



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2010

Vocational Specialism –

Hair and Beauty

(240 marks)

Tuesday, 15 June

Morning 11.30 to 1.00

Total Mark

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Credit

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Directions to Candidates

1. Write your EXAMINATION NUMBER in this space:
2. WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
3. Candidates must attempt **FOUR** questions.
One question from **each** of the four sections.
4. Each question carries 60 marks.

<i>For the Superintendent only</i>	<i>For the Examiner only</i>		
Centre Stamp	1.	Total of end of page totals	
	2.	Aggregate total of all disallowed questions	
	3.	Total mark awarded (1 minus 2)	
	4.	Bonus mark for answering through Irish (if applicable)	
	5.	Total mark if Irish Bonus awarded (3 plus 4)	
	Note: The mark in row 3 (or row 5 if an Irish bonus is awarded) must correspond with the mark in the Total Mark box on the flap grid and on the front of the answerbook.		

Section 1 – Salon and Customer Care

(Attempt Question 1 or Question 2 from this section, each question carries 60 marks)

1. (a) What is a *gift voucher*? (4 marks)

(b) State **one** advantage and **one** disadvantage of gift vouchers for **each** of the following:

Salon (*that sells gift vouchers*) (8 marks)

Advantage _____

Disadvantage _____

Customer (*that purchases a gift voucher*) (8 marks)

Advantage _____

Disadvantage _____

Client (*that receives a gift voucher*) (8 marks)

Advantage _____

Disadvantage _____

(c) Identify **four** items of information that are usually found on a gift voucher. (12 marks)

1. _____
2. _____
3. _____
4. _____

(d) Outline **three** measures that a salon can take to protect against receiving counterfeit (forged) gift vouchers. (12 marks)

1. _____

2. _____

3. _____

(e) Explain how a *gift card* differs from a *gift voucher*. (8 marks)

2. (a) Explain the term *customer care*. (4 marks)

(b) Identify **two** reasons why customer care is important to a business. (8 marks)

1. _____

2. _____

(c) Give **four** examples of good customer care in a salon. (12 marks)

1. _____

2. _____

3. _____

4. _____

(d) A young couple has just moved to a new town. Suggest **four** factors that they might consider when selecting a new hairdressing salon. (12 marks)

1. _____

2. _____

3. _____

4. _____

- (e) A client phones a salon to say that he / she is unhappy with a haircut received earlier that day.

Describe how the receptionist should deal with the complaint. (12 marks)

- (f) Describe **four** other complaints that a receptionist might have to deal with in a hairdressing salon. (12 marks)

1. _____

2. _____

3. _____

4. _____

Section 2 – Haircare

(Attempt Question 3 or Question 4 from this section, each question carries 60 marks)

3. (a) Identify **four** factors that should be considered when purchasing *hairspray*. (12 marks)

1. _____
2. _____
3. _____
4. _____

(b) State **two** advantages and **two** disadvantages of using hairspray. (12 marks)

Advantages

1. _____
2. _____

Disadvantages

1. _____
2. _____

(c) Describe how hairspray should be applied. (12 marks)

(d) Outline **two** factors that are important when storing hairspray. (8 marks)

1. _____

2. _____

(e) Name **two** different types of finishing products that are suitable for men's hair styling. (8 marks)

1. _____

2. _____

Describe **one** result / effect that could be achieved by using one of the products you have named. (8 marks)

4. (a) State **two** advantages and **two** disadvantages of *permanent* hair colour. (12 marks)

Advantages

1. _____

2. _____

Disadvantages

1. _____

2. _____

- (b) Identify **four** factors that should be considered when selecting hair colour for a client. (12 marks)

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

- (c) The following tests are often carried out before hair colour is applied.
Explain **each** one.

Strand test

(12 marks)

Skin / patch test (allergy test)

(12 marks)

- (d) Describe a routine for maintaining and prolonging permanent hair colour. (12 marks)

Section 3 – **Beautycare**

(Attempt Question 5 or Question 6 from this section, each question carries 60 marks)

5. (a) Identify **four** factors that should be considered when purchasing a pair of shoes for walking. (12 marks)

1. _____

2. _____

3. _____

4. _____

- (b) Describe the materials / equipment and routine to treat **each** of the following:

Tired feet (8 marks)

Materials / equipment _____

Routine _____

Foot odour (8 marks)

Materials / equipment _____

Routine _____

Hard skin on the feet

(8 marks)

Materials / equipment

Routine

- (c) Outline **four** effects that wearing the shoe below might have on the feet if worn regularly to work.

(12 marks)



1. _____

2. _____

3. _____

4. _____

- (d) What is a chiropodist?

(4 marks)

- (e) Identify **two** services provided by a chiropodist.

(8 marks)

1. _____

2. _____

6. (a) State **one** purpose of **each** of the following *eye make-up* products. (12 marks)

Eye shadow _____

Mascara _____

Eye liner _____

Eye brow pencil _____

(b) Indicate on the drawing of the eye area where **each** of the products listed should be applied. Draw a line from **each** product to the correct eye area. (12 marks)



Eye shadow

Mascara

Eye liner

Eye brow pencil

(c) Give **two** reasons why eye make-up should be removed before going to bed. (8 marks)

1. _____

2. _____

(d) Suggest **four** factors that should be considered when *storing* and *caring* for eye-make. (12 marks)

1. _____

2. _____

3. _____

4. _____

(e) What is *eyelash tinting*? (4 marks)

(f) State **two** advantages of eyelash tinting. (8 marks)

1. _____

2. _____

(g) How long does eyelash tinting normally last? (4 marks)

Section 4 - Bodycare

(Attempt Question 7 or Question 8 from this section, each question carries 60 marks)

7. (a) Outline the effect(s) that **each** of the following can have on the *heart*:

Diet (8 marks)

Exercise (8 marks)

Stress (8 marks)

Smoking (8 marks)

- (b) Indicate with a tick (✓) whether **each** of the following statements is true **or** false. (12 marks)

		TRUE	FALSE
1.	Heart disease is the biggest cause of death in Ireland for both men and women.		
2.	Heart disease is caused by the widening of the coronary arteries.		
3.	Having high blood pressure reduces the risk of getting heart disease.		
4.	Children of parents with heart disease are more likely to develop heart disease.		

- (c) What is *cholesterol*? (4 marks)

- (d) How is a person's cholesterol level checked? (4 marks)

- (e) Describe a routine that could be followed to help lower cholesterol. (8 marks)

8. (a) Outline **four** benefits of using a *face mask* as part of a skin care routine. (12 marks)

1. _____

2. _____

3. _____

4. _____

(b) Suggest **four** factors that a teenager might consider when purchasing a face mask. (12 marks)

1. _____

2. _____

3. _____

4. _____

(c) Identify **four** items of information you would expect to find on the packaging of a face mask. (12 marks)

1. _____

2. _____

3. _____

4. _____

(d) Describe how to protect the clothes and hair before applying a face mask. (8 marks)

Clothes

Hair

(e) Indicate **two** signs / symptoms that might suggest that the skin is reacting badly to a face mask. (8 marks)

1. _____

2. _____

(f) Describe the routine that should be followed if there is an adverse (bad) reaction to a face mask. (8 marks)

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For the examiner only

Question	Mark
1	
2	
3	
4	
5	
6	
7	
8	
Irish Bonus	
Total Mark	