. What is natural eye makeup? Mention its main features.

Natural eye makeup is a subtle eye makeup style that enhances the natural appearance of the eyes without creating a heavy or dramatic effect. It generally uses soft, neutral or natural-looking shades and carefully blended products. The main features include **soft eyeshadow, neat eyeliner, well-defined eyelashes and balanced blending**. The overall appearance remains simple and elegant. Natural eye makeup is suitable for everyday wear, professional settings and occasions where a light and sophisticated look is preferred.

12. What is shimmery eye makeup? When is it generally used?

Shimmery eye makeup is an eye makeup style that uses eyeshadows or other products containing a light-reflecting shimmer or shine. It gives the eyes a bright, attractive and highlighted appearance. Shimmery shades may be applied to selected areas of the eyelid or used as part of a complete eye look. It is generally suitable for **parties, celebrations, evening occasions, bridal looks and special events** where a more noticeable and glamorous appearance is desired.

13. What is cut crease eye makeup? Mention one important feature of this style.

Cut crease eye makeup is a defined eye makeup style in which the crease of the eyelid is clearly separated from the colour applied to the eyelid. The crease is emphasized using contrasting or deeper eyeshadow, while the eyelid area is usually made more defined. One important feature of this style is the **sharp and clearly defined crease line**, which creates a structured and dramatic appearance. Proper blending around the crease is important for achieving a neat finish.

14. What is heavy eyeliner makeup? How is it different from simple eyeliner?

Heavy eyeliner makeup is an eye makeup style in which eyeliner is applied more prominently to create a bold and defined appearance. It may involve a thicker line, extended shape or stronger definition around the eyes. In comparison, **simple eyeliner** generally uses a thinner and more subtle line to define the eyes. Heavy eyeliner creates a more dramatic and noticeable effect, whereas simple eyeliner is usually suitable for natural or everyday eye makeup.

15. What is smoky eye makeup? Mention two characteristics of smoky eyes.

Smoky eye makeup is a dramatic eye makeup style created by using darker eyeshadow shades and blending them carefully around the eyes. Two important characteristics are:

1. **Dark and blended eyeshadow** that gradually transitions between shades.
2. **Strong eye definition**, often created with eyeliner and enhanced lashes.

The colours and intensity can be adjusted according to the desired appearance. Smoky eyes are commonly associated with evening, party and special-occasion makeup because they create a bold and attractive look.

16. What factors should be considered while selecting an eye makeup style for a client?

Several factors should be considered when selecting an eye makeup style. These include the **client's requirements, occasion, overall makeup look and personal preference**. The makeup artist should also consider the desired intensity, colour choices and the type of appearance required, such as natural, glamorous or dramatic. The client's comfort should also be considered. Selecting the appropriate eye makeup style helps create a balanced look that complements the client's overall makeup and the occasion.

17. What is the importance of blending in eye makeup?

Blending is important because it helps different eyeshadow shades transition smoothly into one another. Proper blending removes harsh or uneven edges and creates a more polished appearance. It is particularly important in styles such as **smoky eyes and cut crease makeup**, where controlled transitions between colours are required. Good blending also helps maintain balance in the eye makeup and prevents individual colours from appearing uneven or disconnected.

18. What is the purpose of using eyeshadow primer before eye makeup?

An **eyeshadow primer** is applied before eyeshadow to prepare the eyelid for makeup application. It provides a suitable base over which eyeshadow can be applied more evenly. Primer can also help the eyeshadow appear more defined and support a neat finish. It is particularly useful when creating detailed eye makeup looks because it provides a prepared surface for the subsequent eyeshadow application. The primer should be selected and used appropriately for the client's requirements.

19. What precautions should be taken while applying eye makeup?

Important precautions include maintaining **cleanliness and hygiene** of hands, brushes and eye makeup tools. Products should be suitable for the intended eye area and should be applied carefully. The makeup artist should avoid unnecessary contact with the eyes and take care while working near the eyelid and lash line. Brushes and reusable tools should be cleaned properly before and after use. If the client experiences discomfort or irritation, the application should be stopped and the situation assessed appropriately.

20. Differentiate between natural eye makeup and smoky eye makeup.

Natural Eye Makeup	Smoky Eye Makeup
Creates a soft and subtle appearance.	Creates a bold and dramatic appearance.
Usually uses softer, neutral-looking shades.	Generally uses darker and strongly blended shades.
Eye definition is usually light and balanced.	Eye definition is usually stronger and more prominent.
Suitable for everyday and professional looks.	Commonly suitable for parties, evenings and special occasions.
Requires soft and controlled blending.	Requires careful blending to create the characteristic smoky effect.

Thus, natural eye makeup focuses on **enhancing the eyes subtly**, while smoky eye makeup focuses on creating a **stronger, dramatic and defined appearance**.

UNIT–III: Various Types of Makeup, Draping & Applications

21. What is bridal makeup? Mention any two important features of bridal makeup.

Bridal makeup is makeup specially designed for a bride for her wedding ceremony and related functions. It is planned according to the bride's outfit, jewellery, hairstyle, occasion and personal preferences. Two important features of bridal makeup are **well-defined and long-lasting makeup** and a **balanced, elegant overall appearance**. Bridal makeup may include carefully prepared skin, defined eyes, suitable foundation and attractive lip colour. The final look should complement the bride's traditional or contemporary wedding attire.

22. What is natural makeup? When is it suitable?

Natural makeup is a subtle makeup style that enhances the person's existing features without creating a heavy or dramatic appearance. It generally uses soft, balanced shades and a light-looking finish. Natural makeup is suitable for **everyday wear, professional settings, daytime occasions and simple social functions**. It can also be selected when the client prefers a minimal and elegant appearance. The products and intensity should be adjusted according to the client's skin condition, requirements and overall look.

23. What is glossy makeup? Mention its main characteristics.

Glossy makeup is a makeup style that creates a fresh, luminous and shiny appearance. It generally focuses on giving selected areas of the face a **glowing and reflective finish**. Its main characteristics include a radiant-looking complexion, glossy or luminous elements and a fresh overall appearance. Glossy makeup can be adapted for different occasions depending on the required intensity. Product selection and controlled application are important so that the makeup remains balanced rather than appearing excessively shiny.

24. What is matte makeup? How is it different from glossy makeup?

Matte makeup is a makeup style that provides a smooth, non-shiny appearance. It is generally associated with a controlled and refined finish. In contrast, **glossy makeup** focuses on a luminous, radiant and reflective appearance.

Matte makeup reduces the appearance of shine, while glossy makeup intentionally creates more visible glow or shine. The choice between the two depends on the client's preference, skin condition, occasion and desired overall appearance. Both styles require appropriate product selection and careful application.

25. What is HD makeup? Why is it commonly used for photography and special occasions?

HD (High Definition) makeup is a professional makeup style designed to create a refined and well-finished appearance that performs well under high-resolution cameras and strong lighting. It focuses on achieving an even-looking complexion while keeping the makeup appearance suitable for detailed photography.

HD makeup is commonly used for **photography, bridal functions, video work and special occasions** because cameras can capture fine details of the face. Appropriate product selection, controlled application and careful blending are therefore important. The makeup should look balanced both in person and under photographic or video conditions.

26. What is camouflage makeup? What is its main purpose?

Camouflage makeup is a specialized makeup technique used to help conceal or reduce the visible appearance of certain **skin imperfections or uneven areas**. Its main purpose is to create a more even-looking appearance by using suitable coverage and carefully selected products.

The makeup artist should first consider the client's skin condition and the area requiring coverage. Products should be selected according to the required coverage and skin characteristics. Careful application and blending are important to create a natural-looking result while avoiding excessive product buildup.

27. What is corrective makeup? Mention one of its applications.

Corrective makeup is a makeup technique used to visually balance or enhance particular facial features through appropriate product placement, colour selection and blending. It can be used to create a more balanced appearance according to the client's facial characteristics.

One application of corrective makeup is **visually balancing facial features through appropriate shading and highlighting**. The technique should be selected according to the individual client's requirements rather than applying the same method to everyone. Proper blending is important for achieving a natural and balanced appearance.

28. What is ramp makeup? Why is it different from regular makeup?

Ramp makeup is makeup designed for models appearing on a fashion ramp or runway. It is generally planned to be visible under **stage lighting and from a distance**, while complementing the clothing, styling and overall fashion presentation.

It differs from regular makeup because the intensity, definition and colour choices may need to be stronger and more noticeable. Ramp makeup is designed as part of the complete fashion presentation rather than simply creating an everyday appearance. The makeup artist must consider the lighting, outfit, theme and overall styling.

29. What is photography makeup? Why is product selection important for photography?

Photography makeup is makeup specifically prepared for photographs and camera-based presentations. It aims to create a balanced and well-defined appearance that works effectively under photographic lighting.

Product selection is important because **cameras and lighting can emphasize texture, shine, uneven coverage and colour differences**. Therefore, the makeup artist should choose suitable products and shades and apply them carefully. Proper blending and controlled coverage help create a polished appearance in photographs. The makeup should also be appropriate for the type of photography, occasion and lighting conditions.

30. What is saree and dupatta draping? Mention its importance in completing a traditional makeup look.

Saree and dupatta draping refers to arranging and securing the saree or dupatta around the body in a suitable traditional style. It is an important part of completing a traditional or bridal appearance because clothing presentation contributes significantly to the overall look.

Proper draping helps coordinate the **makeup, hairstyle, jewellery and traditional attire** and creates a neat and well-organized appearance. The draping style may be selected according to the occasion, outfit, personal preference and regional or traditional requirements. A properly completed drape enhances the overall presentation and complements the makeup.

SECTION-B

UNIT-I: Client Preparation, Product Knowledge, Safety & Hygiene

1. Explain the complete procedure of preparing a client for professional makeup. Discuss client consultation, skin preparation, product selection, trolley setting and important precautions.

Client preparation is an important step before starting a professional makeup service. The process begins with **client consultation**, where the makeup artist discusses the client's requirements, occasion, preferred makeup style and expected appearance. The artist should also observe the client's skin condition before selecting suitable products.

Next, the skin is prepared appropriately. The face should be clean, and suitable skin-preparation products should be used according to the client's skin condition. Proper preparation provides a suitable base for makeup application.

The artist then selects **makeup products and equipment** according to the client's requirements, skin type, occasion and desired look. Products may include foundation, concealer, powder, eyeshadow, eyeliner, mascara and lip products.

Before beginning, the **makeup trolley** should be arranged systematically with all required products, brushes and equipment. The work area should be clean and organized.

Important precautions include maintaining hand and tool hygiene, using suitable products, taking care around sensitive areas such as the eyes and avoiding unsuitable products. Brushes and reusable tools should be properly cleaned. Proper client preparation ensures **comfort, hygiene, efficiency and a professional final makeup result**.

2. Discuss the importance of product knowledge in professional makeup. Explain how makeup products and equipment should be selected according to the client's requirements.

Product knowledge means understanding different makeup products, their purposes, application methods and suitability. It is essential for a professional makeup artist because the correct selection and application of products directly influence the final appearance and quality of makeup.

A makeup artist should understand products such as **foundation, concealer, powder, eyeshadow, eyeliner, mascara, lipstick and other cosmetics**. The artist should know which products are appropriate for different makeup styles and occasions.

Product selection should be based on the **client's skin type and condition, requirements, occasion and desired makeup style**. For example, the products required for bridal makeup may differ from those used for a simple natural look. Similarly, glossy, matte, HD and photography makeup may require different product choices and application techniques.

Equipment should also be selected according to the service. Appropriate brushes and other makeup tools should be available for foundation, eye makeup, blending and finishing.

Good product knowledge helps the artist avoid unsuitable products and use cosmetics correctly. It also supports better planning of the makeup service and helps create a balanced and professional appearance. Therefore, product knowledge is an important skill for every professional makeup artist.

3. Explain the safety and hygiene practices that should be followed during makeup services. Discuss the importance of clean tools, brushes, products and work areas.

Safety and hygiene are essential parts of professional makeup services. Before starting, the makeup artist should ensure that the hands, work area, brushes and reusable tools are clean. Proper hygiene helps maintain a safe and professional environment during the service.

Makeup brushes and tools should be cleaned properly before and after use. Clean brushes help provide better application and reduce the possibility of transferring unwanted residue from one client or product to another. Reusable equipment should also be maintained according to appropriate hygiene procedures.

Makeup products should be handled carefully to avoid unnecessary contamination. Products should be suitable for the client's skin type and condition and should be used for their intended purpose.

The **work area** should be clean, organized and free from unnecessary materials. The makeup trolley and equipment should be prepared hygienically before the service begins.

Special care should be taken when applying makeup around sensitive areas, particularly the **eyes**. Tools should be handled carefully to avoid injury or discomfort.

The client's skin condition should be observed before application. If a product or procedure appears unsuitable, it should not be used. Maintaining proper safety and hygiene standards helps provide a comfortable, clean and professional makeup service.

4. Explain the complete procedure of trolley setting for a professional makeup service. Discuss the arrangement and selection of essential products and equipment.

Trolley setting means arranging the required makeup products, tools and equipment systematically before beginning a professional makeup service. Proper trolley setting helps the makeup artist work efficiently and prevents unnecessary interruptions during application.

First, the trolley and work area should be **clean and hygienic**. The artist should identify the products and equipment required according to the client's makeup requirements and the occasion.

Essential products may include **foundation, concealer, powder, blush, eyeshadow, eyeliner, mascara, lipstick and other required makeup products**. Suitable brushes should also be arranged for different applications, including foundation, eyeshadow, blending and finishing.

Products should be organized so that frequently used items are easily accessible. The artist should also ensure that all required equipment is available before beginning the service.

The selection of products should consider the **client's skin type and condition, desired makeup style, occasion and personal requirements**. For example, the products and intensity required for bridal or photography makeup may differ from those required for a natural makeup look.

Clean brushes and reusable tools should be properly prepared. Unnecessary items should not overcrowd the trolley.

A well-organized trolley saves time, improves efficiency and allows the artist to concentrate on the client. Proper trolley setting therefore contributes to a **smooth, hygienic and professional makeup service**.

5. Discuss the important precautions that should be taken before, during and after a professional makeup service.

Several precautions should be followed **before, during and after** a professional makeup service. Before starting, the artist should consult the client, understand the desired look and observe the client's skin

condition. Suitable products and equipment should be selected according to the client's requirements. The hands, brushes, tools, trolley and work area should be clean.

During makeup application, products should be applied carefully and according to their intended use. Special attention should be given to sensitive areas such as the **eyes and surrounding skin**. The artist should maintain proper hygiene and avoid unnecessary contamination of products. Brushes and reusable tools should be clean, and the client should remain comfortable throughout the service.

The artist should also avoid using products that appear unsuitable for the client's skin condition. Proper blending and controlled application should be maintained to achieve a balanced result.

After completing the makeup, the artist should check the overall appearance and make necessary finishing adjustments. The work area and reusable tools should be cleaned according to salon hygiene procedures.

The client should also be given appropriate guidance regarding the makeup and its removal or maintenance where required. Following these precautions helps ensure **safety, hygiene, comfort and professional-quality makeup results**.

UNIT–II: Different Types of Eye Makeup

6. Explain the complete procedure of Natural Eye Makeup. Discuss product selection, application techniques and suitable occasions.

Natural Eye Makeup is a subtle eye makeup style that enhances the natural appearance of the eyes without creating a heavy or dramatic effect. The procedure begins with preparing the eye area and selecting suitable products. Soft, neutral and natural-looking eyeshadow shades are generally appropriate for this style. Other products may include eyeshadow primer, eyeliner, mascara and suitable brushes.

First, the eye area is prepared and an appropriate **eyeshadow base or primer** may be applied. A soft neutral eyeshadow is then applied over the eyelid. A slightly deeper shade can be used to provide gentle definition around the crease or outer corner. The colours should be **blended carefully** so that there are no harsh or uneven edges.

A thin and controlled application of eyeliner may be used to define the eyes without making them appear too heavy. Mascara can then be applied to enhance the eyelashes. Finally, the overall eye makeup should be checked and balanced.

Natural eye makeup is suitable for **everyday wear, professional settings, daytime functions and simple social occasions**. The intensity can be adjusted according to the client's preference and overall makeup style.

7. Explain Shimmery Eye Makeup in detail. Discuss the selection and application of eyeshadow, blending techniques and suitable occasions.

Shimmery Eye Makeup is an eye makeup style that creates a bright, luminous and attractive appearance by using eyeshadows with shimmer or light-reflecting effects. The products should be selected according to the client's requirements, overall makeup and occasion. Suitable shimmer shades can be chosen to complement the client's desired appearance.

The procedure begins with preparing the eye area. An appropriate **eyeshadow primer or base** may be applied to provide a suitable surface. A base eyeshadow can then be applied over the eyelid. The selected shimmery shade is carefully placed on the desired area of the eyelid, while a deeper or complementary shade may be used around the crease or outer corner for definition.

Blending is important to create smooth transitions between the shimmer and other eyeshadow colours. The artist should avoid harsh edges and use controlled brush movements. Eyeliner and mascara can then be applied according to the desired intensity.

Shimmery eye makeup is generally suitable for **parties, celebrations, evening functions, bridal looks and other special occasions**. The amount of shimmer should be adjusted according to the client's preference and the occasion so that the final look remains balanced and attractive.

8. What is Cut Crease Eye Makeup? Explain its complete procedure and discuss the importance of crease definition and blending.

Cut Crease Eye Makeup is a structured eye makeup style in which the natural crease of the eyelid is clearly defined and visually separated from the eyeshadow applied to the eyelid. It creates a more prominent and detailed appearance compared with simple eye makeup.

The procedure begins with preparing the eye area and applying a suitable eyeshadow base or primer. A deeper eyeshadow is carefully applied around the **crease area** to define it. The crease should be shaped according to the desired eye look. The eyelid area is then given a contrasting or lighter shade to create a clear separation between the lid and crease.

Crease definition is the main feature of this style. It gives the eyes a structured appearance and makes the colour separation more noticeable. However, the transition between shades should still be blended carefully. Proper **blending** softens unwanted harsh edges while maintaining the defined crease.

Eyeliner and mascara may be added to complete the look. The intensity and colours can be selected according to the client's requirements and occasion.

Careful product application, controlled brush movement and balanced blending are essential for achieving a neat and professional cut crease appearance.

9. Explain Heavy Eyeliner Eye Makeup. Discuss the preparation, application techniques and precautions required for creating a defined eye look.

Heavy Eyeliner Eye Makeup is a bold eye makeup style in which eyeliner is applied more prominently to create strong definition around the eyes. It may involve a thicker line or a more extended shape compared with simple eyeliner.

The procedure begins with preparing the eye area and arranging suitable products and brushes. An eyeshadow base or suitable eye makeup preparation may be used before eyeliner application. The eyeliner is then applied carefully along the lash line using controlled movements. The line can be made **thicker and more defined** according to the desired look. The outer portion may be extended or shaped according to the client's requirements.

Eyeshadow and mascara can be added to complement the eyeliner. The artist should check both eyes carefully to maintain balance and symmetry. Any uneven edges should be corrected carefully.

Important **precautions** include maintaining clean hands, brushes and eye makeup tools. The artist should work carefully around the sensitive eye area and avoid unnecessary contact with the eye. Products should be suitable for the intended eye area. The client should be monitored for discomfort during application.

Heavy eyeliner is generally suitable when a **bold and defined eye appearance** is desired, particularly for special occasions, evening looks or dramatic makeup styles.

10. Explain the complete procedure of Smoky Eye Makeup. Discuss eyeshadow selection, blending, eyeliner application and finishing.

Smoky Eye Makeup is a dramatic eye makeup style characterized by darker eyeshadow shades, strong eye definition and carefully blended colour transitions. The intensity can be adjusted according to the client's requirements and occasion.

The procedure begins with preparing the eye area and applying a suitable **eyeshadow primer or base**. Appropriate eyeshadow shades are selected according to the desired look. A deeper shade is applied around the outer area and crease, while suitable complementary shades can be used on the eyelid.

The most important part of smoky eye makeup is **blending**. The eyeshadow should be blended carefully so that the colours transition smoothly without harsh or uneven edges. The outer corner can be given additional definition according to the desired intensity.

Next, **eyeliner** is applied along the lash line to strengthen the eye definition. It may be blended slightly with the eyeshadow to maintain the smoky effect. Mascara can then be applied to enhance the eyelashes.

Finally, the artist checks both eyes for balance, symmetry and overall finish. Any excess product can be cleaned carefully.

Smoky eye makeup is commonly suitable for **evening functions, parties, celebrations and special occasions**. Proper blending, controlled application and suitable colour selection are essential for achieving a polished smoky-eye appearance.

UNIT–III: Various Types of Makeup & Draping

11. Explain Bridal Makeup in detail. Discuss client preparation, product selection, application procedure and important precautions.

Bridal makeup is a specialized makeup service designed to create an elegant, balanced and long-lasting appearance for a bride. Proper client preparation is the first step. The makeup artist should consult the bride regarding the wedding function, dress, jewellery, hairstyle, preferred makeup style and expected finish. The skin should be clean and properly prepared before makeup application.

Product selection should be based on the **client's skin type and condition, outfit, lighting, occasion and desired look**. Suitable foundation, concealer, powder, blush, eyeshadow, eyeliner, mascara and lip

products should be selected. Products should be applied in layers and blended carefully to create an even and polished appearance.

The procedure generally includes skin preparation, primer, foundation, concealer, setting powder, contouring or highlighting, blush, eye makeup, eyebrow definition, mascara, lipstick and final setting. The makeup should complement the hairstyle, jewellery and bridal outfit.

Important precautions include maintaining **proper hygiene**, cleaning brushes and tools, using suitable products and taking special care around the eyes. The artist should avoid products that may be unsuitable for the client's skin condition. The client's comfort should also be maintained throughout the service.

12. Explain and differentiate between Natural Makeup, Glossy Makeup and Matte Makeup. Discuss their features, suitable applications and product selection.

Natural, Glossy and Matte Makeup are three different makeup styles that create different finishes and appearances.

Natural Makeup provides a soft and subtle appearance. It enhances the client's natural features without creating a heavy look. Soft and balanced products are generally selected. It is suitable for everyday wear, professional settings and simple daytime occasions.

Glossy Makeup creates a fresh, luminous and radiant appearance. Products with a glowing or reflective finish are used on selected areas of the face. It is suitable for parties, celebrations, evening functions and modern special-occasion looks. The amount of shine should be controlled to maintain balance.

Matte Makeup creates a smooth, non-shiny appearance. Products with a matte or controlled finish are generally selected to reduce visible shine. It is suitable for formal occasions, photography and clients who prefer a refined, non-luminous appearance.

Product selection should always consider the **client's skin type and condition, occasion, outfit and desired appearance**. Proper blending is essential in all three styles. The main difference is the final finish: natural makeup is subtle, glossy makeup is luminous, while matte makeup is smooth and non-shiny.

13. Explain HD Makeup, Camouflage Makeup and Corrective Makeup. Discuss their purposes, major features and suitable applications.

HD Makeup, Camouflage Makeup and Corrective Makeup are specialized makeup techniques used for different purposes.

HD Makeup (High Definition Makeup) is designed to create a refined and even-looking appearance suitable for high-resolution cameras and detailed photography. It focuses on controlled coverage, careful blending and a polished finish. It is commonly used for bridal functions, photography, video and special occasions.

Camouflage Makeup is used to help conceal the visible appearance of selected skin imperfections or uneven areas. Its main purpose is to create a more uniform-looking complexion. Suitable coverage products are selected according to the area requiring coverage and the client's skin characteristics.

Corrective Makeup is used to visually balance or enhance facial features through appropriate placement of makeup, shading, highlighting and colour selection. It can be used to create a more balanced appearance according to individual facial characteristics.

All three techniques require proper **client consultation, product selection and controlled application**. HD makeup is particularly useful for camera work, camouflage makeup focuses on concealing visible imperfections, and corrective makeup focuses on visually balancing features. Proper blending is essential to achieve a natural and professional result.

14. Explain Ramp Makeup and Photography Makeup. Discuss how makeup techniques and product selection differ from regular makeup.

Ramp Makeup and **Photography Makeup** are specialized makeup styles designed according to specific presentation requirements.

Ramp Makeup is created for models appearing on fashion runways. It generally needs stronger definition and visibility because the audience may view the model from a distance and under stage lighting. The makeup should complement the designer's clothing, hairstyle, accessories and overall fashion theme. Colours and intensity may therefore be stronger than regular makeup.

Photography Makeup is designed specifically for photographs and camera-based presentations. Cameras and lighting can emphasize uneven coverage, shine and facial details. Therefore, the artist must select suitable products and apply them carefully to create a balanced appearance under photographic conditions.

Regular makeup is generally designed for **personal appearance and normal viewing conditions**, while ramp and photography makeup must consider lighting, distance and camera effects.

For both specialized styles, product selection should consider the client's skin condition, required coverage, lighting and occasion. Proper blending and controlled application are essential. The final makeup should appear balanced and polished while supporting the overall purpose of the presentation.

15. Explain the procedure and importance of Saree and Dupatta Draping. Discuss how proper draping complements makeup and creates a complete traditional look.

Saree and Dupatta Draping is the process of arranging and securing traditional garments in a suitable style to create a neat and attractive appearance. It is an important part of bridal, festive and traditional styling because clothing presentation should coordinate with makeup, hairstyle and accessories.

Before draping, the artist should check the **saree or dupatta, blouse or outfit, jewellery and footwear** and understand the client's preferred draping style. The saree is generally arranged around the body with the required pleats and secured properly. The pallu is then positioned and pinned according to the

selected style. For a dupatta, the fabric is arranged over the shoulder or head as required and secured neatly with suitable pins.

Proper draping should allow the client to move comfortably while maintaining a neat appearance. The fabric should be arranged according to the occasion, outfit design and client's preference.

Draping is important because it connects the **makeup, hairstyle, jewellery and clothing** into one coordinated appearance. A well-draped saree or dupatta enhances the overall traditional look and allows the makeup and hairstyle to appear more complete. For bridal or special occasions, careful draping also contributes to a polished and professional final presentation.

SECTION–C

UNIT–I: Client Preparation, Product Knowledge, Safety & Hygiene

1. Explain the complete process of preparing a client for professional makeup. Discuss client consultation, skin preparation, product knowledge, trolley setting, selection of products and equipment, safety, hygiene and important precautions.

Client preparation is an essential part of professional makeup because it ensures that the service is safe, organized and suitable for the client. The process begins with **client consultation**. The makeup artist should discuss the client's requirements, occasion, preferred makeup style, outfit, expected finish and any relevant skin concerns. The skin condition should be observed before selecting products.

The next step is **skin preparation**. The face should be clean and properly prepared according to the client's skin condition. Suitable preparation products may be used to provide a good base for makeup. The artist should have adequate **product knowledge** and understand the purpose and suitable application of foundation, concealer, powder, eyeshadow, eyeliner, mascara, lipstick and other cosmetics.

Before starting, the **makeup trolley** should be cleaned and arranged systematically. Required brushes, products and equipment should be placed where they can be accessed easily. Product and equipment selection should depend on the client's skin condition, requirements, occasion and desired makeup style.

Safety and hygiene must be maintained throughout the service. Hands, brushes, tools, trolley and work area should be clean. Special care should be taken around sensitive areas such as the eyes. Products should be used appropriately and unsuitable products should be avoided.

Finally, the artist should check the completed makeup, make necessary finishing adjustments and clean the work area and reusable tools according to salon hygiene procedures.

2. Discuss the importance of safety and hygiene in professional makeup services. Explain the proper arrangement of the makeup trolley, cleaning of tools and brushes, selection of suitable products and precautions before, during and after makeup application.

Safety and hygiene are fundamental requirements of professional makeup services. A clean and organized environment helps provide a comfortable and professional service. Before beginning, the

makeup artist should ensure that the hands, makeup trolley, work area, brushes and reusable tools are clean.

The **makeup trolley** should be arranged systematically. Frequently required products and tools should be placed where they are easily accessible. Essential products may include foundation, concealer, powder, eyeshadow, eyeliner, mascara, lipstick and other cosmetics required for the particular makeup style. Appropriate brushes and equipment should also be prepared.

Brushes and reusable tools should be cleaned properly before and after use. Clean tools support hygienic application and help maintain the quality of the makeup service. Makeup products should be handled carefully to avoid unnecessary contamination and should be selected according to the client's skin type, condition, requirements and occasion.

Before application, the artist should consult the client, observe the skin condition and prepare the skin appropriately. During application, care should be taken around the **eyes and other sensitive areas**. The client should remain comfortable throughout the service.

After completing the makeup, the artist should check the final appearance, make required finishing adjustments and clean the work area and reusable equipment. Following proper safety and hygiene procedures helps maintain a **safe, efficient and professional makeup service**.

3. Explain the complete procedure of professional makeup preparation from client consultation to final application. Discuss how the client's requirements, skin condition and occasion influence the selection of makeup products and techniques.

Professional makeup preparation begins with **client consultation**. The makeup artist should understand the client's requirements, preferred style, occasion, outfit and expected final appearance. The artist should also observe the client's skin condition before deciding on products and techniques. Proper consultation helps create a makeup plan that matches the client's expectations.

The next step is **skin preparation**. The face should be clean and prepared appropriately according to the client's skin condition. A suitable base should be created before applying makeup. The artist should use product knowledge to select suitable foundation, concealer, powder, eyeshadow, eyeliner, mascara, lip products and other cosmetics.

The client's **skin condition** influences product selection and application. Products and techniques should be selected according to the condition and requirements of the skin. The **occasion** is also important. A natural makeup look may require softer products and lighter application, while bridal, photography, HD or special-occasion makeup may require more defined and carefully planned application.

Before application, the **trolley should be arranged** with clean brushes, tools, products and equipment. Makeup is then applied systematically, beginning with the prepared base and continuing with facial features such as eyes and lips. Blending and controlled application are important for a balanced finish.

Finally, the artist checks the complete appearance, makes necessary adjustments and ensures that the client is comfortable. The work area and reusable tools should then be cleaned according to proper hygiene procedures.

UNIT–II: Different Types of Eye Makeup

4. Explain the different types of eye makeup included in the syllabus—Natural Eyes, Shimmery Eyes, Cut Crease Eyes, Heavy Eyeliner and Smoky Eyes. Discuss their major features, application techniques and suitable occasions.

The syllabus includes five important types of eye makeup: **Natural Eyes, Shimmery Eyes, Cut Crease Eyes, Heavy Eyeliner and Smoky Eyes**. Each style creates a different appearance and is selected according to the client's requirements and occasion.

Natural Eye Makeup gives a soft and subtle appearance. Neutral or natural-looking eyeshadows are applied and blended smoothly. A thin eyeliner and mascara may be used. It is suitable for everyday wear, professional settings and simple daytime functions.

Shimmery Eye Makeup creates a bright and luminous appearance. Shimmery eyeshadow is applied to selected areas of the eyelid and blended with complementary shades. It is generally suitable for parties, evening functions, celebrations and special occasions.

Cut Crease Eye Makeup emphasizes the eyelid crease and creates a clear separation between the crease and eyelid colour. Deeper shades define the crease while a contrasting shade is applied to the eyelid. Careful blending is essential.

Heavy Eyeliner Makeup creates strong and prominent eye definition. A thicker or extended eyeliner line is applied carefully along the lash line. It is suitable for dramatic and special-occasion looks.

Smoky Eye Makeup uses darker eyeshadows that are blended to create a soft smoky effect. Eyeliner and mascara provide additional definition. It is commonly suitable for parties, evening functions and special occasions.

5. Explain the complete procedure of Smoky Eye Makeup and Cut Crease Eye Makeup. Discuss eyeshadow selection, blending, eyeliner application, finishing and important precautions.

Smoky Eye Makeup and **Cut Crease Eye Makeup** are detailed eye makeup styles that require careful product application and blending. The eye area should first be prepared, and a suitable eyeshadow primer or base may be applied.

For **Smoky Eye Makeup**, suitable darker and complementary eyeshadow shades are selected according to the desired appearance. A deeper shade is applied around the outer corner and crease, while other shades are applied to the eyelid. The colours are blended carefully to create smooth transitions without harsh edges. Eyeliner is then applied along the lash line to strengthen eye definition, followed by mascara if required. The final look is checked for balance and symmetry.

For **Cut Crease Makeup**, the crease is first defined using a deeper eyeshadow. The eyelid is then given a contrasting or lighter shade to create a clear separation between the lid and crease. The crease definition should remain visible while surrounding areas are blended carefully. Eyeliner and mascara can be added to complete the look.

Important precautions include maintaining **clean hands, brushes and tools**, taking care around the sensitive eye area and using products suitable for eye application. The artist should avoid unnecessary

contact with the eye and stop the application if the client experiences discomfort. Proper blending and controlled application are essential for a neat finish.

6. Compare Natural Eye Makeup, Shimmery Eye Makeup and Heavy Eyeliner Makeup. Explain their characteristics, product selection, application techniques and suitable occasions.

Natural Eye Makeup, Shimmery Eye Makeup and Heavy Eyeliner Makeup differ mainly in their intensity, finish and overall appearance.

Natural Eye Makeup provides a soft and subtle look. Neutral or natural-looking eyeshadows are generally selected, along with a suitable eyeliner and mascara. Eyeshadow is applied lightly and blended carefully. It is suitable for **everyday wear, professional settings and simple daytime occasions**.

Shimmery Eye Makeup provides a bright, luminous and attractive appearance. Shimmery eyeshadows are selected according to the desired look and are applied to suitable areas of the eyelid. Complementary shades may be used to create definition. Proper blending helps create smooth transitions. This style is generally suitable for **parties, evening functions, celebrations and special occasions**.

Heavy Eyeliner Makeup focuses mainly on strong and prominent eye definition. A thicker or more extended eyeliner is selected and applied carefully along the lash line. Eyeshadow and mascara may be added to complement the eyeliner. It is suitable for **dramatic, special-occasion and evening looks**.

Feature	Natural Eyes	Shimmery Eyes	Heavy Eyeliner
Appearance	Soft and subtle	Bright and luminous	Bold and defined
Products	Neutral eyeshadow, light eyeliner, mascara	Shimmery eyeshadow, complementary shades	Strong eyeliner, suitable eyeshadow and mascara
Technique	Soft application and blending	Controlled shimmer application and blending	Precise and prominent eyeliner application
Suitable occasions	Everyday and professional	Parties and celebrations	Dramatic and special occasions

Thus, the choice depends on the client's requirements and the occasion.

UNIT–III: Various Types of Makeup & Draping

7. Explain the different types of makeup—Bridal Makeup, Natural Makeup, Glossy Makeup and Matte Makeup. Discuss their features, suitable applications, product selection and basic application procedures.

Bridal Makeup is designed for wedding functions and creates an elegant, balanced and well-defined appearance. It generally includes carefully prepared skin, foundation, concealer, powder, eye makeup, blush and lip colour. Products are selected according to the bride's skin condition, outfit, jewellery, lighting and desired look. It is suitable for bridal and related special occasions.

Natural Makeup provides a soft and subtle appearance while enhancing the client's natural features. Neutral shades and controlled coverage are generally used. It is suitable for everyday wear,

professional settings and simple daytime functions. The basic procedure includes skin preparation, light base application, soft eye makeup, blush and suitable lip colour.

Glossy Makeup creates a fresh, luminous and radiant appearance. Products with a glossy or light-reflecting finish are selected and applied in a controlled manner. It is suitable for parties, celebrations and modern special-occasion looks.

Matte Makeup creates a smooth, non-shiny appearance. Products with a matte or controlled finish are selected according to the client's requirements. It is suitable for formal occasions and clients who prefer a non-luminous look.

For all four styles, the procedure begins with **client consultation and skin preparation**, followed by base makeup, eye makeup, facial definition, lip makeup and final finishing. Product selection should always consider the client's skin condition, occasion and desired appearance. Proper blending is essential for a professional result.

8. Explain HD Makeup, Camouflage Makeup, Corrective Makeup, Ramp Makeup and Photography Makeup. Discuss their purposes, important features and differences in application according to the occasion.

HD Makeup means High Definition makeup and is designed to create a refined, even-looking appearance suitable for high-resolution cameras and detailed photography. It is commonly used for bridal functions, photography, video and special occasions. Controlled coverage and careful blending are important.

Camouflage Makeup is used to help conceal the visible appearance of selected skin imperfections or uneven areas. Its main purpose is to create a more uniform-looking complexion. Suitable coverage products are selected according to the client's skin characteristics and the area requiring coverage.

Corrective Makeup focuses on visually balancing facial features through appropriate makeup placement, shading, highlighting and colour selection. It is selected according to the individual client's facial characteristics and desired appearance.

Ramp Makeup is designed for fashion runway presentations. It generally requires stronger definition and visibility because models are viewed under stage lighting and from a distance. The makeup should coordinate with the clothing, hairstyle and fashion theme.

Photography Makeup is specifically designed for photographs and camera-based presentations. Product selection is important because cameras and lighting can emphasize shine, uneven coverage and facial details. Therefore, controlled application and suitable products are required.

These styles differ according to their purpose. **HD and photography makeup** focus on camera appearance, **camouflage makeup** focuses on concealing visible imperfections, **corrective makeup** focuses on visual balance, while **ramp makeup** emphasizes visibility and coordination with fashion presentation.

9. Explain the complete preparation of a traditional bridal or special-occasion look. Discuss suitable makeup selection, eye makeup, HD/camouflage or corrective techniques, and Saree & Dupatta Draping.

The preparation of a traditional bridal or special-occasion look begins with **client consultation**. The makeup artist should discuss the client's requirements, occasion, outfit, jewellery, hairstyle, preferred makeup style and expected finish. The skin condition should be observed before selecting suitable products and techniques.

The skin is then properly prepared to provide a suitable base. Makeup products should be selected according to the client's skin condition, outfit, lighting and occasion. For a bridal look, the artist may use suitable base makeup, concealer, powder, blush, eye makeup and lip colour to create an elegant and well-defined appearance.

Eye makeup should complement the bridal outfit and overall look. Depending on the desired style, natural, shimmery, cut crease, heavy eyeliner or smoky eyes may be selected. Careful blending and controlled application are important.

Where required, **HD makeup** can be used for photography and high-resolution presentation. **Camouflage techniques** may help create a more even-looking appearance over selected areas, while **corrective makeup** can be used to visually balance facial features through appropriate shading, highlighting and product placement.

Finally, **Saree and Dupatta Draping** completes the traditional appearance. The saree or dupatta should be arranged neatly and securely according to the selected style, outfit and occasion. Proper draping should coordinate with the makeup, hairstyle and jewellery. A well-planned combination of makeup, eye styling and traditional draping creates a complete, balanced and professional bridal or special-occasion look.

SECTION–A

UNIT–1: Client Preparation, Trolley Setting, Safety & Communication

1. What is client preparation in a spa service?

Client preparation is the process of getting a client ready before starting a spa treatment. It includes consultation, understanding the client's requirements, checking the skin condition, selecting suitable products and preparing the treatment area. The client should be made comfortable and informed about the procedure. Proper preparation also includes maintaining privacy, modesty, hygiene and safety. It helps the spa professional provide the treatment in an organized and professional manner.

2. Why is client consultation important before starting a spa treatment?

Client consultation is important because it helps the spa professional understand the client's needs, preferences and treatment objectives. It provides an opportunity to discuss the client's skin type, requirements and any relevant health or treatment concerns. Consultation also helps in selecting suitable products, massage techniques and treatments. Good communication before the service helps the client feel comfortable and informed and allows the therapist to plan the treatment appropriately.

3. What is trolley setting in spa therapy?

Trolley setting means arranging the required tools, equipment, products and other materials systematically before starting a spa treatment. The trolley should contain the items needed for the particular service and should be clean and organized. Suitable products should be selected according to the client's skin type and treatment requirements. Proper trolley setting saves time, keeps the work area organized and allows the therapist to perform the treatment smoothly and efficiently.

4. Why is it important to select suitable tools for a spa therapy?

Suitable tools are important because different spa treatments require different equipment and materials. The correct tools help the therapist perform the treatment **safely, effectively and comfortably**. Tools should be appropriate for the particular treatment and client requirements. They should also be clean, properly maintained and arranged before the service. Correct tool selection contributes to an organized work area and helps the therapist provide a professional-quality spa service.

5. Why should spa products be selected according to the client's skin type?

Spa products should be selected according to the client's **skin type and condition** so that they are suitable for the intended treatment. Different skin types may require different oils, creams or other products. Proper selection helps the therapist provide a treatment appropriate to the client's requirements and supports a comfortable service. It also reduces the possibility of using an unsuitable product. Therefore, understanding the client's skin type is an important part of spa treatment planning.

6. What is the lymphatic drainage system of the body?

The **lymphatic drainage system** is a network within the body associated with lymph and lymphatic vessels. It helps transport lymph through the body and is an important part of the body's overall drainage and immune-related functions. In spa therapy, knowledge of the lymphatic drainage system is important because the therapist needs to understand its location and basic function when providing

treatments related to lymphatic drainage. Proper knowledge supports appropriate treatment planning.

7. Why is knowledge of the lymphatic drainage system important in spa therapy?

Knowledge of the **lymphatic drainage system** is important because it helps a spa therapist understand the body's lymphatic pathways and their importance. This knowledge is particularly relevant when planning or performing treatments involving lymphatic drainage. It enables the therapist to work with a better understanding of the body and select appropriate treatment procedures. It also contributes to professional practice by helping the therapist recognize when a treatment may require additional care or consideration.

8. What are the important health and safety precautions in a spa?

Important health and safety precautions include maintaining a **clean and safe work area**, using suitable products and equipment, and preparing the client properly. Tools and equipment should be clean and maintained appropriately. The therapist should follow the correct treatment procedure and consider the client's condition before beginning. Client privacy and modesty should be protected throughout the service. Proper communication is also important so that the client remains comfortable and informed during treatment.

9. What risks to customer privacy and modesty should be considered during spa treatment?

During spa treatment, the therapist must protect the client's **privacy and modesty** at all times. Only the area being treated should be exposed, while the remaining body should be appropriately covered. The treatment room should provide adequate privacy, and unnecessary people should not be allowed to enter during the service. The therapist should communicate respectfully before touching or uncovering any area. Proper draping and professional behaviour help the client feel safe and comfortable.

10. What are the important qualities of good appearance and professional behaviour in a spa worker?

A spa worker should maintain a **clean, neat and professional appearance**. Appropriate personal grooming, clean work clothing and good hygiene create a positive impression. Professional behaviour includes being polite, respectful, punctual, calm and attentive to the client's needs. The therapist should communicate clearly and maintain the client's privacy and modesty. A professional attitude helps build trust and creates a comfortable environment for the client throughout the spa service.

11. Why is effective communication with the client important in spa therapy?

Effective communication helps the therapist understand the client's **needs, preferences and treatment objectives**. Before treatment, the therapist can explain the procedure and discuss suitable products and techniques. During treatment, communication allows the client to express comfort or discomfort and ask questions. Clear and respectful communication builds trust and confidence. It also helps the therapist provide a service that is better suited to the client's requirements and creates a positive overall spa experience.

12. What is the importance of maintaining client privacy and modesty during a spa treatment?

Maintaining client privacy and modesty is essential for creating a **safe, respectful and professional environment**. The client's body should be appropriately covered, with only the treatment area exposed when necessary. The treatment room should provide sufficient privacy, and the therapist should behave respectfully throughout the service. Protecting privacy helps the client feel comfortable

and confident. It also demonstrates professional standards and respect for the client's dignity during the spa treatment.

13. What is meant by creating a positive impression at the spa work area?

Creating a **positive impression** means presenting the spa and oneself in a clean, organized, professional and welcoming manner. The work area should be neat, hygienic and properly arranged. The therapist should maintain good personal appearance, polite behaviour and effective communication. Products and equipment should be organized and ready for use. A positive impression helps establish client confidence and contributes to a comfortable and professional atmosphere in the spa.

14. Mention any two important factors to be considered while preparing a client for a spa treatment.

Two important factors are **client consultation and skin condition**. First, the therapist should communicate with the client to understand the treatment requirements and preferences. Second, the client's skin type and condition should be considered when selecting suitable products and planning the treatment. Other important factors include client comfort, privacy, modesty, safety and proper preparation of the treatment area.

15. What factors should be considered while selecting products for different skin types?

When selecting spa products, the therapist should consider the client's **skin type, skin condition and treatment requirements**. The purpose of the treatment and the type of product should also be considered. Products should be suitable for the particular client and used according to the treatment procedure. Proper product selection helps provide a comfortable and appropriate service. The therapist should also consider relevant client information obtained during consultation before selecting the products.

UNIT–2: SPA, Massage, Wraps, Oils, Benefits & Safety

16. What is a SPA?

A **SPA (Spa)** is a wellness and beauty facility that provides treatments designed to support relaxation, personal care and general well-being. Spa services may include different types of body massage, body wraps and other relaxation treatments. Spa therapy generally involves preparing the client, selecting suitable products and techniques, and following appropriate health and safety procedures. A professional spa should provide a clean, comfortable and positive environment for clients.

17. Give a brief history of SPA.

The concept of **SPA** has a long history and is associated with bathing, water-based treatments, relaxation and wellness practices. Over time, spa services developed from traditional bathing and therapeutic practices into organized wellness and beauty services. Modern spas combine different forms of massage, body treatments, wraps and relaxation techniques. Today, spa therapy is commonly associated with personal care, relaxation and general wellness, along with professional consultation and treatment procedures.

18. What is massage?

Massage is a therapeutic and relaxation technique in which the soft tissues of the body are manipulated using various hand movements and techniques. In spa therapy, massage is generally

performed to promote relaxation and provide a comfortable wellness experience. Different techniques and pressures may be used depending on the type of massage and the client's requirements. Proper client preparation, suitable massage products and appropriate precautions are important for a professional massage service.

19. What is deep tissue massage?

Deep tissue massage is a massage technique that uses deeper and more focused pressure on the body's soft tissues. It is generally performed with controlled movements and pressure according to the client's requirements. Compared with lighter massage techniques, deep tissue massage focuses more strongly on deeper areas of the body. Proper consultation and attention to client comfort are important before and during the treatment.

20. What is Swedish massage?

Swedish massage is a commonly used massage technique involving a variety of controlled movements over the body. It is generally associated with relaxation and a comfortable massage experience. The therapist may use suitable massage oil and different hand movements according to the treatment procedure. Swedish massage is often used as a basic spa massage technique and should be performed after appropriate client preparation and consultation.

21. What is Lomi Lomi massage technique?

Lomi Lomi is a traditional massage technique associated with flowing and rhythmic body movements. The therapist uses continuous, smooth movements to provide a relaxing massage experience. Suitable massage oil may be used during the treatment. As with other massage services, proper client preparation, consultation, privacy and safety precautions should be maintained. Lomi Lomi is included among the massage techniques used in spa therapy.

22. What is reflexology?

Reflexology is a complementary massage technique that applies controlled pressure to specific areas, commonly on the feet or hands. It is based on the concept that particular areas correspond to different parts of the body. In spa services, reflexology is generally used as a relaxation and wellness treatment. Proper client consultation and consideration of contraindications are important before performing reflexology.

23. What are body wraps? Mention any two types of wraps.

Body wraps are spa treatments in which a suitable product or treatment material is applied to selected areas of the body and then covered or wrapped using an appropriate material. They are performed according to the client's requirements and the treatment procedure. Two common types mentioned in the syllabus are **fabric wraps** and **plastic wraps**. Foil wraps may also be used depending on the treatment requirement.

24. What are fabric wraps?

Fabric wraps are body-wrap treatments in which fabric material is used to cover the selected area after applying the appropriate spa product. The fabric is arranged carefully and securely according to the treatment procedure. The type of product and wrapping method should be selected according to the client's requirements. Proper hygiene, client comfort, privacy and safety should be maintained throughout the treatment.

25. What are foil and plastic wraps used for in spa therapy?

Foil and plastic wraps are materials used to cover selected areas of the body during certain spa wrap treatments. They help keep the applied treatment product in contact with the treatment area according to the procedure. The material should be selected according to the client's requirements and the treatment being performed. Proper application, hygiene, comfort and safety precautions should always be maintained.

26. What are the benefits of body wraps?

Body wraps are commonly used as part of spa and wellness treatments. They can provide a **relaxing and comfortable treatment experience** and may support personal care as part of a spa programme. The benefits depend on the type of wrap, product used and treatment procedure. Proper client preparation and product selection are important. The therapist should also follow suitable safety procedures and consider contraindications before performing a body-wrap treatment.

27. Mention any two types of oils used in spa therapy.

Two commonly used types of massage oils are **coconut oil and almond oil**. Oils are selected according to the client's skin type, treatment requirements and the desired massage experience. The therapist should consider the client's skin condition before selecting an oil. The chosen product should be suitable for the treatment and applied according to the proper massage procedure.

28. Why are different oils selected according to skin type?

Different oils are selected according to **skin type and condition** because clients may have different skincare requirements. An oil suitable for one skin type may not be the preferred choice for another. During consultation, the therapist should consider the client's skin condition and treatment objective before selecting the product. Appropriate oil selection helps provide a comfortable massage and supports professional treatment planning.

29. Mention any four health benefits of massage.

Four commonly discussed benefits of massage are:

1. **Promotes relaxation** and helps create a sense of well-being.
2. **Helps reduce feelings of stress and tension.**
3. **Supports comfortable muscle relaxation** through appropriate massage movements.
4. **Provides a soothing and refreshing experience** as part of spa therapy.

The effects of massage can vary between individuals. Treatment should always be selected according to the client's requirements, and appropriate precautions should be followed.

30. What are contraindications during massage? Mention any two.

Contraindications are conditions or circumstances in which a particular massage treatment may be unsuitable or may require professional advice before treatment. Two examples include **fever or an acute illness** and **open wounds or significant skin problems in the treatment area**. A therapist should obtain relevant information during client consultation and avoid performing a treatment when it may be unsuitable. Client safety and professional procedures should always be given priority.

SECTION-B

UNIT-1: Client Preparation, Safety & Communication

1. Explain the complete procedure of preparing a client for a professional spa treatment. Discuss client consultation, privacy, modesty, communication and safety precautions.

Client preparation is an important first step in a professional spa treatment. The process begins with **client consultation**, during which the therapist discusses the client's requirements, treatment objectives, skin type and relevant concerns. This information helps the therapist select suitable products, tools and treatment techniques.

The client should be made comfortable before beginning the service. **Privacy and modesty** must be maintained throughout the treatment. The treatment room should be suitably arranged, and the client should be properly covered, exposing only the area being treated. The therapist should explain the treatment procedure clearly and communicate respectfully.

Before starting, the therapist should check that the work area, trolley, tools and equipment are clean and ready. Suitable products should be selected according to the client's skin type and treatment requirements. Health and safety precautions should be followed throughout the service.

During the treatment, the therapist should observe the client's comfort and respond appropriately to any discomfort or concern. Professional behaviour, good communication and personal cleanliness should be maintained.

Proper client preparation creates a **safe, comfortable and professional treatment experience** and helps the therapist perform the spa service systematically.

2. Explain the importance of trolley setting in spa therapy. Discuss the selection and arrangement of suitable tools, equipment and products according to the client's requirements.

Trolley setting means arranging the required tools, equipment and products systematically before beginning a spa treatment. It is an important part of professional spa preparation because it allows the therapist to work efficiently without unnecessary interruption during the service.

Before setting the trolley, the therapist should understand the **client's treatment requirements** through consultation. Suitable tools and equipment should then be selected according to the particular spa service. Products should be chosen according to the client's skin type and treatment objectives.

The trolley should be clean and arranged in an organized manner. Frequently required products and tools should be easily accessible, while other items can be arranged systematically according to the sequence in which they will be used. Massage oils, creams, wraps and other required materials should be prepared before starting the treatment.

The therapist should also check the condition and cleanliness of reusable tools and equipment. Only suitable and properly maintained items should be used.

Good trolley setting saves time, reduces unnecessary movement and helps maintain a **clean and professional work area**. It also allows the therapist to concentrate on the client and perform the

treatment smoothly. Therefore, proper trolley preparation contributes to an efficient, safe and organized spa service.

3. Discuss the importance of selecting spa products according to the client's skin type. Explain the factors that should be considered while selecting suitable products.

Selecting spa products according to the **client's skin type and condition** is an important part of professional spa treatment. Different clients may have different skin requirements, so the same product may not be suitable for every client. Proper product selection helps the therapist provide an appropriate and comfortable treatment.

The first factor to consider is the **client's skin type and condition**. The therapist should observe the skin and obtain relevant information during consultation. The second factor is the **purpose of the treatment**. Products should be selected according to whether the service involves massage, a body wrap or another spa treatment.

The therapist should also consider the client's treatment objectives, preferences and any relevant concerns identified during consultation. The product should be appropriate for the intended area and treatment procedure.

Before application, products should be checked and handled hygienically. The therapist should follow the recommended method of use and take appropriate safety precautions.

Correct product selection supports better treatment planning and helps create a professional experience for the client. It also demonstrates the therapist's **product knowledge and understanding of individual client requirements**. Therefore, consultation, skin assessment and treatment objectives should all be considered before selecting products for a spa service.

4. Explain the health and safety precautions that should be followed during spa treatments. Discuss customer privacy, modesty and maintaining a safe working environment.

Health and safety are essential during every professional spa treatment. Before beginning, the therapist should ensure that the **work area, trolley, tools and equipment are clean, organized and ready for use**. Suitable products should be selected according to the client's skin type and treatment requirements.

The therapist should communicate with the client before and during the treatment and consider relevant information obtained during consultation. The client should be kept comfortable throughout the service. Appropriate procedures should be followed while using massage products, wraps, tools and equipment.

Privacy and modesty are particularly important during body treatments. The treatment room should provide adequate privacy, and the client should be properly covered. Only the part of the body being treated should be exposed when necessary. The therapist should behave respectfully and explain the procedure before proceeding.

The working environment should be kept clean and free from unnecessary obstacles. Tools and equipment should be handled correctly and maintained appropriately. The therapist should also maintain good personal hygiene and professional appearance.

Following these precautions helps reduce risks, protects client dignity and creates a **safe, comfortable and professional spa environment**.

5. Explain the importance of professional appearance, ideal behaviour and effective communication in a spa. How can a spa worker create a positive impression on clients?

Professional appearance, ideal behaviour and effective communication are important qualities of a successful spa worker. The therapist is directly involved with clients, so personal presentation can strongly influence the client's overall impression of the spa.

A spa worker should maintain a **clean, neat and professional appearance**. Personal hygiene, appropriate work clothing and good grooming should be maintained. The therapist should also demonstrate polite, respectful and attentive behaviour when dealing with clients.

Effective communication begins with listening carefully to the client's requirements. The therapist should explain the treatment procedure clearly and use respectful language. During treatment, the client should be given an opportunity to communicate any discomfort or concerns. Good communication helps establish trust and makes the client feel comfortable.

A positive impression can also be created by keeping the work area clean and organized, preparing the trolley properly and maintaining client privacy and modesty. The therapist should be punctual, calm, courteous and professional throughout the service.

By combining **good appearance, professional behaviour, effective communication, cleanliness and respect for the client**, a spa worker can create a welcoming environment. This helps build client confidence and contributes to a positive and professional spa experience.

UNIT-2: SPA, Massage & Body Wraps

6. What is SPA? Explain the definition and brief history of SPA and discuss its importance in modern beauty and wellness services.

SPA refers to a professional facility or service that provides treatments related to relaxation, personal care, beauty and general wellness. Spa services may include massage, body wraps and other treatments designed to provide a comfortable and relaxing experience.

The concept of SPA has a long history associated with **bathing, water-based treatments and wellness practices**. Over time, these traditional practices developed into organized spa services. Modern spas combine traditional and contemporary techniques with professional consultation, suitable products and specialized treatment procedures.

In modern beauty and wellness services, SPA plays an important role in providing clients with relaxation and personal-care experiences. Massage techniques, body wraps and other treatments can be selected according to the client's requirements. Proper preparation, product selection and safety procedures are important parts of professional spa services.

A modern spa should maintain a **clean, comfortable and welcoming environment**. Professional appearance, effective communication and respect for client privacy and modesty also contribute to a positive experience. Thus, spa therapy has developed from traditional wellness practices into a broader professional service that combines beauty care, relaxation and general well-being.

7. Explain the different types of massage techniques used in spa therapy, including Swedish, Deep Tissue, Lomi Lomi and Reflexology. Discuss their importance and applications.

Different massage techniques are used in spa therapy according to the client's requirements and the purpose of the treatment.

Swedish Massage is a commonly used technique involving controlled and flowing movements over the body. It is generally associated with relaxation and a comfortable massage experience. It can be used as a basic spa massage service.

Deep Tissue Massage uses deeper and more focused pressure on soft tissues. The pressure is controlled according to the client's requirements and comfort. It is generally used when a deeper massage approach is required.

Lomi Lomi Massage is characterized by flowing and rhythmic movements. The therapist uses continuous, smooth movements to provide a relaxing treatment experience. It is one of the massage techniques included in spa therapy.

Reflexology involves applying controlled pressure to specific areas, commonly on the feet or hands. It is used as a complementary relaxation and wellness treatment.

Each technique has its own method and application. The therapist should conduct proper consultation before selecting a technique. Client comfort, privacy, safety and appropriate products should be maintained throughout the treatment. Proper knowledge of massage techniques helps the therapist provide an organized and suitable spa service.

8. Explain the major health and wellness benefits of massage therapy. Discuss how massage can contribute to relaxation and general well-being.

Massage therapy is an important part of many spa services and is commonly associated with **relaxation, comfort and general wellness**. Different massage techniques use controlled hand movements and pressure to provide a soothing treatment experience.

One major benefit of massage is that it can promote **relaxation and help reduce feelings of stress and tension**. A calm treatment environment combined with suitable massage movements can help the client feel comfortable and refreshed.

Massage can also support **comfortable muscle relaxation** through appropriate movements and pressure. It may provide a soothing experience after routine physical activity or a demanding day. The overall treatment can contribute to a feeling of general well-being.

The benefits of massage can vary depending on the individual, massage technique and treatment procedure. Therefore, the therapist should conduct a proper consultation before treatment and select an appropriate technique according to the client's requirements.

Suitable massage oils may also be selected according to the client's skin type and treatment needs. Privacy, modesty, safety and professional communication should be maintained throughout the service.

Thus, massage therapy can contribute to **relaxation, comfort, stress reduction and general wellness** when performed appropriately and with proper precautions.

9. What are body wraps? Explain the different types of wraps used in spa therapy, including foil, plastic and fabric wraps.

Body wraps are spa treatments in which a suitable product is applied to a selected area of the body and the area is then covered with an appropriate wrapping material. The wrap is selected according to the treatment procedure and client's requirements.

Foil Wraps use foil material to cover the selected treatment area after the appropriate product has been applied. The foil is arranged carefully according to the treatment procedure.

Plastic Wraps use plastic material to cover the treated area. It is applied carefully and appropriately after the required spa product has been placed on the treatment area.

Fabric Wraps use suitable fabric material to cover the selected area. The fabric should be arranged comfortably and securely according to the treatment requirements.

The therapist should select the type of wrap according to the **client's requirements, treatment objective and procedure**. Before applying a wrap, proper client consultation and preparation should be completed. The therapist should maintain hygiene, privacy and modesty throughout the treatment.

Body wraps should be performed using appropriate products and materials, while following safety precautions and considering contraindications. Proper application helps ensure that the treatment is organized, comfortable and professional.

10. Explain the benefits and applications of different body wraps. Discuss how the type of wrap should be selected according to the client's requirements.

Body wraps are used as part of spa treatments and are generally designed to provide a **comfortable, relaxing and personal-care experience**. Different wrapping materials may be selected according to the treatment procedure and client requirements.

Foil wraps can be used when the treatment procedure specifically requires foil as the covering material. **Plastic wraps** may be used to cover a selected area after applying the appropriate spa product. **Fabric wraps** provide another option where fabric is suitable for the particular treatment.

The application of a body wrap should begin with client consultation and preparation. The therapist should understand the client's requirements and select a suitable product and wrapping material. The product is applied according to the treatment procedure, followed by careful wrapping of the selected area.

The type of wrap should be selected according to the **client's treatment requirements, skin condition, treatment objective and the particular spa procedure**. Client comfort should also be considered.

Proper hygiene, privacy and modesty must be maintained during the service. The therapist should also consider contraindications and follow appropriate safety procedures.

Thus, body wraps can form an important part of spa therapy when the **product, wrapping material and treatment procedure** are selected appropriately for the individual client.

11. Explain the basic procedure of performing a body massage in a spa. Discuss client preparation, selection of suitable oil, massage techniques, safety and aftercare.

The body massage procedure begins with **client consultation and preparation**. The therapist discusses the client's requirements and explains the treatment. Relevant information about skin condition and treatment preferences should be considered before starting.

The treatment area and trolley should be prepared with clean and suitable tools, equipment and products. A suitable **massage oil** should be selected according to the client's skin type and treatment requirements.

The client should be positioned comfortably and provided with appropriate privacy and modesty. The therapist then performs the selected massage technique according to the treatment procedure. Techniques may include **Swedish, Deep Tissue, Lomi Lomi or Reflexology**, depending on the service. Movements and pressure should be controlled according to the client's comfort.

Safety should be maintained throughout the treatment. The therapist should use clean tools and products, maintain a suitable working environment and communicate with the client during the service. Any relevant contraindications should be considered before treatment.

After the massage, the therapist should complete the treatment properly and provide suitable **aftercare advice** according to the service. The client should be given time to feel comfortable before leaving.

A systematic procedure ensures that massage is performed in a **safe, hygienic, comfortable and professional manner**.

12. Explain the importance of different massage techniques in spa therapy. Discuss Swedish, Deep Tissue, Lomi Lomi and Reflexology techniques.

Different massage techniques are important because they provide different approaches to spa treatment and can be selected according to the **client's requirements and treatment objectives**.

Swedish Massage uses controlled and flowing movements and is commonly associated with relaxation. It is often used as a basic massage technique in spa services.

Deep Tissue Massage uses deeper and more focused pressure on the body's soft tissues. The therapist should control the pressure according to the client's comfort and treatment requirements.

Lomi Lomi uses flowing and rhythmic movements. The continuous nature of the movements contributes to a smooth and relaxing massage experience.

Reflexology uses controlled pressure on specific areas, commonly on the feet or hands. It is used as a complementary wellness and relaxation treatment.

Before selecting any technique, the therapist should conduct proper client consultation. The client's requirements, skin condition and relevant treatment information should be considered. Suitable massage products, such as oils, should also be selected.

Throughout the treatment, the therapist should maintain **privacy, modesty, hygiene, safety and effective communication**. Understanding the characteristics of different techniques helps the therapist select and perform a suitable treatment. Therefore, knowledge of massage techniques is an important part of professional spa therapy.

13. Discuss the different types of oils used in spa therapy. Explain how oils should be selected according to different skin types and client requirements.

Massage oils are commonly used in spa therapy to support the massage procedure and provide a comfortable treatment experience. Different oils may be selected according to the client's **skin type, skin condition and treatment requirements**.

Examples of commonly used oils include **coconut oil and almond oil**. Other suitable oils may be selected according to the spa's product range and treatment procedure. The therapist should have proper product knowledge before selecting an oil.

During consultation, the therapist should identify the client's skin type and condition. The purpose of the treatment should also be considered. The selected oil should be suitable for the client's requirements and the area being treated.

The therapist should prepare the oil and trolley before beginning the massage. The oil should be applied appropriately according to the massage technique. Hygiene should be maintained while handling and applying products.

Client comfort is also important. If a client has a known sensitivity or concern regarding a product, the therapist should take appropriate precautions and select a suitable alternative according to professional procedure.

Therefore, correct oil selection is an important part of **client preparation, product knowledge and treatment planning**. Selecting an appropriate oil helps the therapist provide an organized and comfortable spa massage service.

14. Explain the importance of client preparation before massage therapy. Discuss consultation, skin condition, suitable products, privacy, modesty and precautions.

Client preparation is essential for providing a safe and professional massage service. The process begins with **client consultation**, during which the therapist discusses the client's requirements, treatment objectives and relevant concerns. This information helps determine the appropriate massage technique and products.

The client's **skin type and condition** should be considered before selecting massage products. A suitable massage oil should be chosen according to the client's requirements and the treatment procedure.

The treatment room and trolley should be clean and properly organized. Required products and equipment should be prepared before beginning the service. The client should be given clear information about the procedure.

Privacy and modesty must be maintained throughout the treatment. The client should be appropriately covered, exposing only the area being treated. The therapist should behave respectfully and communicate before proceeding with each part of the service.

Safety precautions and relevant contraindications should be considered before starting. The therapist should also maintain personal hygiene and ensure that the work area is safe and comfortable.

Proper preparation helps create a **safe, comfortable and professional massage experience**. It also enables the therapist to select suitable techniques and products according to individual client requirements.

15. “It is important for a spa worker to create a positive impression at the workplace.” Explain this statement with reference to professional appearance, behaviour, communication, hygiene and customer service.

Creating a positive impression is an important part of professional spa service. A client's overall experience depends not only on the treatment but also on the **appearance, behaviour and communication** of the spa worker.

A spa worker should maintain a **clean, neat and professional appearance**. Good personal grooming, appropriate work clothing and proper hygiene demonstrate professionalism. The worker should also maintain a clean and organized work area and properly arranged trolley.

Professional behaviour includes being polite, respectful, punctual, attentive and calm. The therapist should treat every client with dignity and maintain privacy and modesty during treatments.

Effective communication is equally important. The therapist should listen carefully to the client's requirements, explain the treatment clearly and respond respectfully to questions or concerns. During treatment, the client should be allowed to communicate any discomfort.

Good **customer service** includes preparing the treatment area properly, selecting suitable products, maintaining cleanliness and providing a comfortable experience. The therapist should remain attentive throughout the service.

When professional appearance, ideal behaviour, effective communication, hygiene and customer service are combined, they create **trust and confidence** in the client. Therefore, creating a positive impression helps establish a welcoming, respectful and professional spa environment.

SECTION–C

UNIT–1: Client Preparation, Safety & Lymphatic System

1. Explain the complete process of preparing a client for a professional spa treatment. Discuss client consultation, trolley setting, selection of products and equipment according to skin type, privacy, modesty, safety, professional behaviour and communication.

Client preparation is the first important step in providing a professional spa treatment. The process begins with **client consultation**, where the therapist discusses the client's requirements, treatment objectives, skin type and relevant concerns. This information helps the therapist decide which products, tools, equipment and treatment techniques are appropriate.

The **trolley should be prepared and arranged** before beginning the treatment. It should contain clean and suitable tools, equipment, massage products, oils and other materials required for the selected service. Products should be chosen according to the client's skin type, condition and treatment requirements.

The therapist must maintain **privacy and modesty** throughout the service. The client should be appropriately covered, with only the area being treated exposed when necessary. The treatment room should provide sufficient privacy and the therapist should communicate respectfully before proceeding.

Safety and hygiene are also essential. The work area, trolley, tools and equipment should be clean and properly maintained. The therapist should follow the correct treatment procedure and consider relevant contraindications.

Professional behaviour and communication help create client confidence. The therapist should be polite, attentive, well-groomed and respectful. The client should be informed about the procedure and encouraged to communicate any discomfort.

Thus, proper preparation ensures a **safe, comfortable, organized and professional spa experience**.

2. What is the lymphatic drainage system of the body? Explain its structure, functions and importance in spa therapy. Discuss why knowledge of the lymphatic system is important while providing treatment to a client.

The **lymphatic drainage system** is a network within the body associated with lymph and lymphatic vessels. It forms an important part of the body's drainage and immune-related system. The system includes **lymph, lymphatic vessels and lymph nodes**, which work together to transport lymph through different parts of the body.

The lymphatic system has important functions in maintaining the body's internal balance and supporting immune-related activities. Lymphatic vessels carry lymph through the body, while lymph nodes are associated with filtering and immune functions.

In spa therapy, knowledge of the lymphatic drainage system is important because the therapist may provide treatments involving **lymphatic drainage techniques**. A basic understanding of the location and function of lymphatic structures helps the therapist understand the body areas involved in such treatments and plan services more appropriately.

The therapist should not treat knowledge of the lymphatic system as a substitute for medical diagnosis or treatment. Client consultation and consideration of relevant health information are important before providing any treatment involving lymphatic drainage.

Understanding the lymphatic system also supports **professional and safe treatment planning**. It helps the therapist communicate appropriately with clients and recognize situations where additional professional advice may be required.

Therefore, knowledge of lymphatic drainage is an important part of spa-therapy education, particularly when planning treatments related to the body's lymphatic system.

3. Explain the health and safety requirements in professional spa services. Discuss customer privacy and modesty, personal appearance, professional behaviour, communication, hygiene and the creation of a positive impression at the workplace.

Health and safety are essential requirements of professional spa services. Before starting a treatment, the therapist should ensure that the **work area, trolley, tools and equipment are clean, organized and suitable** for the service. Products should be selected according to the client's skin type and treatment requirements.

Customer privacy and modesty must be protected throughout the treatment. The treatment room should provide adequate privacy, and the client should be appropriately covered. Only the area being treated should be exposed when necessary. The therapist should communicate respectfully and maintain the client's dignity.

The spa worker should maintain a **clean, neat and professional appearance**. Personal grooming and hygiene contribute to a professional environment. Professional behaviour includes being polite, respectful, punctual, attentive and responsible.

Effective **communication** is equally important. The therapist should listen to the client's requirements, explain the treatment procedure and allow the client to communicate any discomfort or concerns. Clear communication helps develop trust and confidence.

Hygiene should be maintained throughout the service by keeping the work area, tools, equipment and products properly managed. Safety precautions and relevant contraindications should also be considered.

Finally, a positive workplace impression is created through **cleanliness, professional appearance, respectful behaviour, good communication and organized customer service**. These practices help provide a safe, comfortable and professional spa experience and strengthen client confidence in the service.

UNIT–2: SPA, Massage & Body Wraps

4. What is SPA? Explain the definition and history of SPA. Discuss the importance of SPA services in beauty, relaxation and wellness.

SPA refers to a professional facility or service that provides treatments related to beauty, relaxation, personal care and general wellness. Spa services may include body massage, body wraps and other treatments designed to provide a comfortable and relaxing experience.

The concept of SPA has a **long history associated with bathing, water-based treatments and wellness practices**. Over time, these traditional practices developed into organized spa services. Modern spas

combine traditional practices with contemporary beauty and wellness techniques, professional consultation and suitable products.

SPA services have become an important part of modern **beauty and wellness** because they provide clients with opportunities for relaxation and personal care. Massage treatments can provide a soothing and comfortable experience, while body wraps and other treatments can form part of a structured spa programme.

A professional spa should provide a **clean, comfortable and welcoming environment**. The therapist should maintain good personal hygiene, professional behaviour and effective communication. Client privacy and modesty should also be respected throughout body treatments.

The importance of SPA therefore extends beyond beauty services. It provides a combination of personal care, relaxation and general wellness experiences. Proper consultation, product selection, safety precautions and professional treatment procedures help ensure that clients receive an organized and comfortable spa service.

5. Explain the complete procedure of a basic spa massage. Discuss client preparation, selection of suitable massage oil according to skin type, massage techniques, benefits, precautions and contraindications.

A basic spa massage begins with **client consultation and preparation**. The therapist discusses the client's requirements, treatment objectives and relevant concerns. The client's skin type and condition should be considered before selecting suitable massage products.

The **trolley and treatment area** should be clean and properly organized. A suitable massage oil is selected according to the client's skin type and treatment requirements. Commonly used oils may include coconut oil and almond oil, depending on the client's requirements and available products.

The client should be positioned comfortably and appropriate **privacy and modesty** should be maintained. The therapist then performs the selected massage technique using controlled movements and suitable pressure. Depending on the service, techniques such as Swedish, Deep Tissue or Lomi Lomi may be used.

Massage can contribute to **relaxation, reduction of feelings of stress and tension, comfortable muscle relaxation and general well-being**. The therapist should communicate with the client throughout the treatment and adjust the service according to comfort.

Important precautions include maintaining hygiene, using clean equipment and suitable products, following the correct procedure and considering contraindications before treatment. Examples of contraindications include fever or acute illness and open wounds or significant skin problems in the treatment area.

After the massage, the treatment should be completed properly and suitable **aftercare advice** should be provided according to the service.

6. Explain the different massage techniques used in spa therapy, including Swedish Massage, Deep Tissue Massage, Lomi Lomi and Reflexology. Discuss their major features, benefits and suitable applications.

Several massage techniques are included in professional spa therapy. Each technique has its own characteristics and should be selected according to the client's requirements and treatment objectives.

Swedish Massage uses controlled and flowing movements over the body. It is commonly associated with relaxation and a comfortable massage experience. It can be used as a basic spa massage technique.

Deep Tissue Massage uses deeper and more focused pressure on the body's soft tissues. The therapist should control the pressure according to the client's comfort and requirements. It is suitable when a deeper massage approach is required.

Lomi Lomi Massage is characterized by flowing, rhythmic and continuous movements. Its smooth movements are used to provide a relaxing massage experience. It is one of the techniques included in spa therapy.

Reflexology involves applying controlled pressure to specific areas, commonly on the feet or hands. It is used as a complementary relaxation and wellness treatment.

The benefits and suitability of each technique depend on the **client, treatment purpose and procedure**. Therefore, consultation should be completed before selecting a technique. The therapist should consider relevant client information, use appropriate products and maintain privacy and safety.

All massage techniques should be performed professionally, with appropriate hygiene, communication and attention to client comfort. Knowledge of these techniques helps the therapist select an appropriate treatment according to individual requirements.

7. What are body wraps? Explain the different types of wraps, including foil, plastic and fabric wraps. Discuss their procedure, benefits, selection according to client requirements, precautions and contraindications.

Body wraps are spa treatments in which a suitable product is applied to a selected area of the body and then covered with an appropriate wrapping material. The type of wrap and product should be selected according to the treatment procedure and client's requirements.

Three types included in the syllabus are **foil, plastic and fabric wraps**. A foil wrap uses foil material to cover the selected area after applying the appropriate product. A plastic wrap uses plastic material for covering the treated area. A fabric wrap uses suitable fabric to cover the selected area comfortably and securely.

The procedure begins with **client consultation and preparation**. The therapist selects the appropriate product and wrapping material, applies the product according to the treatment procedure and carefully wraps the selected area. Privacy and modesty should be maintained throughout the service.

Body wraps can provide a **relaxing and comfortable personal-care experience** as part of spa therapy. The particular benefits depend on the product, wrap and treatment procedure.

The therapist should select the wrap according to the client's requirements, skin condition and treatment objective. Hygiene, safety and client comfort must be maintained. Relevant contraindications should also be considered before treatment. If a treatment may be unsuitable because of the client's condition, appropriate professional advice should be sought before proceeding.

8. Explain the importance of selecting massage oils according to different skin types. Discuss different types of oils, their suitability, methods of application and important precautions during massage therapy.

Massage oils are commonly used during spa massage to support the treatment procedure and provide a comfortable experience. **Oil selection should be based on the client's skin type, skin condition and treatment requirements.**

Common examples include **coconut oil and almond oil**. Other oils may be selected according to the spa's product range and the particular treatment. The therapist should have adequate product knowledge and understand the suitability of each product before applying it.

Before selecting an oil, the therapist should conduct a client consultation and consider the client's skin type and condition. The treatment objective and area being treated should also be considered. The selected oil should be appropriate for the intended service.

During application, the oil should be used according to the massage procedure. The therapist should apply an appropriate amount and distribute it properly while performing the selected massage technique. The client's comfort should be monitored throughout the service.

Important precautions include maintaining **clean hands, hygienic products and a clean treatment area**. The therapist should consider relevant client sensitivities or concerns before selecting an oil. Unsuitable products should be avoided.

Proper oil selection helps support professional treatment planning and provides a more comfortable massage experience. It also demonstrates the therapist's understanding of **skin types, product knowledge and individual client requirements**.

9. Explain the complete spa treatment procedure from client preparation to completion. Discuss consultation, trolley setting, product selection, massage techniques, body wraps, benefits, aftercare, precautions and contraindications.

A complete spa treatment begins with **client consultation**. The therapist discusses the client's requirements, treatment objectives, skin type and relevant concerns. This information helps determine suitable products, massage techniques and other treatments.

The **trolley and treatment area** are then prepared. Required tools, equipment, oils, creams, wraps and other products should be clean, organized and easily accessible. Products are selected according to the client's skin type and treatment requirements.

The client is prepared comfortably, while **privacy and modesty** are maintained. Depending on the treatment plan, a suitable massage technique such as Swedish, Deep Tissue, Lomi Lomi or Reflexology

may be performed. The therapist should use appropriate products and controlled movements while monitoring client comfort.

If a body-wrap service is included, the appropriate product and wrapping material—such as **foil, plastic or fabric**—are selected. The wrap is applied according to the treatment procedure and the client's requirements.

Spa treatments can provide relaxation, comfort, stress reduction and a general sense of well-being. Throughout the service, hygiene, safety and professional communication must be maintained.

Before treatment, relevant **contraindications** should be considered. Conditions such as fever, acute illness, open wounds or significant skin problems in the treatment area may require avoiding or postponing treatment.

After completing the service, the therapist should provide suitable **aftercare advice**, ensure client comfort and clean the work area and reusable equipment.