

Manager Multiple Choice Questions Memo

Name & Surname:	
Clinic/branch (you belong to):	
Date of Training Completed:	
Date Multiple Choice is due:	
Total marks 20	
Signed by:	
Signature:	
Date	

Question 1

What is your role as a manager

- a) **Team leader**
- b) Excellent therapist
- c) Introvert
- d) Not be able to delegate

Question 2

Choose the most correct responsibility for a manager

- a) **Optimal day to day running of the clinic**
- b) Stock control
- c) Motivate the staff
- d) Collect payments form clients

Question 3

Which of the following is part of your business plan?

- a) Employee amounts
- b) Employee rosters
- c) **3 Year forecast**
- d) Weekly meetings

Question 4

Strategic planning consists of:

- a) Reception duty
- b) Assisting walk in clients
- c) **Think ahead**
- d) Public holidays

Question 5

Strategic planning begins with the

- a) A systematic process
- b) Longtime
- c) **Desired end and works backwards to the current status**
- d) Focus on the clinic mission and vision

Question 6

Define KPI's

- a) Measure the overtime hours you worked
- b) Measure your public leave days
- c) Measure your work performance**
- d) None of the above

Question 7

Define SWOT analysis

- a) Strengths
- b) Weakness
- c) Strengths, Weakness, Opportunities, Threats**
- d) Target markets

Question 8

Define marketing calendar

- a) Ensures your marketing is in place
- b) Assist with promotions
- c) Assist with sales forecast
- d) Ensures your events/promotions/specials are planned in advance**

Question 9

Which of the following marketing is the best for your business

- a) Local radio
- b) Local news paper
- c) Word of mouth**
- d) Website

Question 10

What is monthly comparison of salon analysis

- a) Future financial forecasting
- b) Comparative report
- c) Analysis that compare a month to month basis**
- d) Analyze turn over up to date

Question 11

What does the monthly comparison of service and retail performance measure

- a) Daily revenue
- b) Monthly revenue
- c) Therapist service and retail performance as a total on a month to month basis**
- d) Retail revenue

Question 12

What does the Revenue performance analysis report measure?

- a) Daily turnover
- b) Weekly turnover
- c) Turnover in relation to month to month**
- d) Weekend turnover

Question 13

What does the brand by brand analysis report measure?

- a) Daily retail revenue
- b) Weekly retail revenue
- c) % each line contributes to your total turnover**
- d) Monthly retail revenue

Question 14

CUR stand for?

- a) Cash sales report
- b) Total sales report
- c) Cash up report**
- d) None of the above

Question 15

CSR stands for?

- a) Cash revenue up to date
- b) Monthly revenue
- c) Completed sales report**
- d) None of the above

Question 16

Which staff records should you keep?

- a) Daily rosters
- b) Lunch time booked out
- c) Performance reviews**
- d) Weekly meeting minutes

Question 17

Define letter of employment

- a) This is a contract
- b) Inform about your responsibilities
- c) Confirmation of employment**
- d) None of the above

Question 18

Requirements for answering the phones

- a) As quickly as possible
- b) Answer with a loud voice
- c) Uses the correct script**
- d) None of the above

Question 19

What is the aim of the mystery guest?

- a) To receive complimentary treatments
- b) The mystery guest provides constructive criticisms to the clinic owner**
- c) Assist the clinic to improve their overall client experience**
- d) Only A

Question 20

What is delegation?

- a) The process of trusting somebody else with responsibilities**
- b) Manager is doing all the responsibilities themselves
- c) The manager plans ahead
- d) None of the above