

## **Business Practices and Professional Ethics Practice Exam**

**1. Why would a massage therapist decide to spend more time with a new client who has never had massage before?**

- a. To explain the session, what the client can expect and to mention “professional draping standards”.
- b. To be sure the client understands the forms of payment accepted (cash only, no credit cards, etc.)
- c. To get to know a bit more about their personal or professional lifestyles.
- d. To share your credentials, awards and your educational background with the client.

**2. How long (approximately) does it take someone to form an “opinion” or “first impression” about a person?**

- a. 15 seconds
- b. 20 seconds
- c. 30 seconds
- d. 60 seconds

**3. When dealing with complaints, it is helpful to be able to?**

- a. Slip away, leaving a co-worker to deal with a customer complaint.
- b. "Think on your feet"
- c. Quickly find your manager
- d. Have a good hiding place

**4. With “signals” or body language, the following can also be interpreted.**

- a. Stance and facial expressions
- b. All of the answers are correct
- c. Attitude and tone
- d. Gestures

**5. Which one of the following IS NOT identified as a communication styles by customer service representatives?**

- a. assertive
- b. aggressive
- c. passive
- d. dismissive

**6. One of the best ways to set standards when it comes to spa staffing and expectations is to?**

- a. keep all policies "vague" in case you need to change your mind at a later date
- b. tell one person knowing that the information will be passed along to their co-workers
- c. create a Policies and Procedures handbook
- d. send text messages out to the staff as issues arise

**7. Outside of the cost, what is one of the most important aspects to consider when deciding to rent a space for your massage therapy practice?**

- a. Decorations
- b. Location
- c. Curb appeal
- d. Office supplies

**8. In defining business structures, what do the letters "LLC" stand for?**

- a. Limited Lending Company
- b. Limited Liability Company
- c. Limited, Leasing Company
- d. Limited, Liability, Cash

**9. More than 50% of business fail within \_\_\_\_\_ (how long)?**

- a. 24 months
- b. 18 months
- c. 6 months
- d. 12 months

**10. When making decisions, it is important to \_\_\_\_\_?**

- a. Not report your income to the IRS
- b. Always assume you will make more money than you originally plan
- c. Not sign any type of leasing agreement
- d. Weigh out the pros and cons