

Beautician Interview Questions And Answers Guide.



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Beautician Job Interview Preparation Guide.

Question # 1

How well do you work with people?

Answer:-

Politely but with confidence.

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Question # 2

Tell me would you bring customers from your current or former salon?

Answer:-

This is a trick question, which should be answered with utmost care. Mention that you wouldn't think of poaching customers from former or current employers since this would not be ethical. However, you could say that since you are good at your job, your clients might just follow you out of their own volition.

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Question # 3

Can you please explain what did you like best about your last job?

Answer:-

She wants to know where your attention goes on the job. If you blurt out, "I loved the people I worked with," it would lead her to the idea that you are easy to get along with and a team player.

There is not necessarily a wrong answer here, but there could be a more helpful answer to lead the interviewer in the direction you want them to go. Zero in on the quality you would like to support. In the sample above, being a team player was reinforced. And that's a good one for a salon. If you want to show customer service is important to you maybe say something like, "I enjoyed making people smile when I gave them their morning coffee drink. I feel like I made their day!"

Choose something that translates into a beauty career. Making people smile by providing good customer service is great.

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Question # 4

Tell Me About Yourself Your Past and Future?

Answer:-

Sounds easy, right? This is going to blow you away. They could care less about anything personal. They are NOT asking you about where you live or if you are married or your GPA. They want to know how you can benefit their salon.

They want to know what you bring to the party. So here is what you are going to do. In your notebook write out each of these questions on a separate sheet for each. For this one you need to tell them in the shortest way possible what your USP is (your Unique Selling Point).

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Question # 5

Tell us What do you do for a job?

Answer:-

I provide holistic massage and beauty treatments to women in their own homes as part of a mobile business.

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Question # 6

What is your typical workday like as Beautician?

Answer:-

I like to show up about half an hour before my first appointment. This gives me time to check my schedule and see who is getting chemical services, in order to have the products ready for when my clients come in. I make sure the salon is set up, turn on the coffee pot, turn on the music and have everything ready to go.

During the day, I'm mostly cutting hair and doing chemical processing, making people look beautiful. My appointments are often back-to-back, so my work tends to be fast-paced, and I'm on my feet all day. It takes an hour and a half to two hours for a chemical process and half an hour for haircuts, so on a day when I'm just cutting hair, I see a lot of people!



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Question # 7

What is the most challenging part of your job?

Answer:-

It can be tricky when someone comes in who wants something new, but doesn't have any idea what they want. During the consultation, I have to find out what they like and don't like, and feel confident that I can give them what they want. I also have to strike a balance between giving clients what they ask for and suggesting new ideas. Looking at books for examples can help if they don't understand the lingo when we're talking about styles - dimension, shape, and that sort of thing.

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Question # 8

Tell us what you know about us?

Answer:-

The interviewer wants to know if you did your research about the potential employer before going for the interview. You need to demonstrate knowledge about the history of the company and its vision. Talk about the retail products and beauty brands that are used in the company. In addition, you need to show familiarity with the specialist services offered such as waxing, body scrubs, hair colouring, manicure or pedicure.

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Question # 9

Why do you want to work for us? or Why do you want this job?

Answer:-

They are looking for your motivation here. Are you driven by your passion? OR...Are you looking for a place to just get a paycheck? If you love your work you would be an asset to the salon. If you are just trying to find a job anywhere there is no indication to a manager that you are a good fit on her team. Show them that your values, desires, passion and the direction you intend to take your beauty career are in line with the salon culture. For example, Paige is passionate about hairstyling and updo's. Her resume will state this. Going to work in a male grooming salon would not be a good fit for her and the salon manager would recognize that Paige probably wouldn't feel fulfillment only working on men. If she were to hire Paige she knows that Paige most likely won't stay long.

Answer this question by proving you are a good fit in her salon. State what you are passionate about and where you would like to grow your skills. Acknowledge their salon culture in a positive way by giving her a compliment on an element of the salon. Then say how they are everything you want in a salon.

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Question # 10

What do you like about your job as Beautician?

Answer:-

I like the variety of treatments and meeting different people... no two days are the same.

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Question # 11

Group Based Beautician interview questions:

Answer:-

- * Give me an example when you felt you were able to motivate a group.
- * How well did your college experience prepare you for this Beautician job?
- * What do people most often criticize about you?
- * Describe a recent unpopular decision you made as Beautician
- * How do you reach a decision if you don't have all the facts?
- * What do you do if you disagree with a co-worker?
- * Does a leader need power or authority? How do you influence people?

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Question # 12

Communication skills related Beautician interview questions:

Answer:-

- * Time when you made a suggestion to improve the work.
- * What assignment was too difficult for you?
- * What do you think this position involves.
- * What major challenges and problems did you face?
- * What's most important to you in a new position?

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Question # 13

Phone Based Beautician interview questions:

Answer:-

- * How do you react to instruction and criticism?
- * If you were hiring a person for this job, what would you look for?
- * How well did your college experience prepare you for this job?
- * What are you expecting from this firm in the future?
- * What has been your biggest professional disappointment?



Beautician Interview Questions And Answers

If you don't know the answer, just be frank and tell them that.

Just speak out about your basic values that you adopt at the workplaces. Make sure to tell the interviewer about the positive results your actions produced.

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Question # 14

Difficult Beautician interview questions:

Answer:-

- * Were you able to achieve the results you wanted?
- * How does this job compare with others you have applied for?
- * What do you feel are your outstanding qualities?
- * What are your plans for self-improvement and personal development?
- * How do (did) you get along with your supervisor there?
- * What do you do when making a mistake?
- * What skills do you rely on most in your everyday work?

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Question # 15

Beautician Interview Questions:

Answer:-

- * What do you like and dislike about being a beautician?
- * What subjects were your favorites in beauty school?
- * What subjects didn't you like?
- * Why are you interested in working at this salon?
- * What attributes or skills can you offer this salon?
- * Do you have a following of clients?
- * What are some newly introduced techniques and trends in manicures, pedicures and skincare?
- * How do you keep up with the latest styles and trends?
- * How do you suggest treatments, cosmetics and skin therapies to your clients?

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Question # 16

Telephonic Beautician interview questions:

Answer:-

- * Tell me something that you are not proud of?
- * How do you get the best out of people?
- * What helps you remember things?
- * What kind of setting do you like to work in quiet or noisy? Alone or with others?
- * Which of your previous jobs did you like (or dislike) most?
- * Describe the ideal employee.
- * What's the most important thing you've learned in life?

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Question # 17

Competency Based Beautician interview questions:

Answer:-

- * Who was your favorite manager and why?
- * Tell me about yourself.
- * What techniques and tools do you use to keep yourself organized?
- * What are your expectations regarding promotions and salary increases?
- * How do you feel about taking no for an answer?

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Question # 18

Basic Beautician Interview Questions:

Answer:-

- * How do you greet a client if the salon is fully booked?
- * How do you decide priorities when scheduling time?
- * Do you think you are overqualified for this position?
- * What type of work environment do you prefer?
- * Who has impacted you most in your career and how?
- * Have you ever had difficulty working with a manager?
- * How do you handle conflict amongst coworkers?
- * What would your salon colleagues say about you?
- * How do you handle an unhappy customer?
- * How do you react to instruction from the customer?
- * When given an important assignment, how do you approach it?
- * How do you deal with compromise?
- * What was the most important task you've ever had?
- * How do you react under pressure?
- * If you were hired, how long would you plan to stay at our salon?



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Question # 19

Behavioral Beautician interview questions:

Answer:-

- * What are you looking for in terms of career development?
- * Have you done this kind of work before?
- * Give examples of ideas you've had or implemented.
- * How do you keep track of things you need to do?
- * How do you decide what gets top priority when scheduling your time?

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Question # 20

Panel Based Beautician interview questions:

Answer:-

- * What's your ideal company?
- * Example of a time you have placed yourself in a leadership position.
- * Give an example of risk that you had to take. Why did you decide to take the risk?
- * What is your personal mission statement?
- * What is your usual role in a team?
- * Why are you leaving your present job?
- * What do you consider your strengths and weaknesses as Beautician?

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Question # 21

Strengths and Weaknesses based Beautician interview questions:

Answer:-

- * Describe a time you were faced with stresses which tested your skills.
- * Do you have the qualities and skills necessary to succeed in your career?
- * Would you rather write a report or give it verbally?
- * Tell me about a time when you successfully handled a situation?
- * What do you believe are your key strengths?

The interviewer is looking for an answer that indicates you've thought about where you want to work. This is the time you make advantage of the list of questions you have prepared earlier.

If you can come up with an example that relates to the position you're applying for that would be even better.

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Question # 22

General Beautician interview questions:

Answer:-

- * Do you set goals for yourself?
- * Do you think grades should be considered by first employers?
- * Whom may we contact for references?
- * What is your strongest qualification for this job?
- * Have you written any articles for a professional journal, magazine, or newspaper?
- * How do you feel about leaving all your benefits to find a new job?
- * Would you choose the same curriculum again?

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Question # 23

Video Based Beautician interview questions:

Answer:-

- * How did you handle meeting a tight deadline?
- * How do you evaluate your ability to handle conflict?
- * What was the most difficult period in your life, and how did you deal with it?
- * Describe a situation in which you had to collect information.
- * What would you say are your strong points?

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Question # 24

Basic Behavioral Beautician interview questions:

Answer:-

- * How have you successfully worked with this difficult type of person?
- * What do (did) you like about that job and company?
- * Can you work under pressure? Give an example.
- * Are you willing to go where the company sends you?
- * If you could change or improve anything about your college, what would it be?
- * If you come across an unethical behavior what would you do?
- * What do you plan to earn five and ten years from now?



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Question # 25

Situational Beautician interview questions:

Answer:-

- * How have you changed in the last five years?
- * Tell me about your proudest achievement.
- * What parts of your education do you see as relevant to this position?
- * Which subjects did you enjoy during your qualifying degree?
- * What is the difference between a good position and an excellent one?

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Question # 26

Basic Common Beautician interview questions:

Answer:-

- * Give an example of a time you successfully worked on a team.
- * Tell me about how you worked effectively under pressure.
- * Have you ever had to deal with conflicting deadlines?
- * How long would you stay with our company?
- * Do you prefer to work independently or on a team?

Don't stress yourself with the idea of winning or losing. Think of at least two reasons this job is a good match for your skills, strengths, experience and background. Ask a friend or relative of yours to help you practice answering Beautician interview questions.

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Question # 27

What self -marketing tips do you have for cosmetologists?

Answer:-

Always have business cards. When meeting someone new, give them a card. Give those cards to friends and ask them to hand them out too. Another thing: cosmetologists should look beautiful all the time. I was told by my teacher in school that clients should never come in looking better than their stylist. Cosmetologists are providing a service, and the clients want to see the stylist as an example.

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Question # 28

How many services clients can you handle in a month week on in a day?

Answer:-

The interviewer would want to know how much work you can get done within a specific period of time. Avoid the temptation of lying in order to impress the interviewer. Give a realistic image, which you are confident you can deliver.

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Question # 29

Explain what qualifications and experience should those working within the beauty industry have?

Answer:-

It is not required by law in the UK to register with any trade or professional bodies to practise in most areas of work within the beauty industry. However individuals should be qualified to at least NVQ/SVQ Level 2 or 3 (depending on their area of work). Although qualifications should be visible in salons, it's normally best to ask the beautician/beauty therapist if they have received training in the particular treatment you are considering before booking an appointment. Generally, individuals working in the beauty industry should have qualification(s) from the following awarding bodies:

- * NVQ/SVQ Levels 2 and 3
- * ITEC
- * ONC/OND
- * HNC/HND
- * BTEC
- * CIBTAC
- * CIDESCO
- * VTCT (VAL, IHBC, IHHHT, IIST)
- * CGLI

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Question # 30

Can you explain why do you want to work for us?

Answer:-

When asking this question, the interviewer would want to know your motivation for applying for the job. Don't make the mistake of mentioning your desire for higher pay. You could begin by demonstrating your understanding of the company's vision, and then show how your passion and skills would be a good fit.

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Question # 31

How to know which beauty professional to choose?

Answer:-



Beautician Interview Questions And Answers

There are lots of beauty professionals and salons to choose from, so finding the best one for you can take time. Often it's best to listen to recommendations from friends and family, however the following guide can also be useful:

1. Treatment

First decide which treatment you require. Sometimes this will be easy, for example if you want a manicure or facial etc. However if you require specialised treatments such as botox or chemical peels, this will involve researching the treatment in depth first.

2. Location

You can use the search on the homepage to find a beauty professional near to where you live. It may be that you're prepared to travel to find the best beauty professional for you, but just remember you'll have to do this each time you require a treatment! Some beauty professionals will work in a salon, others will work from a room in their home and some may be willing to come to your home.

3. Qualifications and experience

Checking qualifications is extremely important, and certificates should be on display in salons. Click here to find out what different qualifications beauty professionals should have. If you're having specialized treatments, it's vital that the individual you choose has the correct qualifications and experience so research this thoroughly before having the treatment.

4. Prices

Different individuals and salons will charge different prices. This is often due to the varying levels of experience and qualifications. You can compare fees directly in your area using our search.

5. Final Decision

Once you've decided upon your treatment, the price you're willing to pay and the level of experience and qualifications your beauty professional should have, make an appointment. Before allowing your treatment to proceed, ensure the individual or salon provides a hygienic environment and you're comfortable for them to go ahead with the treatment.

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Question # 32

What hours are you available for us?

Answer:-

The work of a beautician is very demanding and usually requires long hours. Unlike other jobs which have fixed hours, you might find yourself having to work on some weekends or even nights. Therefore, you need to assure the interviewer that you are ready to be flexible depending on the demands of the job.

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Question # 33

Explain What is a beauty professional?

Answer:-

A beautician is an individual providing treatments for a range of beauty needs, such as skin care, eyebrow and eyelash treatments, make-up, waxing, massages and nail care. A beauty therapist will be able to advise on exercise and dietary control, as well as offer electrical treatments.

Beauticians usually work from a salon, but some may also be willing to come to a location of your choice to provide the treatment. A qualified beautician/beauty therapist will be trained to know if a client should be referred to another professional e.g. a dermatologist for skin problems.

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Question # 34

What are your strengths as Beautician?

Answer:-

When it comes to strengths, only mention those traits that would be useful in the beauty industry. For instance, you could say that you have a strong work ethic, superior customer care skills, excellent time management skills, the ability to work with a team and a willingness to learn.

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Question # 35

Explain What is Hairdressing?

Answer:-

Salon owners should have NVQ/SVQ Level 3 or 4, hair technicians or freelance hairdressers should have NVQ/SVQ Level 2 or 3 and general stylists/hair-dressers should have NVQ/SVQ Level 2.

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Question # 36

What are your weaknesses as Beautician?

Answer:-

As for weaknesses, don't say anything that would disqualify you. For example, you could say that you are prone to taking too much responsibility or being too trusting. However, don't forget to add '...but I'm working on it' at the end of your weakness or you could just mention a weakness that you managed to overcome in the recent past. This will show that you are constantly taking steps to improve yourself.

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Question # 37

What is Nail Care?

Answer:-

Nail care includes manicures, pedicures and nail extensions including silk/fibre wraps, gel, acrylic & sculptured, nail art & airbrushing techniques. Those offering nail care should have NVQ Level 2 or 3, VTCT or ITEC qualifications.

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Question # 38



Beautician Interview Questions And Answers

Do you have any question to ask us?

Answer:-

This question is inevitable in almost every interview. Be sure to ask at least three sensible questions related to the job you are being interviewed for. This will show that you are actually interested in their business and that you have done your homework.

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Question # 39

Your job requires you to interact with people constantly. How do you handle days when you're in a bad mood?

Answer:-

There's a saying we had at my previous salon: "Leave it at the door." In other words, if a stylist is having a bad day, they're tired or having problems with the kids at home, they can't bring their problems to work with you. I live by that. Clients don't want to hear about my problems -- they want to be taken care of.

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Question # 40

What is your favorite cosmetic product? Do you have the opportunity to work with the product?

Answer:-

My favorite product is Paul Mitchell Super Sculpt Glaze and Fast Drying Sculpting Spray. They also make a dry wax I like to use -- it gives the hair texture. I use these products on my clients all the time, and on myself, too.

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Question # 41

Explain What is Make-up?

Answer:-

Professional make-up artists should have NVQ Level 3, VTCT Diploma or ITEC Diploma. They may also do film and television freelance training to enable them to apply their skills.

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Question # 42

Explain a challenging work situation and how you handled it?

Answer:-

The work of a beautician comes with many diverse challenges. The interviewer wants to be certain that you have what it takes to handle such situations in a logical, tactful and professional way. Think of a problematic situation at your previous or current job that you resolved successfully. Describe the situation clearly, mention what you did and what the results were. Make sure that you never put a negative spin on your answer.

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Question # 43

Explain What is Body Therapy?

Answer:-

Body therapy includes Swedish massage, aromatherapy, holistic therapy, reflexology, sports massage, Reiki and Indian head massage. Those offering these techniques should have a thorough understanding of anatomy and physiology of the body, and be qualified to NVQ Level 3, or ITEC Diploma level.

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Question # 44

What are your future plans?

Answer:-

The interviewer would want to know where your beauty career is headed and if it fits the company's vision. For instance, you could say that you want to specialize in one specific area of beauty therapy within the next two years. You could also mention your plans to take courses in order to help you achieve your goals.

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Question # 45

Explain What is Beauty Therapists?

Answer:-

Beauty therapists offer the same treatments as beauticians, plus specialist body treatments including body massage, electrical treatments as well as exercise and dietary control. NVQ/SVQ Level 3 qualifies an individual as a beauty therapist and learning typically lasts between 500 hours to two years.

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Question # 46

This job is your childhood dream or something you just fell into?

Answer:-

Although this wasn't exactly a childhood dream, it was something that I fancied doing from my late teens. I finally trained at the age of 25 - you can start at any time!

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Question # 47

What advice would you give to entry level cosmetologists just getting started? What do you wish you knew now?

Answer:-

My advice would be to be punctual, always come to work ready to go, and when someone walks in, be ready and willing to give them a haircut, and not grumble about wanting a cigarette break! For at least the first three months after I started working, anytime a senior stylist needed help, I would jump in. I always kept busy, always introduced myself as a new stylist, and just tried to get my name out there. Stylists should make sure they advertise who are.

As for what I wish I knew now, I've never done hair extensions, and that would be neat to look into. I wish I knew even more about color, but I try to keep myself educated. At this salon, we get education classes about once a month, and also do a New York hair show, where we sit in classes in coloring and cutting. That always makes cosmetologists realize how much they know, and boosts their confidence. If you can learn one new little trick or technique or idea, it's been a good day.

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Question # 48

How did you deal with nerves when you first start working on real people?

Answer:-

At the beginning, you're always really nervous, although for me, it was more excitement than anything. I generally felt comfortable and confident because of the education I had. I felt that I could do it, and always knew that I could ask senior employees for advice. That's important -- being able to get help when they need it. I was always comfortable asking questions and finding the answers.

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Question # 49

Explain What is Electrolysis?

Answer:-

Electrolysis is the only medically approved form of permanent hair removal. Electrolysisists should have NVQ Level 3 in Electrical Epilation, BTEC National Diploma with Epilation or BTEC Higher National Diploma with Epilation.

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Question # 50

Tell us what did you like least about your last job?

Answer:-

Oh, this is a tricky one. It's a setup. It is very easy to fall into this snare. People just wait for an opening to vent. But you now know ahead of time NOT TO DO THIS.

Instead of coming back with, "OH, I really hated my boss. He was such a pig!" you want to go to a task that is harmless to what you are trying to achieve. If you worked at Starbucks you had to clean, you had very busy times, it could be stressful, people complained, you may have had a bad co-worker, etc. But if you point any of this out in your interview it will look like a negative for YOU.

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Question # 51

Do you consider yourself a team player?

Answer:-

Being a team player in a salon is a strength. Everyone is there to make money, for themselves and for the salon. It takes a village. If you are highly self absorbed by nature start working on that issue. You will need help in a salon and you will be called upon to help others. So if this question is asked and you are NOT a team player, meaning you prefer to work alone, fake it.

I'm not saying lie to the interviewer but you need them to know you ARE a team player. Saying you prefer to work alone in a salon environment will disqualify you. So YES, you are a team player, and you will consciously work on it in the salon. Think of a time when you worked as a team on any project. Write it in your notebook with an example of how you helped the team, just in case you are asked for one. Your beauty career will mostly be a team sport.

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Question # 52

Do you advise cosmetologists to choose a specialty right away?

Answer:-

I think that partly depends on whether one wants to work for a large or small salon. In larger salons, it's more common to specialize -- sometimes clients may get color processing from one stylist, a cut from another, and a style from even another! Even if a cosmetologist want to work in a smaller salon, it's a good idea to choose a specialty early, because they get established in what you do. It's hard to go from hair to nails to waxing, for example, and to be considered an expert in all of those.

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Question # 53

Tell us why should we hire you as Beautician?

Answer:-

Boy, that's a toughie, isn't it? It would be really easy to stammer through a stupid answer in an interview. What they are really asking you is "Why is it in our best interest to have you working for us?" So tell them. An interview is no place to be shy. Tell them How you will be an asset to the salon.

Example: Because I have a strong work ethic, I'm great at time management, I understand the importance of superior customer service and I am willing to do everything I can to help the salon and myself grow.

And if you are really ballsey say "Because I will exceed your expectations!"

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Beautician Interview Questions And Answers

Question # 54

Explain how do you keep yourself looking good?

Answer:-

What is your routine? Remember to make someone else feel good you need to feel and look good too.

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Question # 55

How did you get into your job as Beautician?

Answer:-

I had to do 2 years at college, obtaining a NVQ level 3 qualification.

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Question # 56

How did you find your first job?

Answer:-

I came here from Maine to go to school at Whitman's Academy of Hair Design. When I finished, I went back to work in a salon in the little town I grew up in. That job didn't give me the excitement and creativity that I needed, though, so I scheduled a couple of interviews at salons in Brattleboro. I was at Whitman's salon, getting a haircut from a friend so that I would look beautiful for my interviews. The owner, who was my former teacher, overheard that I was looking for a job, came over to me and said, "Hey, why don't you come work for me?" So I did.

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Question # 57

What does a typical working day involve as Beautician?

Answer:-

A typical work day for me involves driving to client's houses and personally doing a variety of treatments, from nails to waxing, massage to make-up.

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Question # 58

Tell me why do you think you will make a good beauty therapist?

Answer:-

Obviously you need to be answering that you feel you can make people feel and look good as one of your points.

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Question # 59

Suppose If you had to offer one piece of advice to anyone looking to break into your industry, what would it be?

Answer:-

My advice would be to go for it but to expect to work long hours for little money, at least to begin with. Always work in a salon before you go out on your own to gain valuable experience.

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Question # 60

Tell us why do you think you will make a good beauty therapist?

Answer:-

Remember that salon's do late nights sometimes and always work on a Saturday. It's not a straight 9-5 job.

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Question # 61

What kind of person do you need to be to succeed in this job as Beautician?

Answer:-

You need to be sociable, organised and definitely not squeamish! This job isn't as glamorous as you might think. You also have to have lots of tact and empathy - sometimes you feel like a psychiatrist!

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Question # 62

Tell us how will you keep up to date with new products?

Answer:-

Magazines, trends, from your Manager/Company.

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Question # 63

Tell us If you could do any other job/career what would you choose and why?



Beautician Interview Questions And Answers

Answer:-

I would have liked to have been an interior designer.

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Question # 64

What do you like most about being a cosmetologist?

Answer:-

I love to make people beautiful. And I love my clients. I enjoy being social with them, and being creative in my work.

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Question # 65

What do you dislike about your job as Beautician?

Answer:-

I dislike the unsociable hours, commuting between clients and having to lug all my heavy kit everywhere!

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Question # 66

Do you build in time for breaks?

Answer:-

Some stylists don't take breaks, but I do. I'm fresher and a better stylist if I give myself short breaks throughout the day. I don't like running late, and I'm particular about staying punctual, so I build my breaks into my schedule.

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Question # 67

What is one thing you like least about this career?

Answer:-

The thing that can tire me the most is living on a schedule, with cuts every half hour. Everyone is busy, and time is important, so I work hard to stay on schedule and be punctual. That's the most draining part of the job, and the only part that can be stressful for me.

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Question # 68

Do you find your own clients? If so, how?

Answer:-

At this point, I have a following -- a clientele that has developed over the years. But for new cosmetologists or stylists, it's all about advertising. A business card is really important. I always carry cards with me, and especially when I was just getting started, I would hand out my cards to friends and new acquaintances and encourage them to come see me. Then there are little rules, like always schedule the next appointment while the client is still there. It helps build consistency and develops your client base.

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Question # 69

How do you deal with troublesome clients?

Answer:-

I rarely have difficult clients! When I do, honesty is the key to working it out. If someone doesn't like what I've done, I ask them to tell me what didn't work. On occasion, when someone has been repeatedly unhappy, I've told them that I obviously can't give them what they want, and recommend another stylist. But the response is always, "Oh, it's not you!" Usually those people are just unhappy with their hair -- they hate the wave or straightness, not what I did. I think, generally, that it works to troubleshoot problems together, and I think of it as a positive thing. I also always welcome my clients to come back at the end of the day if they're not happy with the style or have any challenges.

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