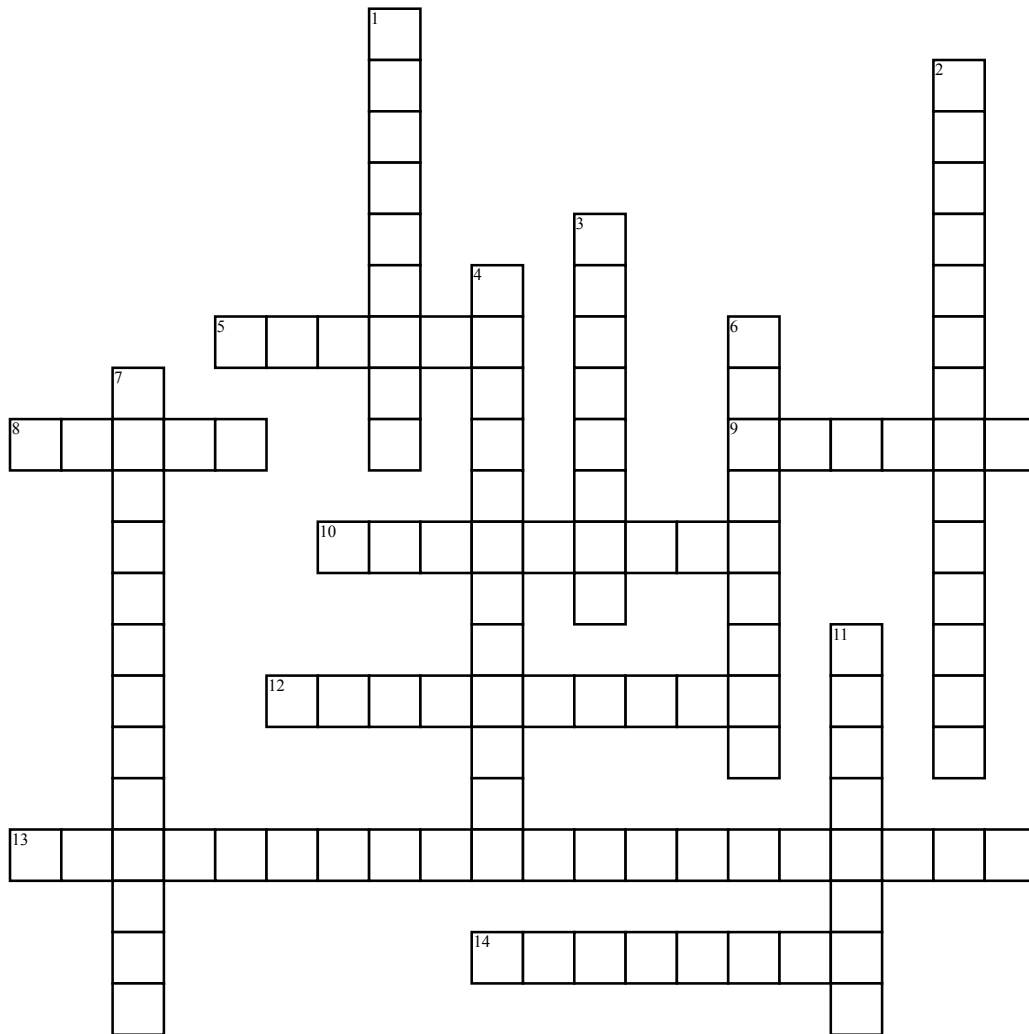


Chapter 31 On the Job



Across

- 5. Your first job will most likely not be your first
- 8. In this industry you will always be putting people
- 9. Most reliable of compensation
- 10. You can find improve your performance by finding a
- 12. Compensation as a direct result of the total amount of service dollars you bring in

13. What payment structure is used to motivate your to increase productivity and services

14. Being on time is being

Down

- 1. Scheduling clients before they leave the salon
- 2. What lays out the outline and duty of your job
- 3. 3 qualities to be successful in sales: pleasing personality, determination, and

4. Technical skills are not as important as your

6. Practice of recommending and selling additional services

7. If you are a resolving challenges you are known as a

11. Selling a product without stressing the client purchases it is

Word Bank

- | | | | |
|---------------|-----------------|------------|------------------------|
| soft sell | job description | commission | salary plus commission |
| people skills | upselling | rebooking | first |
| ambition | choice | role model | problem solver |
| salary | punctual | | |