



Winn Claybaugh's MASTERS Audio Club Home Play December 2014: Frank Gambuzza

1. Listen to this month's featured MASTERS interview by going to the MASTERS tab on Plugged In. You can listen online or download it to your favorite audio player.
2. Select and answer 7 of the 9 questions below.
3. Fill in the answers (or use a separate piece of paper), staple the answers to your worksheet, and show them to a Learning Leader.
4. Have the Learning Leader sign off the MASTERS box on your worksheet.

Frank Gambuzza has been in the beauty industry for 42 years. What was his first job?

Frank is currently the president-elect of Intercoiffure. Describe Intercoiffure.

Frank tells listeners to "learn your craft." What does he mean by this?

Frank mentions that when clients leave, they don't always remember how their hair looked but they always remember something else. What do they always remember?

Who is Frank's intended audience for Ten Disciplines of a World-Class Service Provider?

List eight of the ten disciplines of a world-class service provider.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Frank mentions the Japanese word and philosophy, *kaizen*. What does this mean?

What are the three types of hairdressers that Frank refers to?

1. _____
2. _____
3. _____

What was Frank's final message to listeners?

