

Multiple Choice Sample Questions
ITEC Unit 611 Salon Reception Duties

1	Which of the following statements is correct with regard to data?		1
A	Data should be securely stored in order to protect the therapist/stylist from the client reading the data	B	Data should be securely stored in order to ensure that all therapists/stylists and receptionists in the salon have access to client data
C	Data should be securely stored in order to protect the client from being sold an incorrect product	D	Data should be securely stored in order to protect the client from anyone other than their therapist/stylist accessing private information
2	Which of the following could occur if a breach of confidentiality takes place?		2
A	Increase in business	B	Loss of business
C	Increase in electronic storage	D	Decrease in electronic storage
3	What action should you take if a client attempts to use a stolen card?		3
A	Cut up the card	B	Return the card to the client
C	Retain the card and telephone authorisation	D	Take the card to the associated bank