

# Chair Massage Home Study Course

12 CE Hours  
Online Study Guide

Presented by the:  
*Center for Massage Therapy Continuing Education*

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## Center for Massage Therapy Continuing Education

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Published by the Center for Massage Therapy Continuing Education

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It is the responsibility of the practitioner to determine the appropriateness of the techniques presented in terms within the scope of practice. This information is in no way meant to diagnose or treat medical conditions. Written medical opinions are always the best way to resolve any questions regarding contra-indications to Chair Massage.

**PLEASE CAREFULLY READ THE DIRECTIONS ON PAGE 2**

## **Instructions for the Chair Massage home study course**

Thank you for investing in the Chair Massage home study course, a 12 CE hour course designed to further your knowledge in the art of chair massage. This guide will contain all of the instructions you will need to complete this course. This is a 12 CE hour course, so that means it should take you approximately 12 hours to watch the DVD, read the textbook, familiarize yourself with the principles and techniques, login and complete the exam. Please note: this course is not meant to teach advanced hands on techniques. Please seek advanced training for hands on skills.

This Course Will Present You With:

- A complete chair massage routine
- Benefits and contraindications to chair massage
- Proper set up and body mechanics for performing chair massage
- Marketing strategies for promoting your business while performing chair massage

### **The following are steps to follow in completing this course:**

- 1. Read the instructions and review the textbook, DVD, and exam. Your textbook and DVD will be mailed to you.**
- 2. Access the online examination in your account at [www.massagetherapyceu.com](http://www.massagetherapyceu.com).**
- 3. Complete your examination and print your certificate. The exam is open book and there is no time limit for completion.**

You must pass the written exam with a 70% or better to pass this home study course. You are allowed to access and take the online exam up to 3 times if needed. There is no time limit when taking the exam. Feel free to review the DVD while taking the exam. This course uses the DVD “Mastering Chair Massage” with Diana Haynes and the textbook “Chair Massage” by Patricia Holland and Sandra Anderson. There are no trick questions on the exam. All of the answers are clearly found in the textbook and DVD.

It is advised to answer the exam questions in the study guide before testing online. That way, when you are testing you do not have to go back and forth through the online exam.

Good luck as you complete this course. If you have any question please feel free to contact us at 866-784-5940, 712-490-8245 or by email at [info@massagetherapyceu.com](mailto:info@massagetherapyceu.com). Most state boards require that you keep your “proof of completion” certificates for at least four years in case of audit. Thank you for taking our Chair Massage home study course.

# Chair Massage Written Examination

## DVD Exam Questions

### Fundamentals

#### Introduction

1. Chair massage is used as a way for therapists to get their hands on people in a casual context and to promote their services.
  - A. True
  - B. False
2. Why have 80% of Americans never had a massage?
  - A. Cost
  - B. The requirement to disrobe in front of a stranger
  - C. They may be uncomfortable
  - D. All of the above
3. Chair massage can be offered at almost any public event.
  - A. True
  - B. False
4. If you are providing chair massage, essential items to have with you are:
  - A. Business cards
  - B. Clock
  - C. Water
  - D. All of the above

#### Choosing a Chair and Setting Up

5. If you are a shorter person, which seat setting of the chair would be most suited to you?
  - A. The lowest
  - B. Seat height does not matter
  - C. The highest
  - D. In the middle
6. It is acceptable to instruct your clients on how to sit in the massage chair.
  - A. True
  - B. False

#### Body Mechanics and Self Care

7. For using deeper pressure it is important to move from the center of your body, letting your legs provide the strength.
  - A. True
  - B. False
8. An example of practicing proper body mechanics while performing chair massage is:
  - A. Bending at the waist over your client
  - B. Hyper-extending the joints
  - C. Lining up your joints in a straight line for stability
  - D. All of the above

9. Why do many massage therapists experience burnout?
- A. They get caught up in giving to others so much that they forget to take care of themselves
  - B. They do not practice chair massage on a regular basis
  - C. They do not practice chair massage enough
  - D. They are not busy enough to keep a practice thriving
10. Some little things that can make a big difference for the therapist are:
- A. Washing their hands frequently
  - B. Drinking 8 glasses of water each day
  - C. Getting adequate, quality sleep at night
  - D. All of the above

### **Communication**

11. Communication encompasses how you present yourself to your clients and includes:
- A. Your manner
  - B. The way you dress
  - C. Your body language
  - D. All of the above
12. By asking for feedback, and responding to that feedback, you are letting your clients know:
- A. That you are in control of the session
  - B. That they are in control of the session
  - C. That you are not really concerned about how they feel
  - D. All of the above

### **Technique Overview**

13. All of the strokes presented in the chair massage routing fall into which category?
- A. Petrissage and compression
  - B. Percussion and trigger point
  - C. Energy, stretching and mobilization
  - D. All of the above
14. Cross fiber friction is any stroke that goes along the grain of muscle fibers.
- A. True
  - B. False
15. Petrissage involves:
- A. Grasping muscles
  - B. Kneading muscles
  - C. Squeezing muscles
  - D. All of the above
16. Compression strokes involve pressing the muscles against underlying structures.
- A. True
  - B. False
17. The main purpose of percussion is to:
- A. Loosen muscles
  - B. Stretch muscle fibers
  - C. Stimulate blood flow
  - D. All of the above

18. Energy strokes are done to:
- A. Invigorate
  - B. Calm
  - C. Focus a person
  - D. All of the above

**Adapting your Sequence**

19. The most common time length for a chair massage is:
- A. 60 minutes
  - B. 5 minutes
  - C. 15 minutes
  - D. 45 minutes

**Technique Landmark Review**

20. Bony landmarks in the posterior neck include:
- A. Spinous processes
  - B. Transverse processes
  - C. Occipital ridge
  - D. All of the above
21. The erector spinae muscles are located:
- A. Under the scapula
  - B. Underneath the intercostal muscles
  - C. Parallel to the spine
  - D. All of the above

**Techniques: 30 Minute Sequence**

22. When performing petrissage on the trapezius, you should begin:
- A. By aggressively kneading the musculature
  - B. Slowly as if you are melting into the shoulders
  - C. Using very light pressure
  - D. All of the above
23. “Circular thumbs” is a friction stroke which uses:
- A. The deeper musculature to affect blood flow
  - B. The deeper musculature to knead the tissues
  - C. The superficial skin to apply pressure down into underlying muscles
  - D. The superficial skin to perform energy work
24. “Twisted fists” is:
- A. A compression stroke
  - B. Performed by compressing and twisting the wrists into the mid to lower back
  - C. A cross fiber stroke
  - D. All of the above
25. To find the levator scapula insertion for cross fiber work you should feel for:
- A. The spinous processes
  - B. The inferior border of the scapula
  - C. The superior and medial borders of the scapula
  - D. All of the above

26. Friction strokes on the scapula are performed by:
- A. Using the finger tips to friction the along the muscles connected to the lateral border of the scapula
  - B. Using the finger tips to friction the infraspinatus
  - C. Both A & B
  - D. You should never perform friction strokes on the scapula
27. To begin friction on the rotator cuff:
- A. Locate the medial border of the scapula and begin friction techniques, using your elbows, on the rhomboids
  - B. Locate the acromium process and begin friction techniques, with your fingertips, on the supraspinatus
  - C. Locate the inferior border of the scapula and begin Petrissage, using your hands, on the quadratus lumborum
  - D. All of the above
28. The muscles that make up the rotator cuff are:
- A. Supraspinatus, infraspinatus, deltoid, and teres minor
  - B. Supraspinatus, infraspinatus, rhomboid major, and rhomboid minor
  - C. Supraspinatus, infraspinatus, teres minor, and subscapularis
  - D. Supraspinatus, infraspinatus, teres major, and quadratus lumborum
29. To work the deltoid muscle using the “deltoid dance” technique:
- A. Use both hands to cup the upper arm while using your thumbs to cross fiber friction the deltoid musculature
  - B. Use your elbows to perform deep cross fiber friction along the medial deltoid
  - C. Use one hand to support the arm while using the other hand to cross fiber friction the deltoid
  - D. There is no such thing as the deltoid dance technique
30. “Fire arms” to the biceps and triceps muscles is performed by:
- A. Lightly fractioning the upper arm
  - B. I am having so much fun watching this DVD that it does not matter!
  - C. Deeply working with your elbows into the biceps and triceps muscles
  - D. Supporting the upper arm while jiggling the arm back and forth at the biceps and triceps
31. The origin of many of the forearm flexors is located on or near the:
- A. Lateral epicondyle of the humerus
  - B. Phalanges
  - C. Medial epicondyle of the humerus
  - D. All of the above
32. The goal of “wrist mobilization” and the “palm stretch” is to:
- A. Mobilize the carpal bones
  - B. Loosen the wrist joint
  - C. Relax the forearm and wrist
  - D. All of the above

33. The “cat paw” uses the heels of the hands to gently cup, compress and roll through the upper trapezius.
- A. True
  - B. False
34. “Neck scoops” are a/an \_\_\_\_\_ technique.
- A. Energy work
  - B. Stretching
  - C. Petrissage
  - D. Trigger point
35. The primary region in which tension headaches begin is the:
- A. Rhomboids
  - B. Levator scapulae
  - C. Sub-occipital
  - D. Frontal
36. What therapist body position is best to use while performing chair massage on the lower back region in order to minimize the risk of injury to the therapist?
- A. Standing in a lunge position
  - B. Standing in a wide stance position
  - C. Sitting on a chair
  - D. Kneeling down
37. Massage tools are acceptable to use if your thumbs are weak.
- A. True
  - B. False
38. Percussion can be performed with:
- A. Soft fists
  - B. Sides of fingers
  - C. Sides of fists
  - D. All of the above
39. What is an isometric stretch/contraction?
- A. A stretch or contraction where the muscle moves as it contracts
  - B. A stretch where the muscle contracts but no movement is made
  - C. A full contraction while moving a muscle through its range of motion
  - D. None of the above
40. Where are the sternal lymphatic reflex points located?
- A. On the sternal notch
  - B. On the xiphoid process
  - C. Along each lateral border of the sternum and directly on top of the sternum
  - D. On the sternocleidomastoid
- **Please proceed to the 15 minute sequence section. Watch and practice the 15 minute routine until you feel comfortable performing this routine on clients. Pay close attention to the timer and decide which techniques work best for you and your clients.**



- **Then continue to the marketing section and consider ways that you can market your services.**

## **Textbook Exam Questions**

### **Chapter 1**

41. Which of the following modalities may be performed on sitting clients?
  - A. Healing touch
  - B. Reiki
  - C. Shiatsu
  - D. All of the above
42. Modern Western massage therapy has its roots in:
  - A. Ancient Greek and Roman culture
  - B. Ancient Japanese and Chinese medicine
  - C. Ancient Thailand culture
  - D. Ancient Asian culture
43. All of the following are benefits of chair massage EXCEPT:
  - A. Stress reduction
  - B. Relief from headaches and sore muscles
  - C. Curing disease
  - D. Improved immune function
44. Which of the following are optimal locations for performing chair massage?
  - A. High-traffic areas and/or athletic events
  - B. Workplace and/or healthcare settings
  - C. Special events and/or places where chair massage could be an oasis from a hectic place
  - D. All of the above

### **Chapter 2**

45. Which of the following is an advantage of using a professionally manufactured massage chair for performing chair massage?
  - A. It provides the most comfort for the widest variety of people
  - B. It is the least expensive option for providing chair massage
  - C. It is lighter than a desktop massage support
  - D. There is nothing to transport from location to location
46. Which of the following is a main element to body mechanics that practitioners should keep in mind when handling their massage chairs?
  - A. Keep the back straight
  - B. Use larger muscles to do the work
  - C. Remember to breathe
  - D. All of the above
47. The taller the client, the \_\_\_\_\_ the seat.
  - A. Higher
  - B. Lower
  - C. Client height does not matter
  - D. More padded

48. The face cradle should be positioned so that there is a:
- A. Slight flexion of the client's neck
  - B. Moderate extension of the client's neck
  - C. Slight extension of the client's neck
  - D. Moderate flexion of the client's neck
49. If using household bleach to disinfect your equipment, what is the proper ratio of bleach to water?
- A. 1 part water to 9 parts bleach
  - B. 1 part bleach to 9 parts water
  - C. 5 parts bleach to 5 parts water
  - D. 4 parts bleach to 9 parts water
50. Which of the following are basic, essential items a practitioner needs for onsite massage treatment sessions?
- A. Hand and equipment sanitizer
  - B. Clock
  - C. Appointment book, pen, and appointment cards
  - D. All of the above

### Chapter 3

51. What is the correct practitioner position in the lung stance (also known as the archer stance or bow stance)?
- A. The back is straight, one foot is stepped forward of the other, with toes of both feet parallel, and the hips facing the same direction as the feet
  - B. The back is bent at a 45 degree angle, one foot is stepped forward of the other, with toes of both feet parallel, and the hips facing the same direction as the feet
  - C. The back is straight, the feet are shoulder width apart, parallel to each other, and the hips facing the same direction as the feet
  - D. The back is slightly bent, one foot is stepped forward of the other, with toes of both feet perpendicular, and the hips facing the same direction as the feet
52. When pressure is applied using the palming technique, the practitioner, as well as the client, should be:
- A. Inhaling
  - B. Exhaling
  - C. Holding their breath
  - D. Deeply inhaling
53. Friction can be performed:
- A. Back and forth in a linear fashion along the direction of the muscle fibers
  - B. In a circular direction
  - C. Back and forth in a linear fashion transversely across the muscle fibers
  - D. All of the above
54. Which of the following is a technique that involves rocking, shaking or jostling the tissue?
- A. Friction
  - B. Kneading
  - C. Vibration
  - D. Percussion

55. All of the following are cautionary sites that should be avoided when performing chair massage EXCEPT:
- A. Spinous processes of the vertebrae
  - B. Medial upper arm
  - C. Bruises or open wounds
  - D. Areas of infection and inflammation
56. What should the practitioner find out from the client in the pretreatment interview?
- A. The client's health history
  - B. If the client is experiencing any areas of pain
  - C. What the client will be doing after the treatment
  - D. All of the above
57. What does a basic sequence provide when performing chair massage?
- A. A focus for practice and a tool to make the techniques and movements of chair massage automatic
  - B. A way for practitioners to evaluate and diagnose any conditions present when treating a client with chair massage
  - C. A focus for practice and a way for practitioners to only work on those areas which the client asks
  - D. A way for practitioners to stretch and warm up before performing a chair massage routine

**PLEASE NOTE:** The techniques in the 15 minute sequence from the DVD differ slightly from the textbook. Please note that both routines are correct. Our aim of the course is to provide you with many techniques which you can adapt to your style of bodywork. Feel free to use one routine over the other or incorporate techniques from both the text and the DVD to make your own 15 minute sequence.

58. In the textbook, what is the recommended time frame on each region in order to complete a general 15 minute sequence?
- A. A brief opening, three minutes for each upper region, two minutes for each lower region, three minutes for the posterior neck and head, and two minutes to close the session
  - B. A brief opening, two minutes for each upper region, three minutes for each lower region, two minutes for the posterior neck and head, and three minutes to close the session
  - C. Three minutes for the opening, two minutes for each upper region, one minute for each lower region, three minutes for the posterior neck and head, and two minutes to close the session
  - D. A brief opening, four minutes for each upper region, one minute for each lower region, three minutes for the posterior neck and head, and two minutes to close the session
59. When performing techniques in the lunge stance, what can you do to increase the pressure of your strokes?
- A. Using your upper body strength, push more firmly into the tissues
  - B. Use your fingers or knuckles instead of your forearm or elbows
  - C. Place more of your bodyweight on your front foot as you lean forward
  - D. All of the above

60. What is the purpose of performing brush strokes (as in step 35 of the 15 minute sequence presented in the textbook)?
- A. They target specific muscles for tension relief
  - B. They provide a sense of connection for the entire back
  - C. They allow the practitioner the ability to take a break from bodywork
  - D. They provide the practitioner with information needed to diagnose a muscle strain
61. Which of the following is a warning sign that a client may lose consciousness?
- A. Light-headedness and/or nausea
  - B. Sweating and/or ringing in the ears
  - C. Weakness and/or visual disturbances
  - D. All of the above

#### Chapter 4

62. What is adhesive capsulitis?
- A. A rupturing of the fibrocartilage surrounding the intervertebral disk, releasing the nucleus pulposus
  - B. Restricted range of motion of the glenohumeral joint resulting from inflammation and stiffening of the surrounding connective tissue and adhesions
  - C. A painful repetitive strain injury of the shoulder joint
  - D. Inflammation of a tendon or a tendon sheath
63. In traditional Chinese medicine, a tsubo is a point along an organ channel where energy can be manipulated. Which of the following points may relieve pain in the scapular area, arm, and hand?
- A. GB-21
  - B. SI-3
  - C. SI-9
  - D. TH-5
64. Massage is contraindicated for a muscle strain until the inflammation has subsided or 72 hours after the initial injury, whichever comes first.
- A. True
  - B. False
65. Which of the following is a symptom of a tension headache?
- A. Dull persistent pain
  - B. Pain that is achy
  - C. A feeling of tightness around the head, temples, forehead, or occipital area
  - D. All of the above
66. All of the following are Tsubo points that may alleviate pain and discomfort in a client's arm and hand EXCEPT:
- A. LI-10
  - B. SI-1
  - C. SI-3
  - D. SI-9

## Chapter 5

67. Which of the following is a contraindication to performing the neck stretches outlined in the textbook?
- A. Arthritis
  - B. Herniated disc
  - C. Osteoporosis
  - D. All of the above
68. All of the following are contraindications to the shoulder and arm stretches outlined in the textbook EXCEPT:
- A. Trapezius tautness
  - B. Arthritis in the shoulder, elbow, wrist, or hand joints
  - C. Nerve impingement in the cervical or thoracic regions
  - D. Client hypersensitivity in the muscle involved
69. Which of the following techniques is used to loosen the sternocleidomastoid and the scalene muscles?
- A. Light vibration techniques using the thumbs and petrissage directly on the muscle using the palms
  - B. Light effleurage across the muscle fibers with the palms and deep effleurage along the muscle fibers using the forearm
  - C. Deep circular friction using the thumb or finger pads and deep glides along the muscle fibers using the thumb
  - D. Deep cross fiber friction using the elbow and deep glides along the muscle fibers using the forearm
70. Which of the following are shiatsu and Thai massage techniques performed on a futon on the floor?
- A. Hip range-of-motion technique
  - B. Knee-to-chest stretch
  - C. Kneel on the client's feet
  - D. All of the above
71. Many of the techniques presented throughout the textbook and DVD can be adapted for clients in wheelchairs.
- A. True
  - B. False
72. The techniques presented in the textbook for massage on clients in beds are for:
- A. The client in a hospital bed who is not able to sit upright and not able to move to the side of the bed and place their feet on the floor
  - B. The client in a hospital bed who is able to sit upright and who is able to move to the side of the bed and place their feet on the floor
  - C. Pregnant women who are confined to bed rest
  - D. Elderly clients who are confined to bed rest
73. If the client would like it, lubricant can be applied to the client's body when performing massage on a client who is in bed.
- A. True
  - B. False

74. Which of the following is a way to position a client in a straight-backed chair for seated massage?
- A. The client sits sideways on the chair with both feet on the floor; a pillow is placed on the armrest of the chair and the client leans forward onto the pillow
  - B. The client sits upright on a stool with no support bolsters or pillows
  - C. The client sits in the chair backward straddling the seat; a pillow is placed between the client and the back of the chair for comfort
  - D. All of the above

## Chapter 6

75. Which of the following should be included in a contract between a massage practitioner and company for both employees and independent contractors?
- A. The work schedule and pay
  - B. Amount of sick or vacation time
  - C. Who pays for the professional liability insurance
  - D. All of the above
76. What is a business plan?
- A. An outline of definable goals, the reasoning behind why the business goals are attainable, and a realistic plan for reaching those goals
  - B. The specific type of clients that a business wants to attract
  - C. A written document detailing the necessary actions to achieve one or more marketing objectives
  - D. The amount of money the practitioner needs to make from chair massage treatments to return the amount of money invested
77. Which of the following is a way to reach a practitioner's target market (the specific type of clients that a business wants to attract)?
- A. Talk to people in their personal network: family, friends, neighbors, or acquaintances
  - B. Attending a trade show or convention
  - C. Send an email blast, newsletter, or flyer to client lists
  - D. All of the above
78. Being as clear as possible about your range of services as a massage practitioner is crucial to a successful business.
- A. True
  - B. False
79. When making a presentation to a business contact, what should the body of the presentation include?
- A. An explanation of seated massage
  - B. Benefits of seated massage
  - C. A brief demonstration of techniques
  - D. All of the above
80. All of the following should be included on your business card EXCEPT:
- A. Name and credentials
  - B. Home phone number or bank
  - C. Business phone number and address
  - D. Website information or email

81. When performing onsite massage, how can you create a therapeutic treatment space?
- A. Dim the lights if possible
  - B. Bring a music source
  - C. Provide educational handouts
  - D. All of the above

## Chapter 7

82. What is a code of ethics?
- A. A set of guidelines that a profession has determined is essential to ensure that all members of the profession have a basic understanding of what is expected of them
  - B. A set of moral principles, such as a work ethic or a conservation ethic
  - C. The practitioner's abilities to present themselves in a poised, confident, qualified, and skilled manner
  - D. The total complex of relationships in the organization and any competing interests for power or leadership
83. What is professional presentation?
- A. A set of guidelines that a profession has determined is essential to ensure that all members of the profession have a basic understanding of what is expected of them
  - B. A set of moral principles, such as a work ethic or a conservation ethic
  - C. The practitioner's abilities to present themselves in a poised, confident, qualified, and skilled manner
  - D. The total complex of relationships in the organization and any competing interests for power or leadership
84. Feedback can be orally spoken or written on a feedback form.
- A. True
  - B. False

This completes the Chair Massage exam.