

# CBSE Class 12 Beauty and Wellness Question Paper with Solutions(Memory Based)

Time Allowed :3 Hours	Maximum Marks :70	Total questions :37
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## General Instructions

Read the following instructions very carefully and strictly follow them:

1. Answers to this Paper must be written on the paper provided separately.
2. You will not be allowed to write during the first 15 minutes
3. This time is to be spent in reading the question paper.
4. The time given at the head of this Paper is the time allowed for writing the answers,
5. The paper has four Sections.
6. Section A is compulsory - All questions in Section A must be answered.
7. You must attempt one question from each of the Sections B, C and D and one other question from any Section of your choice.
8. The intended marks for questions or parts of questions are given in brackets [ ].

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**1. What part of the skin is often referred to as "True Skin"?**

**Solution:**

**Concept:** Human skin is made up of two main layers: the epidermis and the dermis. Each layer has different structures and functions.

**Answer:** The **dermis** is often referred to as the **"True Skin"**.

**Explanation:**

- The epidermis is the outermost layer and mainly provides protection.
- The dermis lies beneath the epidermis and contains vital structures such as:
  - Blood vessels
  - Nerve endings
  - Sweat glands
  - Hair follicles
  - Sebaceous glands
- Since it contains living tissues and performs most of the skin's functions, it is called the true skin.

**Conclusion:** The dermis is called the true skin because it contains nerves, blood vessels, and glands responsible for sensation, nourishment, and regulation of body temperature.

#### Quick Tip

Epidermis = Outer protective layer. Dermis = True skin (living, functional layer).

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## 2. Which tool is best suited for deep cleansing during a professional facial?

### Solution:

**Concept:** Deep cleansing during a professional facial involves removing dirt, excess oil, dead skin cells, and impurities from pores. Special tools are used to enhance cleansing beyond manual methods.

**Answer:** The **galvanic machine (desincrustation tool)** is best suited for deep cleansing during a professional facial.

### Explanation:

- The galvanic machine uses mild electrical currents to loosen impurities and sebum trapped in pores.
- During desincrustation, an alkaline solution is applied to the skin.

- The current helps break down oil deposits and soften blackheads and whiteheads.
- This makes extraction easier and more hygienic.

#### **Other Supporting Tools:**

- Steamer — Opens pores before deep cleansing.
- Ultrasonic skin scrubber — Helps remove surface impurities.

**Conclusion:** The galvanic machine is the most effective tool for deep cleansing in professional facials because it deeply cleans pores using electrical currents and prepares the skin for extraction.

#### **Quick Tip**

For deep cleansing facials: Steam opens pores, Galvanic current removes deep impurities.

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**3. Identify the hair removal method that is considered permanent because it destroys the hair follicle.**

#### **Solution:**

**Concept:** Hair removal methods are classified as temporary or permanent depending on whether the hair follicle is destroyed. Permanent methods target the root (hair follicle) to prevent regrowth.

**Answer: Electrolysis** is the hair removal method considered permanent because it destroys the hair follicle.

#### **Explanation:**

- Electrolysis uses a fine probe inserted into the hair follicle.
- A small electric current is delivered to destroy the follicle.
- Once the follicle is destroyed, it cannot produce new hair.

- It is suitable for all hair and skin types and is FDA-recognized as permanent hair removal.

**Note:** Laser hair reduction provides long-term reduction but is not always fully permanent, whereas electrolysis ensures permanent follicle destruction.

**Conclusion:** Electrolysis is the only method regarded as permanent hair removal because it completely destroys the hair follicle and prevents regrowth.

#### Quick Tip

Electrolysis = Permanent hair removal. Destroys follicle using electric current.

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#### 4. What is the process of electrical facial skin treatment commonly called?

##### **Solution:**

**Concept:** Electrical facial treatments use low-level electrical currents to improve skin health, enhance product absorption, and stimulate facial muscles. These treatments are widely used in professional cosmetology.

**Answer:** The process of electrical facial skin treatment is commonly called **Electrotherapy**.

##### **Explanation:**

- Electrotherapy involves the use of electrical currents for skin care treatments.
- It includes various techniques such as:
  - Galvanic treatment — Deep cleansing and product penetration
  - High-frequency treatment — Acne control and skin stimulation
  - Microcurrent therapy — Muscle toning and lifting
- These treatments help improve blood circulation, skin texture, and overall facial rejuvenation.

**Conclusion:** Electrical facial skin treatments are collectively known as electrotherapy, which uses controlled electrical currents to enhance skin health and appearance.

#### Quick Tip

Electrical facial treatments = Electrotherapy. Includes galvanic, high-frequency, and microcurrent methods.

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### 5. Briefly describe the qualities of a professional salon receptionist.

#### Solution:

**Concept:** A salon receptionist is the first point of contact between the salon and clients. Their behavior and professionalism play a key role in creating a positive impression and ensuring smooth salon operations.

#### Qualities of a Professional Salon Receptionist:

1. **Good Communication Skills:** Should speak clearly, politely, and confidently with clients both in person and on the phone.
2. **Pleasant Personality:** Friendly attitude, welcoming smile, and professional appearance help create a positive environment.
3. **Organizational Skills:** Ability to manage appointments, records, and schedules efficiently without confusion.
4. **Customer Service Orientation:** Should be patient, helpful, and attentive to client needs and complaints.
5. **Professional Etiquette:** Maintains punctuality, confidentiality, and proper salon decorum.
6. **Basic Product and Service Knowledge:** Should have knowledge of salon services and products to guide clients properly.
7. **Multitasking Ability:** Capable of handling calls, bookings, billing, and client coordination simultaneously.

**Conclusion:** A professional salon receptionist should be well-groomed, courteous, organized, and knowledgeable, as they represent the image and professionalism of the salon.

#### Quick Tip

Receptionist = Face of the salon. Good communication + grooming + organization = Professional impression.

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## 6. What are the causes of dry skin, and how can it be identified?

### Solution:

**Concept:** Dry skin occurs when the skin lacks sufficient moisture and natural oils (sebum). It results in rough texture and reduced elasticity, making proper identification important for correct skin care treatment.

#### Causes of Dry Skin:

1. **Lack of Sebum Production:** Reduced activity of sebaceous glands leads to insufficient natural oil on the skin.
2. **Environmental Factors:** Cold weather, low humidity, excessive sun exposure, and wind can remove moisture from the skin.
3. **Frequent Washing:** Overuse of harsh soaps or cleansers strips natural oils from the skin.
4. **Dehydration:** Insufficient water intake affects skin hydration.
5. **Ageing:** As age increases, oil production decreases, making skin drier.
6. **Improper Skin Care Products:** Use of alcohol-based or unsuitable cosmetics can dry out the skin.

#### Identification of Dry Skin:

- Rough, flaky, or scaly texture
- Tight feeling, especially after washing

- Dull and lifeless appearance
- Fine lines more visible
- Lack of natural shine
- Possible itching or mild irritation

**Conclusion:** Dry skin is caused by reduced moisture and oil levels due to environmental, lifestyle, or biological factors. It can be identified by rough texture, tightness, dullness, and flaking.

#### Quick Tip

Dry skin signs: Tight, dull, flaky. Main cause = Lack of moisture and natural oils.

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## 7. How do you perform a professional skin analysis before starting a treatment?

### Solution:

**Concept:** Skin analysis is an essential step before any facial or skin treatment. It helps identify the client's skin type, condition, and specific concerns so that the correct products and procedures can be selected.

### Steps for Professional Skin Analysis:

1. **Client Consultation:** Discuss the client's medical history, allergies, skin concerns, lifestyle, and previous treatments. Record all details in a consultation form.
2. **Visual Examination:** Observe the skin under good lighting to identify:
  - Skin type (oily, dry, normal, combination, sensitive)
  - Pigmentation, acne, or blemishes
  - Fine lines, wrinkles, or dehydration
3. **Touch Analysis:** Gently feel the skin texture using clean hands to assess roughness, elasticity, and moisture level.

4. **Use of Magnifying Lamp:** A magnifying lamp helps examine pores, blackheads, milia, and underlying skin conditions more clearly.
5. **Tissue Test (Optional):** Blotting tissue can be used to determine oiliness by pressing it on different areas of the face.
6. **Identify Skin Conditions:** Check for sensitivity, broken capillaries, inflammation, or infections that may require treatment modification.
7. **Record Findings:** Document observations and create a personalized treatment plan based on the analysis.

**Conclusion:** A professional skin analysis involves consultation, visual and tactile examination, and the use of tools like magnifying lamps. It ensures safe, customized, and effective treatment for the client.

#### Quick Tip

Skin analysis = Consult + Observe + Touch + Tools. Correct analysis ensures safe and effective treatment.

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## 8. Describe the process and benefits of using steam during a facial treatment.

### Solution:

**Concept:** Facial steaming is an important step in professional facial treatments. It involves directing warm steam onto the face to soften the skin and prepare it for deep cleansing and extraction.

### Process of Using Steam During a Facial:

1. **Preparation:** Cleanse the face thoroughly to remove makeup, dirt, and surface impurities.
2. **Setting the Steamer:** Fill the facial steamer with distilled water and allow it to heat until steady steam is produced.

3. **Positioning:** Place the steamer nozzle about 12–18 inches away from the client’s face to avoid burns.
4. **Protect Sensitive Areas:** Cover the client’s eyes with cotton pads and ensure comfort throughout the process.
5. **Steaming Duration:** Steam the face for 5–10 minutes depending on skin type:
  - Oily skin — Longer duration
  - Dry or sensitive skin — Shorter duration
6. **Post-Steam Step:** After steaming, proceed with blackhead extraction, exfoliation, or mask application.

**Benefits of Facial Steaming:**

- Opens pores and softens comedones (blackheads and whiteheads)
- Loosens dirt and impurities trapped in pores
- Improves blood circulation
- Hydrates and softens the skin
- Enhances absorption of skincare products
- Prepares skin for extraction and deep cleansing

**Precautions:**

- Avoid excessive steaming for sensitive or couperose skin.
- Maintain proper distance to prevent burns.
- Do not use on clients with rosacea or severe acne inflammation.

**Conclusion:** Facial steaming is a crucial step that softens the skin, opens pores, and enhances the effectiveness of deep cleansing treatments when performed correctly.

### Quick Tip

Steam = Opens pores + Softens skin. Makes extraction easier and improves product absorption.

## 9. Explain the role of Personal Protective Equipment (PPE) in maintaining salon hygiene.

### Solution:

**Concept:** Personal Protective Equipment (PPE) refers to protective clothing and tools used to minimize exposure to health hazards. In salons, PPE plays a vital role in preventing infections, cross-contamination, and maintaining hygiene standards.

### Role of PPE in Salon Hygiene:

1. **Prevents Cross-Contamination:** PPE such as gloves and masks prevent transfer of bacteria, fungi, and viruses between client and therapist.
2. **Protects Skin and Health:** Gloves protect hands from chemicals, dyes, and bodily fluids during treatments.
3. **Maintains Clean Working Environment:** Aprons and uniforms prevent contamination of personal clothing and keep the workspace hygienic.
4. **Reduces Risk of Infections:** Use of disposable items like masks and caps helps prevent airborne and contact infections.
5. **Enhances Professionalism:** Proper use of PPE reflects hygiene awareness and builds client trust and confidence.
6. **Complies with Safety Standards:** Following PPE guidelines ensures adherence to salon health and safety regulations.

### Common PPE Used in Salons:

- Disposable gloves

- Face masks or shields
- Aprons or protective gowns
- Hair caps
- Protective eyewear (for chemical treatments)

**Conclusion:** PPE is essential for maintaining salon hygiene as it protects both clients and professionals from infections, ensures cleanliness, and promotes a safe and professional working environment.

#### Quick Tip

PPE = Protection + Hygiene + Safety. Prevents infections and builds client trust.

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## 10. Explain why self-motivation is important for an entrepreneur.

### Solution:

**Concept:** Self-motivation is the inner drive that pushes a person to take initiative, stay focused, and work towards goals without external pressure. For entrepreneurs, it is a key quality because they often work independently and face uncertain challenges.

### Importance of Self-Motivation for an Entrepreneur:

1. **Drives Initiative:** Entrepreneurs must take the first step in starting and managing a business. Self-motivation helps them act without waiting for instructions.
2. **Helps Overcome Challenges:** Business ventures involve risks and failures. Self-motivated individuals stay determined and keep trying despite obstacles.
3. **Maintains Focus on Goals:** It helps entrepreneurs stay committed to long-term business goals and avoid distractions.
4. **Encourages Innovation:** Self-driven individuals are more likely to think creatively and develop new ideas or solutions.

5. **Builds Resilience:** Motivation from within helps entrepreneurs recover from setbacks and continue moving forward.
6. **Improves Productivity:** Self-motivated entrepreneurs manage time effectively and work consistently without supervision.
7. **Inspires Others:** A motivated entrepreneur can inspire employees and create a positive work culture.

**Conclusion:** Self-motivation is essential for entrepreneurs as it helps them take initiative, face challenges confidently, remain focused on goals, and sustain business growth even in difficult situations.

#### Quick Tip

Entrepreneurs are self-driven leaders. Self-motivation = Initiative + Persistence + Success.

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## 11. How can customer feedback help in the success of a beauty business?

### Solution:

**Concept:** Customer feedback refers to opinions, suggestions, and reviews shared by clients about their experience with a business. In the beauty industry, feedback plays a vital role in improving service quality and building long-term client relationships.

### How Customer Feedback Helps in Business Success:

1. **Improves Service Quality:** Feedback helps identify strengths and weaknesses in services, allowing improvements where needed.
2. **Enhances Customer Satisfaction:** Understanding client preferences helps deliver personalized services, leading to happier customers.
3. **Builds Trust and Loyalty:** When clients feel heard and valued, they are more likely to return and recommend the salon.

4. **Identifies Training Needs:** Feedback can highlight areas where staff may require additional training or skill development.
5. **Encourages Innovation:** Suggestions from customers can inspire new services, treatments, or product offerings.
6. **Improves Business Reputation:** Positive reviews and testimonials attract new clients and strengthen brand image.
7. **Helps in Decision Making:** Feedback provides real insights that guide pricing, service upgrades, and marketing strategies.

**Conclusion:** Customer feedback is a powerful tool for growth in a beauty business. It helps improve services, strengthen client relationships, and build a strong reputation, ultimately contributing to long-term success.

#### Quick Tip

Happy clients = Growing business. Listen to feedback, improve services, and build loyalty.

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## 12. What are "Green Jobs" and how do they relate to the beauty and wellness sector?

### Solution:

**Concept:** Green jobs are employment opportunities that contribute to preserving or restoring the environment. These jobs focus on sustainability, reducing pollution, conserving resources, and promoting eco-friendly practices across industries.

### What are Green Jobs?

- Jobs that support environmental protection and sustainable development.
- Aim to reduce carbon footprint and minimize environmental damage.
- Promote use of renewable resources and eco-friendly technologies.

### Relation to Beauty and Wellness Sector:

1. **Use of Organic and Natural Products:** Professionals promote herbal, organic, and chemical-free skincare and haircare products that are safer for the environment.
2. **Eco-Friendly Salon Practices:** Reducing water wastage, using energy-efficient equipment, and minimizing plastic usage.
3. **Sustainable Packaging:** Encouraging recyclable, biodegradable, or refillable packaging for beauty products.
4. **Waste Management:** Proper disposal and recycling of salon waste such as chemical containers and single-use items.
5. **Cruelty-Free and Vegan Beauty:** Promoting products not tested on animals and free from animal-derived ingredients.
6. **Green Spa and Wellness Services:** Use of natural therapies, aromatherapy, and eco-conscious wellness treatments.
7. **Awareness and Education:** Educating clients about sustainable beauty practices and environmentally responsible choices.

**Conclusion:** Green jobs in the beauty and wellness sector promote sustainability by encouraging eco-friendly products, reducing environmental impact, and creating awareness about responsible beauty practices.

#### Quick Tip

Green jobs = Eco-friendly careers. In beauty: Natural products + Sustainable salons = Greener future.