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BHOPAL
BEAUTY THERAPY
NSQF

(Job Role: Assistant Beauty Therapist)

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A Word With You

Dear Learners,

Welcome to the world of beauty. This is a field that offers you unlimited opportunities to be creative and innovative. It is a big business offering varied openings and scope for progression. With this course you will develop capability to make people look beautiful and confident.

As an Assistant Beauty Therapist, you are expected to be knowledgeable about beauty therapies, health and hygiene, tools, equipments and materials required for different services in salon. In this course, you will learn about services like basic skin treatments, removal of superfluous hair, manicure and pedicure, skin and hair service and the art of makeup. You will also learn about proper maintenance of work area, care of beauty salon and the art of creating a positive impression at work. A basic knowledge of these areas will help you in assisting the beautician in her work in the salon.

In this era of specialization, we need to be trained for a particular job role. In order to match skills expected of a specific job role, NSDC (National Skill Development Council) has developed NOS (National Occupation Standards) in different skill sectors. This course on “Beauty Therapy” comprises of all the 7 NOS as compiled by the SSC (Sector Skill Council) of Beauty and Wellness Sector to ensure that you fit the job role of an “Assistant Beauty Therapist”.

Congratulations for opting this course! As this is a vocational course, we expect you to practise as much as possible and master the requisite skill needed for the job.

We hope you will find the course interesting and useful. We look forward to hear your comments and suggestions. Wishing you a bright and successful future!

Course Team

How to use the Study Material

Congratulation! You have accepted the challenge to be a self-learner. NIOS is with you at every step and has developed the material in Beauty Therapy with the help of a team of experts, keeping you in mind. A format supporting independent learning has been followed. If you follow the instructions given, then you will be able to get the best out of this material. The relevant icons used in the material will guide you. These icons have been explained below for your convenience.

Title: will give a clear indication of the contents within. Do read it.

Introduction: This will introduce you to the lesson linking it to the previous one.



Objectives: These are statements that explain what you are expected to learn from the lesson. The objectives will also help you to check what you have learnt after you have gone through the lesson. Do read them.



Notes: Each page carries empty space in the side margins, for you to write important points or make notes.



Intext Questions: Very short answer self check questions are asked after every section, the answers to which are given at the end of the lesson. These will help you to check your progress. Do solve them. Successful completion will allow you to decide whether to proceed further or go back and learn again.



What You Have Learnt: This is the summary of the main points of the lesson. It will help in recapitulation and revision. You are welcome to add your own points to it also.



Terminal Exercise: These are long and short questions that provide an opportunity to practice for a clear understanding of the whole topic.



Answers: These will help you to know how correctly you have answered the questions.

www

Web site: These websites provide extended learning. Necessary information has been included in the content and you may refer to these for more information.

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1

PREPARE AND MAINTAIN WORK AREA

You must have visited a few beauty salons. You would have found some welcoming, neat and tidy and enjoyed being a client there. You must have also seen salons where the whole place appeared cluttered and covered with dust, dirt, hair etc. Everybody likes to book up for beauty services with salons that not only have a neat and clean environment, but also those working therein to be warm, poised and well trained.

A good salon not only ensures the stocking of all the requisite tools and equipment but also ensures that the place is well organized, with each thing in its prescribed place. This ensures easy access, quick service and client satisfaction.

As an assistant beautician you must not only choose the appropriate tools for the procedures, but also be able to use these as per the instructions given by the manufacturer. In this lesson you will learn to identify and use the tools, equipments and materials required for various activities in skin care, hair care, manicure and pedicure and make up. You will also learn about taking care and storing of these tools, equipments and materials and keeping the work area clean and tidy.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ identify and use the appropriate tools, equipments and materials;
- ⌘ identify and adopt the appropriate methods for cleaning different tools and equipment;
- ⌘ identify different brands with reference to their cost;
- ⌘ assemble and use appropriate tools and equipments for the different activities in the parlour;
- ⌘ carry out sterilization, disinfection and disposal of waste material safely and correctly as per prescribed norms;
- ⌘ maintain and store all tools, equipments and supplies properly;



Notes

Prepare and Maintain Work Area

- ⌘ keep records of tools, equipments and materials;
- ⌘ ensure client's comfort and protection;
- ⌘ observe hygiene procedures for self and working area.

1.1 ASSEMBLING OF APPROPRIATE TOOLS AND EQUIPMENTS FOR THE DIFFERENT ACTIVITIES IN THE PARLOUR

Do you know what are the major activities that are carried out in a salon? Yes, you are right. We can divide the major activities that are carried out in a parlour into four area:

1. Removal of superfluous hair
2. Manicure and pedicure
3. Skin care and make up
4. Hair care, cutting and styling

1.1.1 Activities in each area

Now let us find out what are different activities that are being carried out in these areas and the tools being used.

I. Removal of superfluous hair

Activity	Tools
a. Threading:	Thread 40 No., Tweezer, Scissors, Talcum Powder, Cotton, Astringent, Moisturizer, Head band, Mirror, Chair.
b. Waxing:	Wax Heater, Hot/cold wax, Strips, Talcum Powder, Towel, Astringent, Moisturizer, Water, Spatula.
c. Bleaching:	Head Band, Towel, Bleach Cream, Hydrogen Peroxide, Ammonia, Powder Bleach, Spatula, Ice Pack, Cold Water, Couch.

II. Manicure and Pedicure

Activity	Tools
Manicure and Pedicure:	Chair, Manicure Table, Plastic Tubs, Towels, Warm Soapy Water, Hydrogen Peroxide, Ammonia, Shampoo, Cuticle Oil, Clipper, Scrubber, Pumic Stone, Nail brush, Foot brush, Orange Wood Stick, Cuticle Pusher, Cuticle Cleaner Cream and Lotion, Alum Solution, Nail Whitener, Nail Strengthener, Base Coat, Nail Polish, Top Coat, Nail Polish Remover, Cotton etc.



Notes

III. Skin Care and Make up

Activity	Tools
a. Facial:	Couch, Head band, Drape, Towels, Cleansing lotion, Cotton, Water, Scrub, Sponges, Gel and Cream Toner, Mask, Ice Pack, Face Pack, Brush, Plastic Bowl, Moisturizers, Steamer, Black head remover.
b. Make up:	Head Band, Drape, Cotton, Cleansing lotion, Astringent, Foundation, Make Up Brushes and Sponges, Face Powder, Rose Water, Eye Brow Pencil, Eye Liner, Eye Shadow, Lipsticks, Lip Liner, Mascara, Blushers, Shimmers, Bindi, Concealers, pancake, highlighteners etc.



Fig. 1.1 Tools for Hair Cutting and Styling

IV. Hair care, Cutting and Styling

Activity	Tools
a. Cutting, trimming massage and shampooing:	Cutting Chair, Cutting Sheet, Spray Bottle, Combs, Scissor, Hair Brush, Dryer, Sectioning Clips, Shampoo Basin, Towels, Shampoo, Conditioner, Oil, Cotton, Plastic Bowl etc.
b. Styling:	Dryer, Curling Rod, Rollers, Setting Gel, Setting Lotion, Hair Pins, Clips, Towel, Cutting Sheet, Chair, Hair Spray, Artificial Aids, Decorative Jewellery and Combs etc.



Notes



Fig. 1.2. Tools for hair and skin care

**INTEXT QUESTIONS 1.1****Match the following**

- | | |
|----------------------|----------------|
| 1. Tweezers | (a) Manicure |
| 2. Ammonia | (b) Blow Dryer |
| 3. Cuticle pusher | (c) Bleach |
| 4. Blackhead remover | (d) Threading |
| 5. Hair styling | (e) Facial |

1.2 CARE AND MAINTENANCE OF TOOLS AND EQUIPMENTS

How do you take care of your tools and equipments in your home? One usually washes and wipes them after use. In case there is some illness or the fear of infections spreading, we also sterilize them. In the parlour also we do the same.



Fig. 1.3 Beauty tools sterilizer



1.2.1 Washing and Wiping

- ⌘ All tools and equipments must be washed/wiped with a moist cloth and wiped dry after every use and stored in their respective place.
- ⌘ Tools must be washed in a disinfectant solution to prevent spread of infection. We can use disinfectants like Alcohol, Antiseptics. These are necessarily used for pedicure and manicure. For cleaning tools one can use soap, detergents etc.
- ⌘ Tools can also be sterilized using commercial sterilizers available in the market.

1.2.2 Sterilizing and Disinfecting

Sterilization - a process by which all germs are destroyed. The most common method for sterilization is by heat. Extreme heat under pressure effectively kills all germs.

Disinfection method

- ⌘ Chemical agents used for infection control are called antiseptics and disinfectants.

Some common antiseptics used are as follows:

- ⌘ Tincture of iodine
- ⌘ Boric acid
- ⌘ Hydrogen Peroxide
- ⌘ Formalin
- ⌘ Isopropyl alcohol

Some common Disinfectants used are as follows:

- ⌘ Sodium hypochlorite (house hold bleach)
- ⌘ Formalin
- ⌘ Alcohol
- ⌘ Phenol

Sanitizers - There are three types of sanitizers. 1) Wet, 2) Dry and 3) Electric.

1. **Wet Sanitizer** - This is a covered container that is filled with enough germicidal solution to cover tools and implements completely.
2. **Dry** - This is simply an airtight cabinet in which implements are stored. A small amount of germicide is placed in a bowl at the bottom of the cabinet. The vapors given off by the germicide keep tools sanitized.
3. **Electric** - It is a dry sanitizer that contains an ultra violet lamp (UV Rays) which helps to keep tools sanitized.

**INTEXT QUESTIONS 1.2****Fill in the blanks**

1. Sterilization is a process by which all _____ are destroyed.
2. Boric acid is a _____ agent.
3. The three types of sanitizers are wet, dry and _____.
4. Tools must be _____ with a disinfectant solution.
5. _____ sanitizer contains an ultra violet lamp to sanitize tools.

1.3 PRECAUTIONS IN HANDLING OF TOOLS AND EQUIPMENTS

Remember that all tools and equipments require specific handling and care. Most of them are accompanied by manufacturer's instruction about their care and safety. Some of the precautions are listed below:

- ⌘ Practice and learn the correct way of holding and using tools and equipments.
- ⌘ Always follow instructions given by the manufacturer in using them.
- ⌘ Always keep sharp edged tools like, scissor, knives, files, etc in such a position that they do not injure the user when picking them up. For use, for example, the scissors are usually placed with the handles outward for easy picking up and handling.
- ⌘ Ensure that makeup brushes are kept well covered to prevent dust settling on them.
- ⌘ All electric goods must be checked from time to time to ensure that the wires are not cut and plugs not broken. They should be kept away from water. Do not use wet hands to handle them. Electric supply should be of correct voltage and wattage. Check them at regular intervals and undertake repairs without delay.

1.4 MAINTENANCE AND STORAGE OF TOOLS AND EQUIPMENTS

We need to look after the tools and equipments as per the prescribed precautions. We also need to maintain and store the tools and equipments appropriately.

All equipments should be stored properly at the space allocated after use. This helps to preserve them and at same time allow easy access and use without loss of time spent searching for them.



INTEXT QUESTIONS 1.3

State whether the statements are true/false

1. Always follow instructions given by the manufacturer while using tools and equipments.
2. Ensure that makeup brushes are kept well covered to prevent dust from settling on them.
3. Always keep sharp edge tools with the pointed edges up for easy picking up.
4. Wattage and voltage are not important in electric supply to a salon.
5. All equipments should be stored properly at the space allocated after use.

1.5 SAFE DISPOSAL OF WASTE

Do you know that a parlour generate a large amount of waste. This waste needs to be handled carefully and disposed of properly. The state has prescribed some rules and regulations for the disposal of waste to prevent infection and contamination. Some points to be observed are:

- ⌘ Provide lined dustbins at strategic points for collection of waste material.
- ⌘ Make arrangements for safe disposal of the waste collected at regular intervals.
- ⌘ After a hair cut, immediately dust the cutting sheet, sweep and collect all hair on the floor, chair etc and dispose them off in the dustbin. Cut hair lying on the floor, counter and chair are an ugly sight and can cause loss of customers.
- ⌘ After sweeping dispose them off immediately in the dustbin.
- ⌘ All cotton swabs and buds used must be disposed off immediately.
- ⌘ Dispose off sponges on regular basis to prevent foul smell and breeding of germs.
- ⌘ Follow all prescribed norms of the salon and dispose of the waste accordingly.
- ⌘ Do not forget to comply with prescribed norms of your municipal corporation in disposing of waste. They have prescribed special and specific norms for the disposal of chemical waste.
- ⌘ Arrangement of furniture and work areas should be so planned to allow space to move and carry out the specific activities without discomfort or accidents.



INTEXT QUESTIONS 1.4

Fill in the blanks

1. Cut hair must be swept and _____ of immediately in the dustbin.
2. Dispose of sponges on regular basis to prevent _____ smell.



Notes

Prepare and Maintain Work Area

3. The municipal corporation prescribes special _____ for the disposal of chemical waste.
4. Arrange furniture and work areas to _____ accidents and discomfort.
5. Provide lined dustbins for _____ of waste material.

1.6 RECORDS OF TOOLS AND EQUIPMENT

A beauty is also a business enterprise and hence needs to be managed properly. This requires that some records be maintained especially with reference to tools and equipment.

- ⌘ All tools, equipments and materials must be recorded in a register/stock register. This helps to know the number and types available for use. This also helps to prevent loss/theft.
- ⌘ All new purchases must be recorded and the list of stocks be updated. Any item broken, lost, stolen, damaged must also be written off to update the stocks. Separate register can be maintained for consumable materials.

1.7 CARING FOR CLIENTS COMFORT

As a customer, you always feel like patronising a salon where you have been given care and made to feel welcome and special. Let us study some of the things that we can do to make our clients feel cared for and welcome.

- ⌘ The parlour should be neat, clean and welcoming.
- ⌘ The decor should be elegant and simple and not flashy or over bearing.
- ⌘ The couch, chairs etc. should be of comfortable height and well padded.
- ⌘ The lighting should be appropriate as per activity, for example you need more light in threading area and less light in facial area.
- ⌘ Towels, drapes etc. should be clean.
- ⌘ Regular disposal of waste is very essential not only to give the parlour a neat look but also to avoid breeding of germs.
- ⌘ Quality products should be used.
- ⌘ The workers should be neatly and well dressed. They should not talk loudly or too much. They should talk politely and listen to the customer attentively.
- ⌘ Never overcharge or cheat the customer.
- ⌘ Always ensure customer satisfaction .
- ⌘ Suggest treatment and procedures and allow the customer to take final decision.

Because you are a beautician, your friends, patrons, and the public in general will expect you to be an example of good grooming.



INTEXT QUESTIONS 1.5

Notes

State whether the statements are true or false:

1. Any item broken, lost, stolen, damaged must always be written off to update stocks.
2. All purchases must be recorded in the stock register.
3. The decor of a salon must always be flashy.
4. Always suggest treatments and take the final decision.
5. The lighting should be planned in relation to the activity being carried out.

1.8 HYGIENE OF SELF

You must understand the importance of personal hygiene and appearance in the beauty industry cannot be undermined. Clients will judge your work and professionalism by the way you present yourself. So you should always look smart, clean and well groomed all the time. Good personal hygiene is essential as your work will bring you into very close contact with your client. To ensure this:

1. Taking a daily bath or shower is a must in order to prevent body odour.
2. Use a suitable deodorant or antiperspirant.
3. Eat a balanced food, exercise daily, and get the right amount of sleep. As all this has an effect on how you feel and look. You cannot work at top performance unless you practice these three essentials.
4. Teeth should be brushed twice a day, and dental flossing should be done daily.
5. Visit your dentist every six months to make sure that your gums and teeth are healthy.
6. Ensure that your feet do not look abused and neglected. Shoes that are too tight or that do not fit properly can cause calluses, corns, and bunions. You cannot look your best or perform your job well if your feet are hurting.
7. Change your stockings/socks daily.
8. Use foot powder in summers.
9. Underarms and legs can be kept free of hair by shaving, waxing or by applying a hair remover especially when wearing sleeveless garments. Underarm hair is not only unsightly, but it also collects perspiration causing an offensive odour.
10. Wash face with medicated face-wash.
11. Be sure your hands look clean, neat, and attractive. A beautician's hands are abused constantly. Wear gloves whenever possible and use protective creams. Use a good hand cream or lotion before going to bed every night.
12. Your clothes should be clean and ironed and free from perspiration odour. Dark clothes should be brushed and made free of lint.

**Notes****1.9 HYGIENE OF PARLOUR**

In a parlour we are providing services to a large number of clients and some of them may be bringing in infectious with them. Clients depend on you to ensure their hygiene and safety. In order to prevent spreading infections we need to observe strict hygiene of the self and the parlour, like :

- ⌘ Always keep the parlour neat and clean by regular sweeping, mopping, dusting, vacuum cleaning etc. Use phenyl of good quality for mopping.
- ⌘ All tools must be kept clean by using appropriate cleaning agents.
- ⌘ Use disinfectants after cleaning of tools and equipments.
- ⌘ Regularly spray insecticides to prevent breeding of mosquitoes and flies.
- ⌘ Make arrangements to prevent entry of rats by having tight closing doors and well sealed drains.
- ⌘ Use clean towels, aprons and sheets.
- ⌘ Line your dustbins and empty them regularly.
- ⌘ Dispose off waste regularly and hygienically.

1.10 MARKET SURVEY AND RESOURCING MATERIAL

A large variety and brands of tools, equipments and materials are available in the market today. They cost money hence we need to make a wise choice and get our money's worth without compromising on quality.

Before buying anything we must undertake a market survey to study the types, the brands and the cost of items available in the market. Before you undertake a market survey always:

- ⌘ Make a list and quantity of items you require.
- ⌘ Enquire about the manufacturers, dealers and stockists of these items and plan accordingly.
- ⌘ Carry a diary to note the brands and the costs of items in your list. This will help you to compare the cost between point of sale and brands.
- ⌘ Make a survey of more than one shop/market.

**INTEXT QUESTIONS 1.6**

Answer in one sentence.

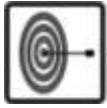
1. Deodorant
2. Foot Powder

Prepare and Maintain Work Area

3. Insecticide
4. Market Survey
5. Salon Footwear



Notes



WHAT YOU HAVE LEARNT

- ⌘ Assembly of appropriate tools and equipments for different activities in the parlour in the different activity areas.
- ⌘ Tools for:
 - Removal of superfluous hair
 - Threading
 - Waxing
 - Bleaching
- ⌘ Manicure and pedicure.
- ⌘ Skin care
 - Facial
 - Make-up
- ⌘ Hair Care, Cutting and Styling
 - Cutting and trimming
 - Massage and shampooing
 - Styling
- ⌘ Care and maintenance of tools and equipment
 - Washing and wiping
 - Sterilizing and disinfecting
- ⌘ Sanitizers
 - Wet
 - Dry
 - Electric
- ⌘ Precautions in handling tools and equipments
- ⌘ Safe disposal of waste
- ⌘ Maintenance and storage of tools and equipments
- ⌘ Caring for clients' comfort
- ⌘ Hygiene of self and parlour
- ⌘ Market survey and resourcing material



Notes



TERMINAL EXERCISE

1. List the different types of tools for hair care and skin care. Write one use of each.
2. How will you ensure hygiene of self and the parlour?
3. What steps will you take to ensure customer comfort and satisfaction?
4. What steps will you adopt for safe disposal of waste?
5. What points will you keep in mind while conducting a market survey for resourcing materials?



ANSWER TO INTEXT QUESTIONS

Intext Questions 1.1

1. (d)
2. (c)
3. (a)
4. (e)
5. (b)

Intext Question 1.2

1. germs
2. chemical
3. electric
4. washed
5. Electric

Intext Question 1.3

1. T
2. T
3. F
4. F
5. T

Intext Question 1.4

1. dispose
2. foul
3. norms
4. prevent
5. collection

Intext Question 1.5

1. True
2. True
3. False
4. False
5. True

Intext Question 1.6

1. Used for slowing perspiration and camouflaging smell of perspiration.
2. A medicated powder used to absorb perspiration and prevent growth of micro organisms in the feet.
3. A spray used to kill insects.
4. Market survey is a method of studying and finding out what is available and the cost of different brands in the market
5. Foot wear that is comfortable (preferably flat), not too tight to cause calluses, corns and bunions due to constant standing on feet.



2

BASIC SKIN TREATMENTS

You would have noticed that your skin is different from that of your friends. Different people have different types of skin and skin problems. Everyone desires a skin that is bmenish free, not too oily or too dry, acnaed, pimples etc. Not everyone can be blessed with an ideal skin, but we can always intervene and take steps to overcome the flaws and problems through special care and treatments. The modern salons offers a lot of support in helping us to overcome the flaws and treat our problems.

As an assistant beauty therapist, it is also important for you to know about the composition of the skin, some of its common problems and diseases. This information and knowledge will help you not only to take care of the skin but also to guide the client about the necessary care for a beautiful skin and look.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ explain the structure of the skin;
- ⌘ identify the different types of skin;
- ⌘ enumerate the different skin diseases;
- ⌘ undertake skin analysis;
- ⌘ use bleaching to camouflage superfluous hair;
- ⌘ assist in different types of facial and give after process advise to the client;
- ⌘ comply with prescribed health and safety standards.

2.1 STRUCTURE OF SKIN

The skin is very elastic, durable, and complex. It is the largest organ of the body. It is about 20 square feet of tissue that weighs about 6 to 7 pounds. On the eyelids, the skin is thin but on the soles of the feet it may be ½ inch thick.



Notes

The skin is frequently called "The mirror of the body". A healthy skin is usually a sign of good health. On the other hand, a serious illness often shows its presence on the surface of the skin. The study of the skin is known as dermatology and a dermatologist is a doctor who specializes in skin treatment.

Structure of the Skin: Skin is one of the largest organ which covers the entire surface of our body. Our skin is made up of three main layers:

1. Epidermis – Outer layer
2. Dermis – Middle layer
3. Subdermis – Innermost layer

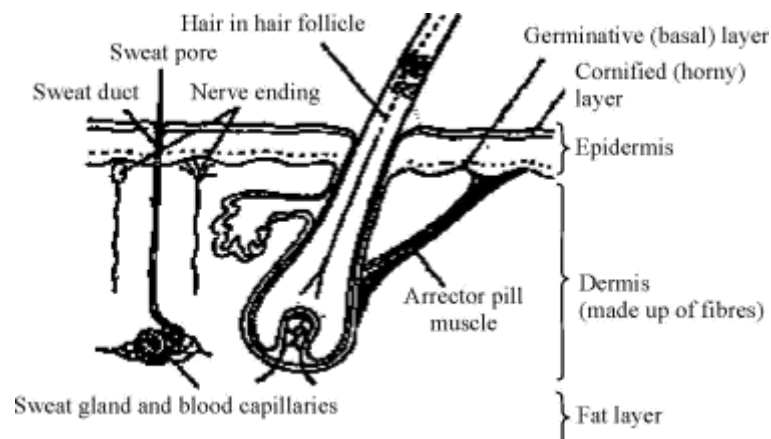


Fig. 2.1. Simplified diagram of a section across the skin.

2.1.1 Layers of the Skin

The outer layer of the skin is **epidermis** and inner layer is called **dermis**. There is a third layer which is made of fatty tissues called **subdermis** layer.

A. Epidermis consists almost entirely of dead and dying cells. It has almost no blood supply, except in the deepest layer.

The epidermis is further divided into four distinct layers:

- i. **The cornified layer (Stratum Corneum):** It is the surface layer of the skin. The cells of this layer contains a hard substance called keratin. This layer is very tough and nearly waterproof. The topmost cells are constantly being worn away and shed.
- ii. **The clear layer (Stratum Lucidum):** This consists of a thin layer of small cells through which light can pass.
- iii. **The granuler layer (Stratum Granulosum):** It contains dead cells. These cells look like granules and move towards the surface of the skin. They replace cells in the cornified layer that have been worn away.



- iv. **The germinative layer (Stratum Germinativum):** It is above the dermis. In this layer, new cells are continually being formed. Among these new cells can be found great numbers of special cells called melanocytes. These cells contain melanin, a brownish pigment that determines skin colour. **Notes**

B. Dermis is a true skin made up of many interwoven fibres (not cells) of elastic proteins called collagen which give skin its ability to stretch.

The dermis is divided into two layers:

- i. The papillary layer
- ii. The reticular layer
 - ⌘ **The Papillary Layer:** It has tiny finger like projections which help anchor the dermis to the epidermis. They are well supplied with blood vessels.
 - ⌘ **The Reticular Layer:** This contains many structures like nerves, oil glands, sweat glands, hair follicles, blood vessels etc.

2.1.2 Functions of the Skin

As you are aware that our body has many organs, most of which are necessary for bodily functions. When you think of vital organs, do you consider skin as one of them? Normally we don't! But that is not correct. The skin like most organs is vital to overall health and carries out many functions that help us to protect our health.

- a. Temperature regulation: helps in regulating body temperature.
- b. Protection: It protects the body from - heat, cold, bacteria, excess fluid and harmful elements in the environment.
- c. Absorption: Skin is capable of absorbing necessary substance in a limited way e.g. topical medicine and cosmetics.
- d. Sensation: It is the sensory organ for touch, heat, cold, pain etc. and transmits the information to brain.
- e. Secretion: Skin is well supplied with sebaceous glands which secrete oil that is vital to our skin.
- f. Excretion: Helps in excretion of toxic substances with sweat.



INTEXT QUESTIONS 2.1

Choose the correct answer:

1. Skin is very thin on the
 - a) Soles of feet
 - b) Eye lids
 - c) Palms
 - d) Face



Notes

2. This one is the inner layer of the skin
 - a) Dermis
 - b) Stratum lucidum
 - c) Epidermis
 - d) Subdermis
3. Epidermis is divided into
 - a) Two layers
 - b) Four layers
 - c) Three layers
 - d) Five layers
4. Skin colour is determined by
 - a) Dermis
 - b) Oil glands
 - c) Melanin
 - d) Sweat glands
5. Who is the doctor of skin
 - a) Psychologist
 - b) Dermatologist
 - c) Physician
 - d) Beautician

2.2 TYPES OF SKIN

The actual skin type is determined by the genes, i.e. you are born with it. However, the health and beauty of your skin later depends on what you eat and how you take care of it. The skin type of each and every person is different. As a beauty expert, your first responsibility is to identify your client's skin type. You must be thinking why is it important? Because different types of skin require particular kind of care to keep it healthy and beautiful. The four skin types used in the beauty industry are:

1. Normal skin
2. Dry skin
3. Oily skin
4. Combination skin

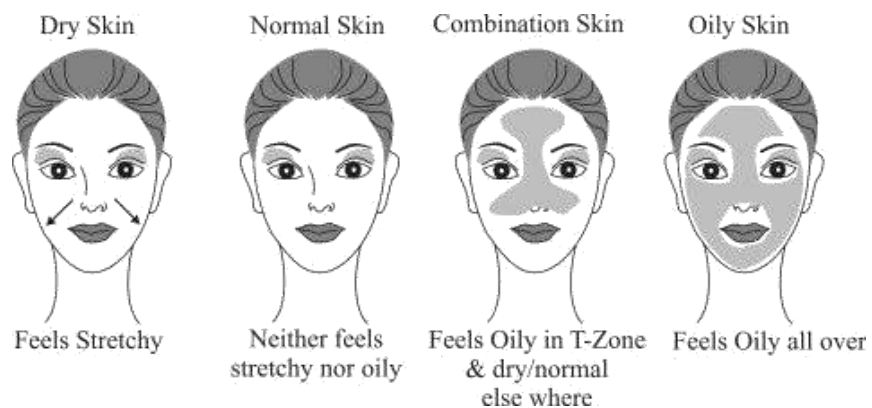


Fig. 2.2. Types of skin.



Characteristics of different skin types:

S.No.	Type of Skin	Characteristics
1.	Normal skin	<ul style="list-style-type: none"> ⌘ The pore size is small. ⌘ The moisture content is good ⌘ The skin texture is even. ⌘ The color is healthy, skin has no pigmentation or blemishes. ⌘ The skin feels warm to touch
2.	Dry skin	<ul style="list-style-type: none"> ⌘ The pore size is small or tight. ⌘ The moisture content is poor. ⌘ The skin texture is coarse. ⌘ Premature ageing is common; wrinkles can be seen around eyes, nose, mouth and neck. ⌘ Skin can be sensitive with patches of flaking skin. ⌘ Freckles and uneven pigmentation can be seen in this skin type.
3.	Greasy/oily skin	<ul style="list-style-type: none"> ⌘ The pores are enlarged. ⌘ The moisture content is high. ⌘ The skin is coarse and thick. ⌘ Certain disorders like pimple, acne, comedones, milia etc. may appear on oily skin type. ⌘ The skin is generally having uneven pigmentation.
4.	Combination skin	<ul style="list-style-type: none"> ⌘ The pores on T-zone are enlarged while on cheeks they are small to medium. ⌘ The moisture content is high in the oily area and poor in dry area. ⌘ There is uneven pigmentation. ⌘ There may be blemishes on T-zone and broken capillaries on dry area.

Notes

2.3 SKIN ANALYSIS

Before undertaking any beauty treatments you will be required to analyse the skin of your client. Skin analysis is important to help provide the most appropriate beauty treatment and prevent damage to the skin or aggravate the existing skin problems. A thorough



Notes

Basic Skin Treatments

analysis is key to any effective facial treatment. This helps you to determine the correct cream and lotion to use during the facial. Maintain client's record and note down about the products used and treatments given for future reference.

Method of Skin analysis : Ask your client her skin type or analyse the skin type using wood lamp or with tissue paper technique.

A. Wood lamp: Hold the wood lamp over the client's face in a dimly lit room

- (i) silver patches indicates dry skin
- (ii) a yellow or orange light indicates oily or acne prone skin
- (iii) Purple patches indicates dehydrated skin
- (iv) Brown patches indicate pigmented skin
- (v) Normal blue glow indicate healthy skin

B. Tissue paper Technique : Fold the tissue paper in a triangle and place it on the T zone.

- (i) Paper remains dry then it is dry to normal skin.
- (ii) If paper turns oily then it is oily skin



INTEXT QUESTIONS 2.2

State whether the statements are true or false:

1. The normal skins texture is even and the pores are small.
2. The dry skin has good moisture content and does not age easily.
3. The combination skin has low moisture content in oily area.
4. Greasy skin has large pores and uneven pigmentation.
5. In the wood lamp test, a brown patch indicates healthy skin.

2.4 SKIN CARE

The skin in order to appear attractive and healthy needs regular care. Each skin type should be taken care of by specific care techniques and routines. This is going to be easier once you have determined the skin type of your client. Come let us study about daily skin care and the skin care according to skin types.

2.4.1 Daily skin care

A particular daily care should be followed by everyone. This include the following;

- C - Cleansing
- T - Toning
- M - Moisturising

Basic Skin Treatments

Procedure

- ⌘ Clean the face and neck with a cleansing milk or astringent according to the skin type or weather.
- ⌘ Then apply toner with the help of cotton pads
- ⌘ Then apply a good moisturizer on the skin.



Notes

2.4.2 Skin Care according to Skin Type

S.No.	Type of skin	Cleansing	Toning/ Scrubbing	Massaging	Packs/ Masks
1.	Normal	Normal cleanser	Basic toners/ Scrubbers	Normal/ Basic Creams	Normal Packs/ Masks
2.	Dry	Cleansing Creams	Oil based toners/ Scrubbers	Vit. A, E or protein based rich creams	Hydrating Packs/ Masks
3.	Oily	Alcohol Based gels	Alcohol Based toners/ Scrubbers	Oil free creams or gels	Exfoliating Packs/ Masks
4.	Combination	As required	As required	As required	As required



INTEXT QUESTIONS 2.3

Fill in the blanks

1. The skin in order to appear attractive and healthy needs _____ care.
2. Daily skin care includes cleansing, moisturizing and _____.
3. The toner should be applied using a cotton _____.
4. Use exfoliating packs/masks on _____ skin.
5. Oil base toners and scrubs are advised for _____ skin.

2.5 COMMON SKIN PROBLEMS

As a beauty therapist you will encounter a large number of skin problems which you will need to identify and take care of. Remember some skin disorders can be treated in the salon while some skin diseases need to be referred to a medical practitioner.



2.5.1 Skin Disorders

1. **Acne:** During the teenage years, the oil glands become very active. When the pores that allow oil to reach the skin surface become clogged, pimples can form. Sometimes these pimples get worse and take the shape of acne. Serious cases of acne should be referred to a dermatologist.
2. **Blackheads or Comedones:** They are also caused by clogged pores. Sebum hardens and forms a plug. Steaming is helpful to clear up this condition. You can use black head extractor to remove them after steaming.
3. **Whiteheads or Milia:** They result when sebum accumulates beneath the surface of the skin.
4. **Steatoma, or Warts:** It is a sebaceous cyst. This is a tumor of the sebaceous glands that forms under the skin. They vary in size.
5. **Asteatosis:** In this condition sebaceous glands secrete very little sebum and the skin becomes very dry and scaly. It occurs most frequently in older people.
6. **Seborrhea:** In this condition sebaceous glands are over active. The surface of the skin becomes very oily and shiny.
7. **Hyperhidrosis:** This problem causes abnormal sweating even in winters.
8. **Prickly heat or Miliaria Rubra:** This is inflammation of the skin around the skin pores. It appears in the form of small red pimples with itching. Various powders and lotions are helpful in treating this condition.

2.5.2 Skin Diseases

Skin disease is a very broad term that describes numerous conditions. While some skin diseases are serious, other are just annoying. Some skin diseases disfigure the appearance while other are hardly visible. Most common of them are:

1. **Eczema:** The cause is unknown. It appears as dry or moist patches on the skin that can be mildly annoying to painfully irritating. It should be treated by a physician only.
2. **Allergies:** When a severe physical reaction to a particular substance occurs it is said to be an allergy. Some people are particularly sensitive to certain substances. The reaction may take the form of sneezing, breathing difficulties, itching or rashes. Cosmetic dermatitis is the term used by dermatologists to describe allergic reactions caused by the application of cosmetics. Some chemical will harm the skin of some people whereas the same chemicals may not harm other's skin. So a cosmetologist has to be very careful before using chemicals on clients. She should always perform an allergy test before using chemicals. But if your patron gets allergy due to the use of some cosmetics, she should be immediately sent to a dermatologist.

**INTEXT QUESTIONS 2.4**

1. State whether the following statements are True (T) or False (F):
 - a) Comedones is a technical name for blackheads.
 - b) Eczema is a disorder of the hair.
 - c) White heads occur due to accumulation of sebum.
 - d) Overactive oil glands cause the skin to be dry.
 - e) Combination skin is combination of dry and oily skin.

2.6 BEAUTY TREATMENTS

We have just learnt that there are different types of skins and their problems. Everybody wants a solution to care for their type of skin and enhance their appearance. A beauty parlour is the place where such support is available. Some of the common beauty treatments that you will be required to undertake as a beauty assistant are bleaching and facials. Let us study in detail about these treatments.

2.6.1 Bleaching

Bleaching is a process that lightens the colour of the facial hair. It works best on soft hair that grows on the face and arms. This is a very common treatment used by women and men as well. Some types of bleaches used in parlours are:

Types of Bleaches

1. **Powder or Paste Bleach** : It is an inexpensive method of bleaching. This paste can be prepared by mixing bleaching powder, ammonium hydroxide, (20 volume), hydrogen peroxide (H_2O_2). It can be used on the face, body, arms and legs.
2. **Cream Bleach** : It comes in a cream form. This cream contains H_2O_2 while ammonium hydroxide is packed in a salt form. The mixture can be prepared by mixing both according to the manufacturer's direction. This can be used to bleach facial and body hair.

Note - Cream bleach is most popular and commonly used in the parlours.

2.6.2 Allergic test/Patch test

As you are aware that, people who have a severe physical reaction to a particular substance that has no effect whatsoever on most other people are said to have an allergy. Some chemicals harm the skin of some people whereas it has no such effect on other's skin. Beauty Therapist has to be very careful before using chemicals on clients. He/She should always perform an allergy test before using the chemicals. In bleaching as we use chemicals, so an allergy test or a patch test should be performed.



Notes

Patch test should be performed behind the ears or the inside of the elbow. Prepare a bleach pack in a small quantity and perform an allergy test 24 hours before giving a service. This is done because sometimes it can take 24 hours for the body to react. After performing an allergy test, if you find any redness, swelling or itching then don't do bleaching on the client.

2.6.3 Procedure for Powder Bleach

After you have ensured that your client is not having any allergy, you can proceed to the next step i.e. the actual procedure

1. Arrange all the material required for bleaching on a tray.
2. Make the client comfortable and remove the jewellery.
3. Cleanse the face and neck thoroughly.
4. Prepare the client using head band and wrap a towel or a neck cape.
5. Prepare the bleach pack as per the manufacturer's directions.
6. Cover the client's eyes with cotton dipped in rose water.
7. Apply bleach pack in upward and outward movements. Leave for 10- 15 minutes depending on the lightness desired and clean the face with tap water.
8. Apply moisturizer.

2.6.4 Precautions for bleaching

There are several precautions that should be kept in mind before using bleach for lightening of facial or body hair :

- ⌘ Use bleach meant for facial or body hair.
- ⌘ Do patch test at least 24 hours in advance.
- ⌘ Don't use near eyes, inside nose, ears, scar tissue, warts, moles. Bleach shouldn't be used over sunburned, irritated, inflamed or chapped skin, or on an area that is freshly tweezed or shaved.
- ⌘ Don't use on extremely exfoliated skin.
- ⌘ Keep packaged product away from heat and sun. Store bleaching products in a cool, dry place.
- ⌘ Don't use a metal dish to mix bleach or apply bleach using anything made of metal.
- ⌘ Keep bleached area out of direct sunlight for at least 24 hours.
- ⌘ Always make sure the area you are using bleach in is well-ventilated.

**INTEXT QUESTIONS 2.5****Notes**

State whether the statements are True or False.

1. Bleaching makes the hair brown
2. Allergic test should be performed inside the fingers
3. Bleach mixture takes 36 hours to react
4. Chemical dermatitis is caused by the use of chemicals.
5. Bleach mixture should be mixed in a plastic or glass bowl.

2.7 FACIAL

A facial service is one of the most pleasant treatments available in the salon. You should ensure that the facial room is quiet, clean, comfortably warm and indirectly lit. The client cannot relax if these conditions are not met. The facial bed should be comfortable and adjustable. A thorough knowledge of structure of the skin, types of skin and various skin disorders and disease is essential for facial expert. Facials are designed according to skin type and disorders.

Material, tools and equipments required for basic facial

As an assistant beauty therapist, you should remember the materials required for a particular treatment. You can make a checklist for your reference. The list given below includes the basic material tools and equipments required for basic facial.

1. Cleansing cream or lotion (As per skin type)
2. Massage cream
3. Exfoliators (Creams and fruits)
4. Serum and gels
5. Ampules
6. Skin firmers
7. Skin toners or astringents
8. Cotton pads or sponges
9. Spatula (Wooden/plastic)
10. Towels
11. Body drape
12. Head drape



Notes

Basic Skin Treatments

13. Face Packs and Masks
14. Hand sanitizer
15. Applicator/brushes
16. Comedone Black head Extractor
17. Disinfectant lotion
18. Scrub

Electrical gadgets used in facial treatment

1. Vibro massager
2. Steamer
3. Vapozone
4. High frequency unit
5. Brushing machine

2.7.1 Preparations before a facial

Facial should be a relaxing experience for your client. The environment must be very clean, comfortable and well equipped. To achieve this certain preparations are required before starting the treatment

- ⌘ Set up the facial area.
- ⌘ Place required supplies and equipment
- ⌘ Prepare facial bed/couch
- ⌘ Greet client
- ⌘ Help client to remove clothing and change into facial gown
- ⌘ Remove and safely store clients' jewellery.
- ⌘ Place towels across clients' chest
- ⌘ Ask client if she would like a blanket/sheet.
- ⌘ Place head band around client's hairline.
- ⌘ Place head wrap/towel around head.
- ⌘ Wash hands with soap water or sanitizer.
- ⌘ Remove make up/eye make up etc.



Fig. 2.3 Applying Face Pack



INTEXT QUESTIONS 2.6

Match the following :

- | | |
|-----------------------------|--------------------------------|
| 1. High frequency unit | (a) remove before facial |
| 2. Client's jewellery | (b) around client's hair line |
| 3. Face and eye makeup | (c) Electrical gadget |
| 4. Head band | (d) change into facial gown |
| 5. Remove client's clothing | (e) remove and store carefully |

2.7.2 Basic Massage Manipulations for facial

The word massage is derived from the Arabic word 'Masa', meaning to "touch" or "stroke". Massage is a scientific method of manipulation of the body by rubbing, pinching or stroking with the hands, or fingers or an instrument.

Types of Massage

1. **Effleurage:** This is light, continuous movement applied in a slow and rhythmic manner over the skin. No pressure is applied. Over large surfaces, the palm is used; while over small surfaces, the fingertips are employed. Effleurage is frequently applied to the forehead, face and scalp for its soothing and relaxing effects.
2. **Petrissage:** In this movement, the skin and flesh are grasped between the thumb and fingers. As the tissues are lifted from their underlying structures, they are squeezed. Rolled or pinched with a light, firm pressure. This movement exerts an invigorating effect on the part being treated.
3. **Friction:** This movement requires pressure on the skin while it is being moved over the underlying structures. The fingers or palms are employed in this movement. Friction has a marked influence on the circulation and glandular activity of the skin.



Notes

Basic Skin Treatments

4. **Percussion or tapotement:** This form of massage is the most stimulating. It should be applied with care and discretion. Tapping movements are gentler than slapping movements. Percussion movements tone the muscles and impart a healthy glow to the part being massaged. In tapping, the fingertips are brought down against the skin in rapid succession, whereas in slapping, the whole palm is used to strike the skin. Hacking movement employs the outer ulnar borders of the hands which are struck against the skin in alternative succession. In facial massage, only light digital tapping is used.
5. **Vibrations:** The fingertips or vibrator are used to transmit a trembling movement to the skin and its underlying structures. To prevent over-stimulation, this movement should be used sparingly and should never exceed a few seconds duration on any one spot.

2.7.3 Procedure for a Facial

You should ensure that your client is comfortable and warm before beginning the facial. Speak in a low tone. Don't forget to clean your hands before starting.

- ⌘ Clean your client's face and neck area with cleansing milk or lotion.
- ⌘ Remove the cleanser with facial sponges, tissues, moist cotton pads, or warm, moist towels. Start at the forehead and following the contours of the face, remove all the cleanser from one area of the face before proceeding to the next. Finish with the neck, chest, and back.
- ⌘ Exfoliate the skin. Take appropriate quantity of scrub. Then massage gently. Keep your hand moist by dipping in water as required. This procedure is to be continued for 3-4 minutes. Then rinse with water. Use comedone extractor if required.
- ⌘ Massage with cream/gel using the same procedure as for the cleanser. Massage the face, using the facial manipulations.
- ⌘ Remove massage cream with tissues, warm moist towels, moist cleansing pads, or sponges. Follow the same procedure as for removing cleanser.
- ⌘ Apply a mask/pack formulated for the client's skin condition with the help of natural bristle brush, starting at the neck. Use long slow strokes from the center outward and proceed to the jawline and apply the mask on face from the center outward on one-half of the face, then the other.
- ⌘ Allow it to remain on the face for five to ten minutes. Remove the mask with a wet cotton pads or sponges.
- ⌘ Apply toner/astringent and finally moisturizer or sunscreen.

2.7.4 Exfoliation Treatment

It is a process to remove dead skin cells. Facial scrubs are technically known as exfoliations. Removal of dead skin cells is essential for maintenance. Exfoliation treatment clogged pores and help to slow down wrinkling.



Procedure

- ⌘ Clean the face with cleansing milk.
- ⌘ Exfoliate the skin with scrubs gently for 3 to 5 min. Rinse off with tap water.
- ⌘ Then apply a face pack for 10 min. Remove face pack using water and apply a moisturizer.

2.7.5 Basic Clean Up

A clean up helps to cleanse, exfoliate and moisturize the skin. Blackheads, white heads are cleared by gently steaming and then scrubbing over the skin. After removing the scrub another creamy cleanser is applied and the skin is exfoliated further with a soft rotating electric brush and massaged. It is useful for all skin types, and can be done on people under the age of 25 also.

Benefits

- ⌘ It reduces tanning
- ⌘ Removes dirt and blackheads
- ⌘ Provides a clean and glowing complexion



INTEXT QUESTIONS 2.7

Give one word for the following :

1. This is light, continuous movement applied in a slow and rhythmic manner over the skin.
2. This has a marked influence on the circulation and glandular activity of the skin.
3. The fingertips used to transmit a trembling movement to the skin.
4. It is a process to remove dead skin cells.
5. It helps to remove dirt and blackheads and provides a clean and glowing complexion.

2.8 TYPES OF FACIALS

Many types of facials are being offered and practiced in salons. The different skin types, age, skin problems demand different types of care and products. Besides many salon offer their own types too. Some offer and use only herbal products while other use specific brands.

Every facial has four basic steps:

1. Cleaning
2. Exfoliation
3. Massage
4. Face packs and masks



Notes

Basic Skin Treatments

The difference between a facial and a clean up is that the skin is massaged for a longer period of time in a facial.

Some different types of facials are:

1. Herbal Facial

It is the best option for normal skin that is not prone to acne. Herbal products are used in this facial.

2. Fruit Facial

It is another good option for all types of skin. Fresh fruits or juices are used in this facial. It provides nourishment to the skin.

3. Anti tan Facial

It is used to remove tan from the skin. Dust and sun rays make the skin dull and dark. This facial makes the skin fairer and provides radiance to the skin.

4. Anti aging Facial

In an anti aging facial all ingredients used are to control wrinkles and fine lines. it is usually done at the age of 40 and above.

5. Acne Facial

It is a treatment for Acne prone skin. After cleansing, the treatment begins with exfoliation and followed by a skin calming, anti bacterial masks. Use gel instead of cream for massage. This is also advised for oily skin.

2.9 MASKS AND PACKS

Face masks contain a variety of different ingredients to have a deep cleansing, toning or nourishing effect on the skin. Masks and Packs are special cosmetic preparations applied to the face to benefit and beautify the skin. There are various types of facial masks, each having its own benefit and each suited for a particular type of skin.

- 1. Orange Peel off mask:** It is generally applied as a thin layer over the face avoiding the eye area. After 20 minutes peel it off in the single piece. This type of mask is specially good for removing sun tan. They are readily available in the market and cannot be prepared at home.
- 2. Fruit mask:** They can be used as per the skin type. Place a piece of gauze over the face. Mix and blend the fruit as per skin type. Like banana and papaya can be used for dry skin and orange and cucumber can be used for oily skin. Let it remain on face for 20 minutes and then remove and wash the face with normal water.
- 3. Thermoherb mask:** This mask is usually a setting product, which means that it dries after application and provides a complete closure to the environment on top of the skin. It can be removed in the form of mask in one single piece. It is used as an anti-aging mask.



4. **Clay Pack:** These are clay preparations used to stimulate circulation and temporarily contract the pores of the skin. They contain clay, kaolin, or silica and absorb sebum. They are good for oily skin and combination skin. Clay masks are applied with a mask brush and are allowed to set for about 10 minutes.

2.9.1 Advance Cosmetics used for Anti Ageing in facial treatments

Anti-aging facials use those cosmetics and techniques that are designed to slow the aging process, brighten skin and reduce wrinkles. Let us learn about some of the cosmetics that you will be using while giving anti-aging facials.

1. **Serums and gels** - These have a non greasy texture and high concentration of active ingredients. They are not usually designed to be used on their own except on oily skin. They are generally applied under a moisturizer to enhance its benefits and boost the anti aging process.
2. **Skin firmers** - They are in the form of creams and lotion. They tighten your skin and reduces the appearance of fine lines.
3. **Ampule Treatment** - They are very concentrated active ingredients contained in sealed glass or ampules. They are extracts of wheatgerm, herbs, vitamins and collagen.



INTEXT QUESTIONS 2.8

Name the type of mask you will use for the following skin problem :

1. Oily skin
2. Dry skin
3. Acne prone skin
4. Anti ageing
5. Pigmentation

2.10 BENEFITS OF FACIALS

Facials not only help to maintain healthy and clear skin but are also very relaxing. There are many other benefits as:

- ⌘ It relieves body tension and improves blood circulation
- ⌘ Dead cells are loosened and shed, so the appearance of the skin is improved.
- ⌘ The muscles receive and improve supply of oxygenated blood essential for cell growth. Muscles are toned up and improved.
- ⌘ Blood capillaries are dilated and bring more blood to the skin surface, this improves skin color.



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- ⌘ The skin and all its structures are nourished and help reduce soft lines and wrinkles.
- ⌘ The skin is rendered soft and pliable.

2.10.1 Post care of client after a facial

- ⌘ Remove massage cream with warm moist towels.
- ⌘ Apply astringent/toner/freshener.
- ⌘ Apply mask/pack. Allow to remain on face for 7-10 minutes.
- ⌘ Remove mask/pack with moist towels.
- ⌘ Wrap face with a warm moist towel for 5 minutes.
- ⌘ Perform hand and arm massage.
- ⌘ Remove mask/pack from face and apply sunscreen.

2.11 CLEANUP AND SANITATION

It is the responsibility of everyone working in the salon to prevent the spread of infections. The most important way to do this is to keep yourself and everything in the salon neat and clean.

- ⌘ Remove the head covering and show the client to the dressing room, offering assistance if needed.
- ⌘ Discard all disposable supplies and materials.
- ⌘ Close product containers tightly, clean them, and put them away in their proper places. Return unused cosmetics and other items to the store/cupboard.
- ⌘ Place used towels, coverlets, head covers, and other linens in laundry basket.
- ⌘ Sanitize your workstation, including the facial bed.
- ⌘ Wash your hands with soap and warm water.



INTEXT QUESTIONS 2.9

Match the following:

- | | |
|-------------------------|---|
| 1. Facial | (a) close tightly, clean and put them away |
| 2. Apply astringent | (b) relieve tension and improve blood circulation |
| 3. Remove massage cream | (c) after removing pack |
| 4. Product container | (d) moist towels |
| 5. Apply sun screen | (e) last step of facial |



2.12 PRECAUTIONS TO BE OBSERVED

A. Precautions to be observed while removing black heads

- ⌘ For excessive black heads steaming is necessary to soften the skin.
- ⌘ Use black head remover to remove black heads.
- ⌘ Sanitize the tool first and apply astringent on the area before and after removing black heads.
- ⌘ Use tissue papers while removing black heads
- ⌘ Use ice cubes immediately after removal of black heads to close the pores of skin.

B. Precautions to be observed while steaming

- ⌘ Use preferably distilled water in the steamer
- ⌘ Use clean towels.
- ⌘ Check for any defect before using the steamer.
- ⌘ Check the temperature so that it does not cause any discomfort to the client
- ⌘ Do not steam beyond 2 to 3 minutes and check for temperature in between.
- ⌘ Wash hand before and after treatment.
- ⌘ Check that the client has no infectious conditions.

2.13 HEALTH AND SAFETY STANDARDS

All procedures in a beauty salon should be in line with industry and organizational requirements related to personal hygiene, protection of health and safety. As a beauty assistant you need to be aware of the prescribed rules and regulations by the government or any other body of that area. The government has prescribed rules for health hygiene and safety which must be compulsarily observed.

The Government of India has set up a Bureau of Indian standards for prescribing and monitoring norms. The Bureau of India standards (BIS), the national standards body of India, is a statutory body set up under the Bureau of Indian Standards Act, 1986. One of the major functions of the Bureau is the formulation, recognition and promotion of the Indian standards. As on 31 August 2013, 19067 standards formulated by BIS, are in force. They cover important segments of economy, which help the industry in upgrading the quality of their products and services.

Besides this, one can opt for management system certification such as:

1. Quality Management System Certification Scheme IS/ISO 9001



Notes

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2. Environmental Management system certification scheme IS/ISO 14001.
3. Occupational Health and Safety Management System Certification Scheme IS 18001.
4. Hazard Analysis and Critical Control Scheme IS/ISO 22000.
5. Service Quality Management System Certification Scheme IS 15700.

Ensure that you observe the prescribed rules and regulations both in the up keep of the parlour and the services provided. Any deviations can attract legal action and penalties. Always use quality products of standard markings.



INTEXT QUESTIONS 2.10

Fill in the blanks

1. Apply _____ on area before and after removing blackheads.
2. Do not steam for more than _____ minutes.
3. The government has prescribed _____ for health, hygiene and safety.
4. The Government of India has set up a Bureau of Indian standards for prescribing and _____ norms.
5. Any deviation from prescribed norms can attract _____ actions and penalties.



WHAT YOU HAVE LEARNT

- ⌘ Structure of skin
 - Epidermis
 - Dermis
 - Subdermis
- ⌘ Functions of the skin
- ⌘ Types of skin
 - Normal skin
 - Dry skin
 - Oily skin
 - Combination skin
- ⌘ Common skin disorders
 - Skin disorders
 - Skin diseases

Basic Skin Treatments



Notes

	Types of Bleach	
	Patch test	
⌘	Bleaching	Procedure
	Precautions of bleaching	
	Materials, tools and equipments required	
⌘	Basic Facial	Preparations before facial
	Procedure	

- ⌘ Health and safety standards.
- ⌘ Basic massage manipulations.
- ⌘ Cleanup and Sanitation.
- ⌘ Precautions and Reminders.



TERMINAL EXERCISE

1. With the help of a diagram describe the structure of skin.
2. List any four important functions of the skin.
3. Give the characteristics of (i) Dry skin (ii) Combination skin.
4. Describe daily skin care procedure.
5. List the common skin disorders and diseases.
6. What do you understand by bleaching and allergy test/patch test.
7. Briefly explain the basic massage manipulations.
8. What are the benefits of a facial. What after care advise is given to the client?
9. Explain the clean up and sanitization in a salon.
10. List the four management systems certification you can opt for to comply with the prescribed health and safety standards for your parlour.



ANSWER TO INTEXT QUESTIONS

Intext Question 2.1

1. b)
2. d)
3. b)
4. c)
5. b)



Notes

Intext Question 2.2

1. T 2. F 3. F 4. T 5. F

Intext Question 2.3

1. regular 2. toning 3. pads 4. oily 5. dry

Intext Question 2.4

1. T 2. F 3. T 4. F 5. T

Intext Question 2.5

1. T 2. F 3. F 4. T 5. T

Intext Question 2.6

1. (c) 2. (e) 3. (a) 4. (b) 5. (d)

Intext Question 2.7

1. Effleurage 2. Friction 3. Vibrations
4. Exfoliation 5. Clean up

Intext Question 2.8

Skin type	Mask to be used
1. Oily	fruit mask/clay mask
2. Dry	fruit mask/cream based mask
3. Acne	fruit/cucumber + lemon mask
4. Ageing	thermoherb/skin firmers
5. Pigmentation	orange peel mask/papaya mask

Intext Question 2.9

1. (b) 2. (c) 3. (d) 4. (a) 5. (e)

Intext Question 2.10

1. astringent 2. 2-3 3. rules
4. monitoring 5. legal



3

REMOVAL OF SUPERFLUOUS HAIR

We all have hair on our bodies. Hair on some parts like the head and eyebrows are welcome. But unwanted hair on the visible areas as face, arms and legs are one of the main cosmetic problems faced by many women. We take steps to promote hair growth on the head, but look out for methods for removing and reducing hair growth on other parts of the body.

Hair grows all over the surface of the body, with the exception of the palms of the hands and soles of the feet. With age, the hair may become coarser and darker. The technical name for superfluous hair is Hypertrichosis. This is a problem that is particularly apparent on the upper lip and chin. This is not very pleasant to look at and the person with this problem of excessive hair growth on the body not only feels uncomfortable but also suffers loss of self confidence and self esteem. There are various methods available to remove these superfluous hair safely and quickly. In this lesson you shall learn about these methods and their procedures.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ explain the meaning and causes of superfluous hair;
- ⌘ list the tools and materials used for removal of hair;
- ⌘ identify various methods of Epilation and Depilation;
- ⌘ adopt appropriate techniques to create, well defined eye brows;
- ⌘ undertake patch test and sensitivity test;
- ⌘ observe the prescribed precautions and offer after care advise;
- ⌘ follow manufacturer's instructions and use appropriate products for removal of superfluous hair;
- ⌘ comply with health and safety standards;
- ⌘ ensure client satisfaction.



Notes

3.1 MEANING AND CAUSES OF SUPERFLUOUS HAIR

Superfluous hair refers to unwanted and excessive growth of hair on the body. Unwanted hair is unpleasant to look at, especially if it occurs on the face leading to loss of confidence and self esteem.

Causes of superfluous hair

- ⌘ **Racial factor:** People belonging to different races have different hair growth. Some races have more hair on their body while some races like Japanese and Chinese have very little hair on the body.
- ⌘ **Hormonal factor:** Females have both male and female hormones in their body. But if they have more of male hormones, then they tend to have more hair growth on their body. Sometimes, due to some endocrine disorders young people may have excess hair on their body and face.
- ⌘ **Hereditary factor:** This is also one of the causes for having excessive hair growth. We may inherit this kind of problem from our parents.
- ⌘ **Menopause:** At the time of menopause females develop hormonal imbalance which can lead to excessive hair growth.



INTEXT QUESTIONS 3.1

Give one word for these:

1. Reason for difference in hair growth among people of different races.
2. Some endocrine disorders leads to excess hair on the body.
3. Something we inherit from our parents
4. Excessive unwanted hair on body.
5. During this period women tend to have excessive hair growth.

3.2 TOOLS AND MATERIAL FOR REMOVAL OF SUPERFLUOUS HAIR

Every activity in a salon requires specific tools and materials. Come let us know the tools and material that we will need to assemble for removal of superfluous hair in the salon.

1. Chair
2. Towels
3. Head band
4. Talcum powder

Removal of Superfluous Hair



Notes

5. Cotton
6. No. 40 Thread
7. Tweezers
8. Small scissor
9. Sponge
10. Water
11. Astringent
12. Hot or Cold wax
13. Wax heater
14. Depilatory creams
15. Knife / spatula
16. Razor
17. Disposable/plastic/cotton strips
18. Lotion/moisturizer

3.3 METHODS OF REMOVAL OF SUPERFLUOUS HAIR

Superfluous hair cause great concern to your client. You should learn the best ways to remove the hair with the least discomfort and the longest lasting result.

Methods of hair removal fall into two categories:

1. Epilation
2. Depilation

1. Epilation

In this method the superfluous hair is removed from the roots below the skin. The methods of epilation are:

- i) Tweezing
- ii) Threading
- iii) Waxing
- iv) Laser/Thermolysis/Electrolysis

2. Depilation

This method removes the hair only from the surface of the skin.

The methods of depilation are:

- i) Depilatory Cream
- ii) Razor



Notes



Fig. 3.1. Razors for hair removal by shaving

3.4 EPILATION TECHNIQUES

The epilation techniques of tweezing and threading are used for shaping of eye brows. Waxing is also an important technique of epilation. Let us study these techniques in detail.

3.4.1 Eyebrow Shaping by Tweezing and Threading

Tools and Material for Tweezing and Threading

- | | |
|------------------------------|------------------------|
| 1. Threads | 2. Tweezer |
| 3. Small Scissor | 4. Cotton |
| 5. Talcum Powder | 6. Cleansing tissue |
| 7. Astringent | 8. Moisturizer |
| 9. Towels (for hot compress) | 10. Eyebrow brush/comb |

3.4.2 Tweezers

This is an excellent way of removing small amounts of individual hair. Tweezers are most often used to shape the eyebrows, but they can be used else where to remove scattered hairs. Tweezers come in a variety of designs.

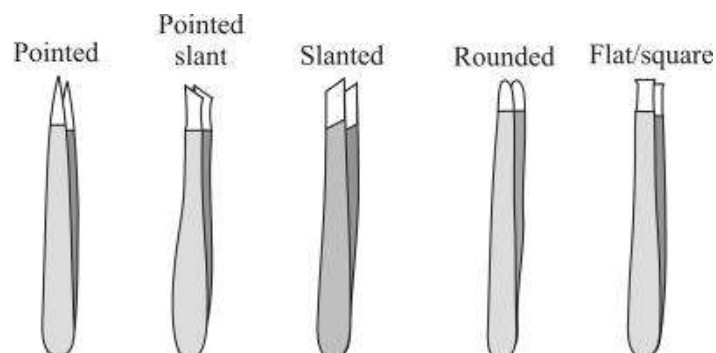


Fig. 3.2. Types of tweezers.



Fig. 3.3. Tools for eyebrow shaping.



Fig. 3.4. Chair for threading.

3.4.3 Procedure for Tweezing

Place hot compresses on the eyebrows to warm the skin and relax the pores in order to make plucking less painful and the hair is easier to pull. Hold the skin taut between two fingers of the left hand to stretch the skin and work between fingers, sliding tweezers under hairs and pulling quickly in the direction of growth. Always brush from time to time with an eyebrow brush to observe line and remove stray hairs.



Fig. 3.5. Method of holding Tweezer.



Fig. 3.6. Shaping eyebrows by tweezing.



Notes

3.4.4 Eyebrow shaping by Threading

This method is also used to remove small amounts of hair. This is usually used to shape the eyebrows, besides removing hair from upper lip, chin, forehead and removing scattered hair from elsewhere. The thread should be strong, cotton, clean and sterilized. A thick strong thread usually of 30 or 40 number is used to remove hair.

3.4.5 Preparation for Threading

1. Carefully arrange all the materials required for eye brow shaping on a tray.
2. Make the client comfortable. Seat her on the chair.
3. Place a towel over the headrest.
4. Fasten a disposable strip/head band around the person's hair line.
5. Wash hands and let the client rest her head on the towel placed on the headrest.
6. Before threading ask the client if there is any problem in the shape of the eye brow the client is presently sporting.
7. Select the type of arch in consultation with the client with reference to the shape of face.
8. Stop in between to check if the process is being done as per clients need. Ask for feedback and proceed accordingly.

3.4.6 Procedure of threading

1. Dry the skin area with talcum powder from where the hair is to be removed.
2. Measure and decide the correct shape and size of eyebrows. (refer point 3.5)
3. Make a loop with a thread.
4. Begin threading the hair between the mark you made at the inner corner of each eyebrow. Ask your patron to stretch the skin from below and above with both the hands. Thread the hair in the opposite direction of the hair growth.
5. Remove excess hairs above the brows. The brows should be gradually arched to the highest point marked on the skin. If any hair extend beyond the outer corner of the eyes remove these hair in the opposite direction of their growth.
6. Also remove the hair below the brow.
7. Brush the eye brows against their growth and look for any stray hairs. Stray hair can be removed by a tweezer.
8. Apply astringent to the skin and the eyebrows.



INTEXT QUESTIONS 3.2

Fill in the blanks:

1. Place _____ to relax pores to make plucking less painful and easy to pull.
2. Threading is used for removing hair from upper lip, chin and _____.

Removal of Superfluous Hair

3. Select the type of arch in _____ with the client.
4. In tweezing pull hair in _____ of the growth.
5. Epilation techniques are threading, tweezing and _____.



Notes

3.5 MEASURING FOR CORRECT SHAPING OF EYEBROWS

Eyes are the most expressive part of the face. Eyes are bordered on the top by eyebrows. So they should be well arched to compliment the eyes.

Eyebrows can alter the entire face if their shape is improved, the whole face must be taken into consideration before deciding on the shape. Removing extra hair from the natural arch of the brow is shaping them.

Procedure for measuring the brow for the correct length and arch

- a) Place an eyebrow pencil diagonally from the flare of the nose past the outer corner of the eye, and mark a little dot on the skin at the brow. This will establish the outside of the eyebrow about 1/2 inch past the corner of the eye.
- b) Hold the pencil at the inner corner of the eye and mark the skin above this point. This determines the inside of the brow.
- c) The highest part of the brow should be above the outside edge of the iris of the eye when the patron is looking straight ahead.

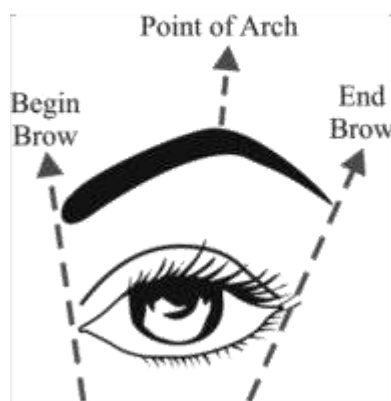


Fig. 3.7. The outside and inside

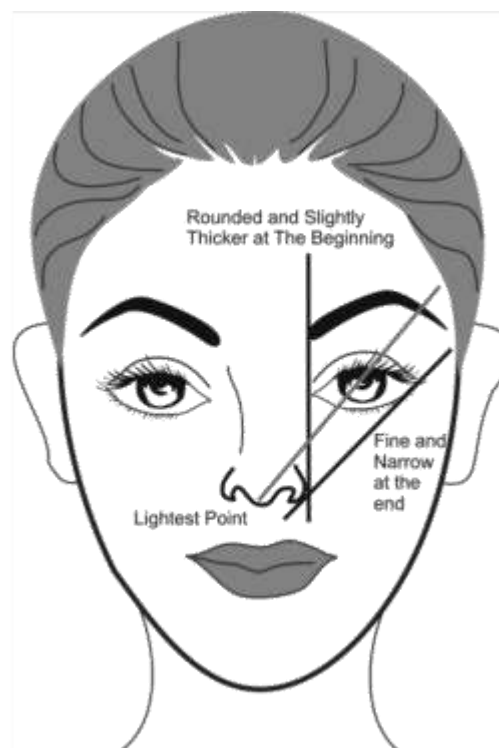


Fig. 3.8. Marking of eye brows for Shaping



Notes



Fig. 3.9. Trimming of Eyebrows for Shaping.



Fig. 3.10. Shaping of Eyebrows by Threading.



Fig. 3.11. Method of holding the thread for threading of eyebrows.

3.6 PRECAUTIONS FOR TWEEZING AND THREADING

Shaping of eye brows by tweezing and threading is one of the most delicate and difficult treatment. So as a beauty therapist you are required to observe the following precautions.

1. Shape of both the eye brows should be same.
2. Tweeze one hair at a time.
3. Be careful not to catch the skin between the tweezer or thread.
4. Do not allow tweezed or plucked hairs to fall into the client's eyes.
5. If the skin is sensitive, apply antiseptic lotion after threading/tweezing and massage for some time.

Removal of Superfluous Hair

6. Do not use astringent on the eye pads.
7. Always apply talcum powder before threading and tweezing of eyebrow hairs.
8. Try to do painless threading, neither too fast nor too slow.
9. Apply astringent to skin after threading.
10. Take care not to rub the skin with nails.



INTEXT QUESTIONS 3.3

Mark the following statement as True and False:

1. Use thread number 40 for threading.
2. During tweezing pull hair in the opposite direction of growth.
3. Thread the hair in the direction of hair growth.
4. Do not use astringent on the eye pads.
5. Always apply talcum powder before threading of eyebrows.

3.7 WAXING

This is an effective method for removing unwanted hair from large and small areas. There are two types of waxes:

- a) **Hot Wax:** This is basically paraffin wax, which is heated and applied when melted. This is directly heated on a heater and applied with a wooden spatula in the direction of hair growth.
- b) **Cold Wax:** This comes in a semisolid form in jars. It is made up of sugar, citric acid/lemon juice. This is heated in a thermostatically controlled warmer or on indirect heat. It is applied with spatula in the direction of hair growth.

The two type of waxes are applied and used in basically the same way. The main difference is that cold wax is applied thinly and removed with strips of cotton or muslin fabric or disposable strips which is rubbed and patted over the wax. This wax is usually used to remove hair from large area e.g. legs, arms and underarm. Hot wax does not use these epilating strips. This wax must be applied in thick layers so that there is enough to grasp in the hand when it is pulled off. This wax is usually used to remove hair from small area e.g. upper lips, eyebrows, chin, etc.

3.8 TOOLS AND MATERIAL FOR WAXING

- ⌘ Wax heater
- ⌘ Spatula/knife



Notes



Notes

- ⌘ Cotton
- ⌘ Talcum powder
- ⌘ Towels
- ⌘ Liquid soap and water
- ⌘ Disinfectant
- ⌘ Wax (Cold & Hot)
- ⌘ Epilating Strips
- ⌘ Table
- ⌘ Washable drapes for client
- ⌘ Thread tweezers for removing stray hairs
- ⌘ Astringent/Lotion/ Moisturizer

3.9 PROCEDURE OF WAXING

As you know that waxing is one of the most popular treatment in the beauty industry. You should learn the proper procedure of waxing and practice as much as possible to master this skill.

1. Before waxing

- ⌘ Make the client comfortable, prepare and drape the patron.
- ⌘ Always use disposable strips for hygienic purpose.
- ⌘ Use clean towel.
- ⌘ Always dry the area with talcum powder before applying wax on it.
- ⌘ Always test the temperature of the heated wax before applying it on the patron.
- ⌘ In case the client has applied any cream/lotion/moisturizer before the service, then wipe it clean with a warm moist towel.

2. For Waxing

- ⌘ Prepare and drape the patron
- ⌘ Remove the jewellery from the area to be waxed.
- ⌘ Heat the wax to a comfortable temperature.
- ⌘ Dry the area to be waxed with talcum powder.
- ⌘ Apply wax over the area with a blunt knife in the direction of hair growth.
- ⌘ Place a cotton strip over the wax and press it firmly with your right hand using a friction movement.



Fig. 3.12. Wax heater/wax warmer.

- ⌘ Now pull the cotton strip or waxing strip in the opposite direction of hair growth with your right hand in a quick single pull movement.
- ⌘ Press the area with the hand for a few seconds to numb the site of pain.
- ⌘ Thread out stray hair left behind.
- ⌘ Soak a towel in lukewarm water and clean the waxed area with it.
- ⌘ Apply astringent and then massage with cream.



Fig. 3.13. Applying wax on legs.



Notes



Fig. 3.14. Applying strips on legs.



Fig. 3.15. Pulling of wax strips.

3. After waxing

- ⌘ Wash or wipe the area.
- ⌘ After waxing apply astringent to close the pores.
- ⌘ Massage the area with a moisturizer or a skin lotion after waxing.



3.10 PRECAUTIONS DURING WAXING

When using wax, be sure to follow the manufacturer's directions carefully. If not done properly, waxing can be quite painful. It requires a lot of practice to perfect this technique. Some precautions to be observed are:

- ⌘ Ensure the temperature of wax is appropriate, neither too hot nor too cold.
- ⌘ Always apply wax in the direction of hair growth.
- ⌘ The wax should not be applied on a large area.
- ⌘ The strip should be placed over the wax, always allowing a sufficient free edge to grasp easily.
- ⌘ Remove the strip in a one strong pull and in the opposite direction.
- ⌘ The pulling of the strip should be quick and decisive and as close to the skin as possible for minimal discomfort.
- ⌘ Dispose of the used strips in the dustbin. Do not wash and reuse.
- ⌘ All used towels are to be washed.
- ⌘ Check for wax fall on the floor. Immediately wipe out and clean the floor.
- ⌘ Do not forget to switch off the wax heater.



INTEXT QUESTIONS 3.4

Fill in the blanks:

- (i) Always dry the areas with _____ before applying wax on it.
- (ii) After waxing, apply _____ to close the pores.
- (iii) Always apply wax in the _____ of hair growth.
- (iv) _____ wax is applied thinly.
- (v) Threading is a method of _____.

3.11 DEPILATION

Shaving and using depilatory creams are the popular and common methods of removing of unwanted hair. These techniques remove hair only from the surface of the skin.



Notes



Fig. 3.16. Material for hair removal

3.11.1 Shaving

Did you know that shaving is one of the most commonly used hair removal method? This method chops the hair at the surface of the skin, leaving a blunt edge, which quickly feels scratchy and prickly.

There is, however, no truth in the notion that shaving makes the hair grow back thicker or faster. To keep the skin smooth, it is generally necessary to shave at least once or twice a week, provided the razor is sharp and carefully handled and the skin is well wetted and primed with soap. This method gives quick, smooth results with the minimum of expenditure and is particularly suitable for underarms and legs.

Special models of shavers designed specially for the female body hair are also available. Otherwise razors are of two types:

- i) Manual razor
- ii) Electric razor

Electric razors give good results. Apply a body lotion or cream after using a razor.

3.11.2 Depilatory creams

Depilatory creams contain chemicals that dissolve the hair so that it can be wiped or washed away. Because they are applied to the skin, care must be taken so that they do not harm the skin. They can be used over large and small areas. Some products are made for use on the face and others for use on other part of the body. Be extremely careful when using a depilatory cream on the face. Never put a depilatory cream near the eyes. Be sure to read and follow the instructions very carefully.

3.12 PROCEDURE OF USE OF DEPILATORY CREAMS

1. Do a patch/sensitivity test. (Refer details given in section 3.14)
2. Wash the area to be treated with mild soap and water. Pat dry, do not rub.
3. Apply the depilatory with a spatula on the area where hair is to be removed.

Removal of Superfluous Hair

4. Leave the depilatory on the skin for 5 to 15 minutes. Check every few minutes by removing a bit of cream with the spatula. If the hair does not come off, reapply.
5. Remove the cream and hair with water-soaked cotton. Do not rub the area.
6. Wash and pat dry. Apply lotion to soothe irritation.



Notes

3.13 INTENSIVE PULSE LIGHT LASER

The third and permanent method of removing hair is by "Thermolysis" and laser. The most modern machine for this operation uses a short wave system of epilation. Special training, equipment and practice is required for using this method for removal of unwanted hair.

3.14 UNDERTAKING PATCH TEST/ALLERGY TEST

Some people are allergic to some products. Always perform an allergy test 24 hours prior to applying a depilatory cream. To give this test, apply a small amount of depilatory cream behind the ear. Leave it on for 15 minutes and then remove. If there is no positive reaction (redness or swelling) after 24 hours, proceed with the treatment.

Allergy test/Patch test: People who have a severe physical reaction to a particular substance that has no effect whatsoever on most other people are said to have an allergy. Cosmetic dermatitis is the term used by dermatologists to describe allergic reaction caused by the application of cosmetics. Some chemicals will harm the skin of some people whereas it will not harm the other's skin. Cosmetologist have to be very careful before using chemicals on clients. She should always perform an allergy test before using the chemicals. In depilation we use chemicals so, in this case an allergy test, a predisposition or a patch test should be performed.

Patch test/Allergy test should be performed behind the ears or inside the elbow. Take a small quantity of depilatory cream and perform an allergy test 24 hours before using it because sometimes it can take 24 hours to react. After performing an allergy test if you find any redness, swelling or itching then do not apply the depilatory cream on the client.



INTEXT QUESTIONS 3.5

Match the following:

A

- (i) Cosmetic dermatitis
- (ii) Patch test/allergy test
- (iii) Shaver
- (iv) Depilatories
- (v) Electrolysis

B

- (1) Chops the hair at the surface of the skin
- (2) dissolve the hair
- (3) should be performed behind the ear or inside of elbow
- (4) Permanent method of removing hair.
- (5) Allergic reaction caused by the application of beauty products



Notes

3.15 AFTER CARE AND PRECAUTIONS

After you have given the treatment to the client in your parlour some after care and precautions are also required. Do advise the client about all special after care that will be required to get the expected results of the process.

With regard to the process of removal of superfluous hair some points of advice are:

1. Do not touch, scratch or rub the area for a few hours.
2. In case of pain, redness, swelling or itching, the client should be advised to consult a doctor.
3. It is advised not to use hard soaps, alcohol based lotions for atleast 24 hours after epilation services.
4. Moving in strong sun is also not good for the skin that has been threaded, waxed or epilated.
5. Do not scratch with nails on the waxed skin. Rub the skin gently if there is any irritation. Apply ice cubes, antiseptic lotion and massage with cream.

3.16 USING APPROPRIATE PRODUCTS AND FOLLOWING INSTRUCTIONS CAREFULLY

While you are making efforts to provide the best services to your client, do not compromise on the quality of products. Buy good quality, branded and tested depilatory cream.

- ⌘ Always read and follow the manufacturer's directions and instructions before using it.
- ⌘ Time is very important while using depilatory creams. Observe the time given by the manufacturer.
- ⌘ Take care not to let the depilatory get into the eyes or the mouth of the patron.
- ⌘ Read the expiry date of the product, and use within the prescribed time.

3.17 COMPLYING WITH HEALTH AND SAFETY STANDARDS

In the salon or parlour, certain safety precaution should be followed:

- ⌘ Ensure that the wiring of parlour, wax heater and other equipment are in good order.
- ⌘ Read all labels on the bottles of astringent and depilatory creams carefully and follow instructions as mentioned.
- ⌘ Beware of the expiry date of the products, never use expired products.

Removal of Superfluous Hair

- ⌘ Always take an allergy test before applying depilatory creams.
- ⌘ Never apply depilatory creams on pimples and acne skin.
- ⌘ Always use plastic or glass bowls to prepare depilatory creams. Metal bowls and spoon or spatula should not be used.
- ⌘ Chemicals should be kept in a cool place.
- ⌘ Always test the temperature of the heated wax, before applying it.
- ⌘ Do not wax on problem skin.
- ⌘ Always read and follow the manufacturer's directions given on the products.



Notes

3.18 ENSURING CLIENT SATISFACTION

A satisfied customer is an ensured repeat and regular customer. Therefore, pay special attention to customer satisfaction. It is therefore recommended that:

1. As a trained beautician you should always talk and discuss the process with the client before starting the process. Work according to the clients expectations and personal preferences.
2. Always pause between the process and seek the opinion of client about the process completed so far. So that any deviations from the expectations of the clients need may be corrected well in time.
3. Never impose your choice or opinion on the client. You can suggest only. Let the client make the final decision.
4. Ensure the comfort of the client with regard to seating, temperature, use of products, hygiene etc.
5. Make the client feel welcome. Take care of their needs and give personal and undivided attention. Everybody loves to be pampered and made to feel special.



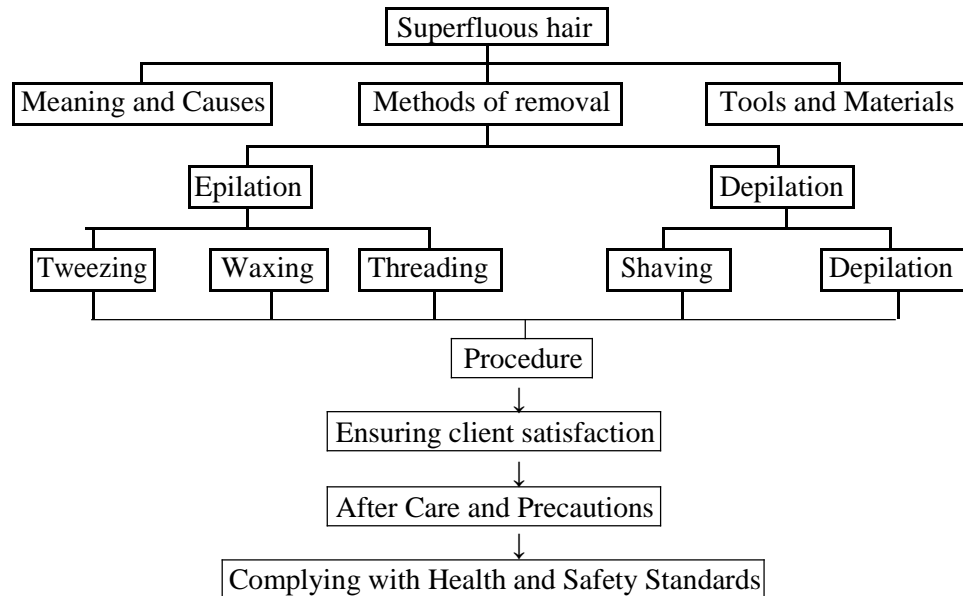
INTEXT QUESTIONS 3.6

Whether the statements are true or false:

1. In case of pain, redness, itching consult a doctor.
2. Always buy cheap and easily available depilatory creams.
3. Read the expiry date of the product and use within the time.
4. You can use any type of bowls to prepare depilatory creams.
5. Always discuss the process with client before starting it.



Notes

**WHAT YOU HAVE LEARNT****TERMINAL EXERCISE**

1. List the causes of superfluous hair.
2. Briefly explain the different methods of removal of superfluous hair by epilation and depilation.
3. How will you measure for correct shaping of eye brows?
4. List the precautions you will observe during removal of superfluous hair.
5. Differentiate between threading, tweezing and shaving.
6. Explain the procedure of waxing
7. Explain the procedure of patch/allergy test.
8. How will you ensure client satisfaction during removal of superfluous hair?
9. List the steps you will take to comply with the health and safety standards.

**ANSWER TO INTEXT QUESTIONS****Intext Questions 3.1**

1. Racial factor
2. Hormonal factor
3. Hereditary factor
4. Superfluous hair
5. Menopause



Intext Questions 3.3

- | | | |
|---------|----------|----------|
| 1. True | 2. False | 3. False |
| 4. True | 5. True | |

Intext Questions 3.4

- | | | |
|------------------|---------------|--------------|
| 1. Talcum powder | 2. Astringent | 3. Direction |
| 4. Hot | 5. Epilation | |

Intext Questions 3.5

- | | | |
|------------|------------|-------------|
| (i) → (5) | (ii) → (3) | (iii) → (1) |
| (iv) → (2) | (v) → (4) | |

Intext Questions 3.6

- | | | |
|----------|----------|---------|
| 1. True | 2. False | 3. True |
| 4. False | 5. True | |



4

MANICURE AND PEDICURE SERVICES

When we interact and talk to people, we tend to use our hand to express our thoughts and feelings besides the spoken words. Hence our hands are also in focus. Beautiful and well kept hands are an asset. They boost our confidence and self esteem.

Many of us let our feet do the walking and our hands do the talking but yet do not consider them in our beauty rituals. Next to our face there is no other part of your body that is so much in the public eye as the hands and feet.

Well kept hands and feet convey the message of a person who is organized and concerned about details. Besides well manicured and pedicured hands and feet are boosters of confidence. They make you socially more accepted and respected.

In this lesson you will learn about the structure of the nail, the procedure of manicure and pedicure and the contraindications.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ explain the meaning and benefits of manicure and pedicure;
- ⌘ identify the tools and material used for manicure and pedicure;
- ⌘ explain the structure of nails and their problems;
- ⌘ identify the different types and follow the correct procedure of manicure and pedicure;
- ⌘ use appropriate techniques of massage;
- ⌘ suggest appropriate after care for manicure and pedicure;
- ⌘ ensure customer satisfaction by following hygiene and safety standards;
- ⌘ list the contraindications of manicure and pedicure.



Notes

4.1 MEANING AND BENEFITS OF MANICURE AND PEDICURE



Fig. 4.1. Well Manicured Hands.



Fig. 4.2. Well Pedicured Feet.

1. **Meaning:** It is the treatment of hands and nails. At one time manicuring and pedicure treatments were considered a luxury enjoyed only by the rich. Today it is an essential part of beauty treatment for both men and women.

'Manicure' is a Latin word. This word can be broken up into two words 'manus' meaning hands and nails and 'cure' meaning care. So the meaning of manicure is the care of hands and nails.

Like manicure, pedicure is also derived from the latin words pedis meaning foot and nails and 'cure' meaning care.

Manicure and pedicure is treatment of the hands and feet to make them healthy, smooth and beautiful.

2. **Benefits of Manicure and Pedicure:** Manicure is a treatment to improve the look and feel of hands and fingernails. It helps to clean the hands and feet and also to strengthen, shape and dress the nails. Our hand and feet can be prevented from some common problems by regular manicure and pedicure. It is a complete care for hands and feet.

This treatment makes the nails stronger and healthier. Taking this treatment once in a month is beneficial.

4.2 TOOLS AND MATERIALS FOR MANICURE AND PEDICURE

Come, let us learn about the tools that you will need to perform the manicure and pedicure treatments. Before you use any of these tools make sure that they are thoroughly disinfected and / or sterilized. Tools must be used carefully so as to avoid cutting the skin, removing too much of the cuticle and thinning of nail plate.

- | | |
|----------------------|--------------------------|
| 1. Warm water | 2. Disinfectant Solution |
| 3. Orange wood stick | 4. Nail clippers |
| 5. Cuticle clippers | 6. Emery board |



Notes

- | | |
|------------------|---------------------------------|
| 7. Towels | 8. Cuticle softener |
| 9. Cuticle cream | 10. Polish remover |
| 11. Cotton | 12. Nail paints/enamel |
| 13. Base Coat | 14. Top Coat |
| 15. Moisturizer | 16. Hand and foot massage cream |



INTEXT QUESTIONS 4.1

Fill in the blanks:

1. Today manicure and pedicure is an _____ part of beauty treatment.
2. _____ is the treatment of hands and _____ is the treatment of feet.
3. Manicure and pedicure makes the _____ stronger and healthier.
4. _____ board is used for shaping the nails.
5. Ensure that all tools are thoroughly _____ before and after use.

4.3 STUDY OF NAILS

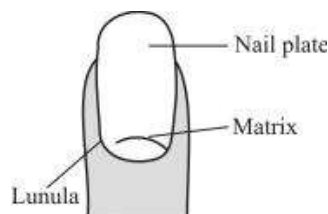
Do you know that a nails are indicators of our health? Healthy nails with slightly pink colour indicate good health of the person.

Nail is an appendage of the skin. It is a horny extension of the skin. The visible part is only half of the structure. Nails are made from keratin and its condition is dependent on the body's overall health. Nails grow about 1/4 inch per month. So a new nail takes about four months to reach the tip from the cuticle. A high-protein diet, rich in iron, vitamin B, zinc and calcium will keep nails healthy. The technical term for nail is onyx and the study of nail is called onychology.

4.3.1 Structure of Nail

The main structure that you will work with when applying a manicure and pedicure is the nail. The knowledge of the nail structure will help you to identify the condition of the nail. This will also enable you to avoid causing damage to the nails during the process of manicure and pedicure.

Nails are flat horny structures and their function is to protect extremities of fingers and toes. They are similar in structure to the epidermis and hair, being formed by cells containing keratin, but are very compact.



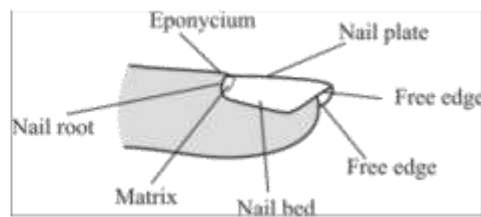
(A)



Notes



(B)



(C)

Fig. 4.3. Structure of the nail.

Nails arise from a fold, the lower portion of which forms the matrix and the upper portion the nail wall. The matrix is the portion in which the nail germinates and contains the nerve and blood supply; The cells grow forward and become horny. A white crescent shape is visible at the base of the nail and is known as the lunula; The colour is due to the reflection of light at the junction of the matrix and nail bed. The nail is composed of various parts like.

1. The nail plate
2. The nail bed to which the nail is attached.
3. The free edge, it is whitish in colour because of reflection of light.
4. The root.

Under the nail plate there are ridges which correspond with depressions in the nail bed.

Whilst the nail bed is similar to the matrix, it plays no part in the reproduction of the nail plate. Around the nail base there is a fold of skin called eponychium or cuticle. The scarf skin under the free edge which can be observed when the nail has been filed is the hyponychium. The pink colour of the nail is due to its transparency. Nails with a blue tinge denote poor circulation.

4.3.2 Parts of Nail

It is important for you to know the different parts of the nail, in order to provide better manicure services.

Matrix: It is that part of the nail which lies below the fold of the skin. From this portion the nail emerges from the flesh. This part of the nail is called the matrix. It is supplied with blood vessels. Any damage to the cells in the matrix will affect the growth of nails.

Nail plate: The visible part of the nail is referred as the nail plate. The pink colour comes from the blood vessels in the nail bed.

Nail bed: The underlying flesh of the entire plate is called the nail bed.

Nail root: The nail root is attached to the matrix and is enriched with blood vessels and nerves.

Notes

Cuticle: The cuticle is the tough fold of skin that forms at the base and sides of the nail plate and under the free edge. Cuticle become dry due to over exposure to water and

chemicals and also because of the natural aging process. While giving manicure and pedicure, you have to pay particular attention to cuticles to ensure they are well conditioned.

Eponychium: This is the cuticle at the base and sides of the nail plate and under the free edge.

Hyponychium: The portion of the cuticle beneath the free edge.

Free edge: The part of the nail plate which extends beyond the finger tips. This is the part of the nail that is filed giving it a desired shape.

Lunula: It is a light coloured, crescent shaped area at the base of the nail.

4.3.3 Shapes and Types of Nails

You must have observed among your friends and family that each one has different shaped nails - they can be concaved, convexed, roofed, oval, narrow, angular, square, arched and fan.

Nails naturally vary in shape but some common types of nails are :

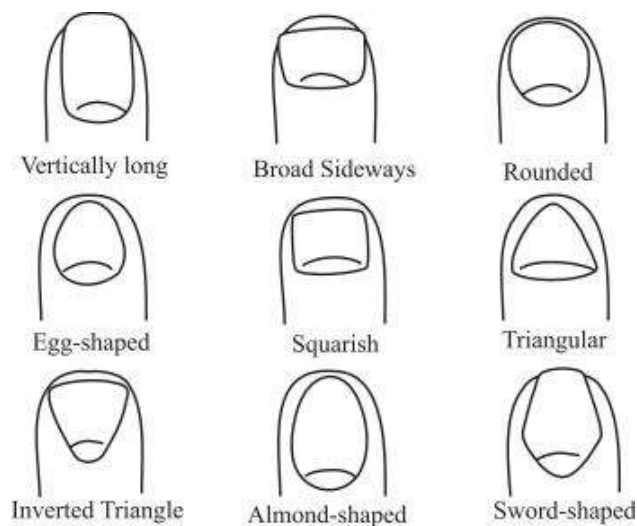


Fig. 4.4. Various types of nail



INTEXT QUESTIONS 4.2

Explain the following in one sentence:

1. Onychology
2. Lunula
3. Nail matrix
4. Nails
5. Nail plate



4.4 TYPES OF MANICURE AND PEDICURE

Nails like the skin are of various types and have varied problems. Each type of nail requires special treatment during manicure and pedicure. As a manicurist and pedicurist you will be required to address the different types of nails and problems. Thus it is important that you master the different techniques of manicure and pedicure. Let us study of the technique.



(A)



(B)

Fig. 4.5 :Tools of Manicure and Pedicure

There are many types of Manicure. Let us study the techniques of some of the popular ones are:

1. **Hot Oil Manicure:** This manicure is for dry and brittle nails. In this manicure the fingers are soaked in warm oil. Olive oil or cuticle oil are used for the soaking purpose.
2. **Electric Manicure:** In this manicure, electric equipment are used instead of hands. Most of the activities of the process are done using special electrical equipment.



Notes

3. **French Manicure:** It is a manicure technique of high fashion. This is basically concerned with the decoration of nails. After manicure, nails edges are finished with white enamel while the nail bed is polished with transparent colour. French nails look more natural and realistic. French manicure is very popular due to its great versatility with any fashion or clothing item.
4. **Deluxe Pedicure and Manicure:** During this type of Manicure and Pedicure the soaking water contains flower petals and special aroma oils. This helps soothe and relax the patron.
5. **Hand and Foot spa:** Latest techniques and products are used in this pedicure and manicure. Anti-tan pack is the main feature of this kind of manicure. This helps make the skin of hand and feet fairer. Special scrubs are used, so the dead skin is removed easily and completely. Hands and feet look smooth and beautiful after a pedicure and manicure spa.
6. **Manicure for Men:** The equipment, materials and procedure is same as for a plain manicure. It is given up to the polish application stage only. Men's nail are never kept pointed or oval shaped. They are usually short, more round or square. Instead of nail polish men's nails are buffed. It gives a natural shine to the nails and increases blood circulation. While buffing, take care not to cause friction on the nail and surrounding tissues.



Fig. 4.6 Mini Salon Nail Tool Sterilizer.



INTEXT QUESTIONS 4.3

Match column A with column B.

A	B
1. Hot oil manicure	(a) anti-tan packs
2. French manicure	(b) using of electrical equipment
3. Deluxe manicure	(c) for dry and brittle nails
4. Electric manicure	(d) flower petals and aroma oils
5. Hand and foot spa	(e) nail edges are done white



Notes

4.5 PROCEDURE OF MANICURE

1. Seat the client comfortably, and place a towel on the lap.
2. Remove old nail polish carefully.
3. Wash the hands with warm, soapy water, and clean nails gently using a soft brush.
4. Trim and shape nails of the left hand as per clients requirements.
5. Place the patron's left hand in a bowl of warm, soapy water.
6. Trim and shape the nails of the patron's right hand.
7. Immerse the right hand in the warm soapy water.
8. Remove the left hand from the water. Carefully dry the fingertips and gently push the cuticle back with towel.
9. With a cuticle cutter or cotton-tipped orangewood stick, gently push back the cuticle with a lifting, circular motion from the corner to the centre of the nail.
10. Apply cuticle cream or oil to the left hand. Using a cotton-tipped orange wood stick, apply the oil or cream around the base and sides of the nail. Massage into the fingertips with your thumb. These products soften and lubricate the cuticle and are recommended as an overnight treatment for nails that are dry and brittle.
11. Apply nail whitener under the free edge if needed for a whitening effect. Apply the product carefully with an orange wood stick. Avoid using in excess amount to prevent it from smearing the fingers.



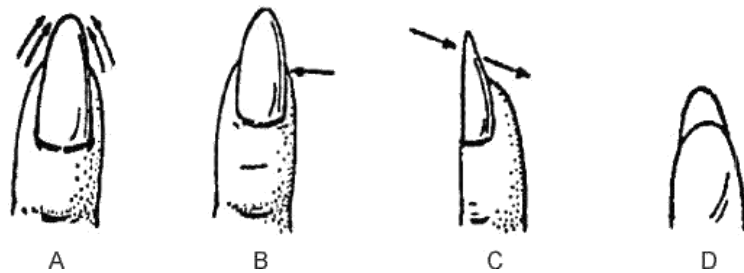
Fig. 4.7 Soaking Hands in Manicure.

12. Apply hand cream and gently spread it over the entire hand. Rotate the top of hand, palm, and wrist, then slide out to the fingertips and rotate.
13. Remove the patron's right hand from the water and repeat the procedure as done on left hand.

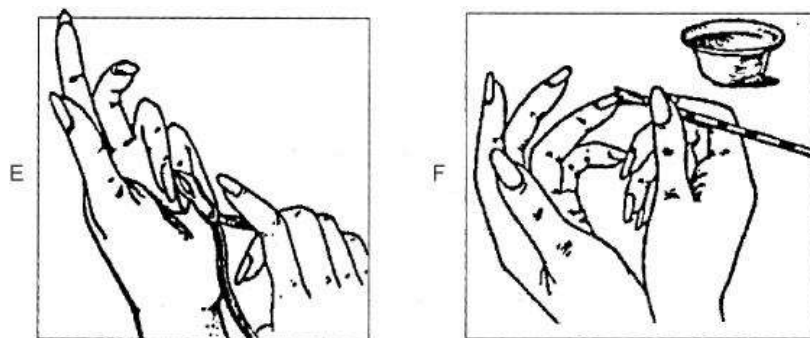


Notes

14. Brush the nails. Place the fingers of the left hand in the finger bowl. Remove the cuticle cream or oil and nail white from the nails by brushing with a downward motion from the base to the fingertips.
15. Thoroughly dry the nails and re-examine them.
16. Apply base coat, starting with the thumb, then the little finger, then the ring, followed by the middle and index fingers. This will allow each finger to move out of the way for the next one and will prevent smearing the base coat.
17. Brush and clean the nails of the right hand and apply base coat.
18. Apply nail polish to the left hand then to the right hand.
19. Remove excess polish. Dip a cotton-tipped orange wood stick in remover and carefully go around each cuticle.
20. Apply top coat. For added protection, brush the top coat under the tips of the nails.
21. Clean up, deposit emery board and all disposable material in the refuse container.
22. Sanitize all instruments.



Filing and shaping nails



E - Removing cuticle

F - Applying nail whitener

Fig. 4.8. Steps in manicure.



4.6 APPLICATION OF NAIL POLISH

For a smooth polish application, hold the brush with the thumb and index finger and steady your hand with your little finger. Apply the polish quickly with long, light, even strokes. Make sure there is enough enamel on the brush so that it will flow freely from the base to the tip of each nail, but be careful not to overload the brush.

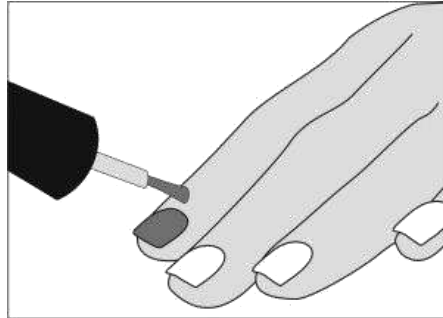


Fig. 4.9. Applying Nail Polish.

4.6.1 Procedure

Always apply nail polish lightly and quickly using long sweeping strokes. Follow the given procedure

1. First brush the centre of the nail from the base to the tip.
2. Stroke around the base of the nail, close to it but not touching the skin, and down one side of the nail.
3. Stroke down the other side of the nail.
4. Wipe across the tip of the polished nail with your thumb or with a tissue wrapped around your index finger to create a hairline unpolished area. This helps to prevent chipping of the enamel.
5. When the first coat of polish is dry to the touch, apply a second coat.
6. Apply a top-coat sealer over the nail plate and under the tip of the free edge. The top coat must be applied quickly and lightly because it dries rapidly.

4.6.2 Precautions to be observed in nail polish application

There are certain precautions that you should always keep in mind while applying nail polish for a neat look.

1. Be sure the consistency of the polish is thin enough to flow evenly and smoothly. If the polish is too thick, add 2 or 3 drops of polish solvent several hours before using it, to ensure even thinning.
2. Apply polish quickly in long even strokes for a smooth application.
3. Avoid dabbing. This thickens the application and will cause the surface of the nails to be bumpy rather than smooth.
4. Remove all traces of polish from the skin with a cotton-tipped orange wood stick dipped in polish remover rather than smoothening it with the finger or thumb.



Notes

5. Be sure each coat of polish is dry to touch before applying another coat. If polish is not completely dry, it will partially dissolve the earlier coat, leaving irregular bumpy areas.
6. Dry the polish naturally. Heat causes bubbles to appear, and thus the polish will be uneven.
7. Avoid thick applications of polish, because thick coats peel easily.

After each manicure, clean the mouth of the polish bottles before replacing the caps. Use a cotton-tipped orange wood stick dipped in polish remover. This prevents air from seeping into the bottles and keeps the polish fresh for a longer period. It also makes the bottles easier to open and close.



INTEXT QUESTIONS 4.4

State whether true or false:

1. A cotton tipped orange wood stick is used to gently push back the cuticle.
2. Cuticle cream, oil soften and lubricate the cuticle.
3. The base coat can be applied on moist finger nails.
4. Polish is applied in long and even strokes.
5. Dabbing is advised for smooth application for nail enamel.

4.7 PEDICURE

Pedicure is a treatment for feet of the client. The tools and equipments required for this are similar to that of a manicure except in pedicure, we also need a foot scraper to remove the hard dead skin at the soles of the feet.



Fig. 4.10 Pedicure Chair.

4.7.1 Procedure of Pedicure

Before starting ensure that all equipments have been disinfected/sterilised and you are wearing protective clothing.



Notes

1. Soak the patron's left foot in the disinfectant solution for 3 or 4 minutes. The right foot remains on a towel placed on the floor.



Fig. 4.11. Soaking of Feet for Pedicure.

2. Dry the left foot, holding it in your lap while drying.
3. Place the right foot in the disinfectant solution.
4. Remove nail polish from the left foot.
5. Shape the nails by filing them straight across. If the nails are long, shorten them with toe nail clippers and then file to smoothen the edges.
6. Using a foot scrubber/scaper gently scrape off hard thick skin on soles of feet.
7. Use cuticle softener around the nails of the left foot. Work gently to remove excess cuticle, using a cotton-tipped orange wood stick. Do not use a steel cuticle lifter, because the toe could easily be injured.



Fig. 4.12. Scrubbing of Feet.



Notes

8. Apply cuticle cream and massage it into the cuticle around the nail.
9. Clean under the free edge of the nail with the cotton-tipped orange wood stick.
10. Apply hand lotion or foot cream and massage the foot, paying special attention to rough areas such as the heels.
11. Dry the right foot.
12. Repeat steps 2 through 10 on the right foot. Place the left foot on the floor.
13. Hold the left foot, remove the cuticle cream using the nail brush.
14. Trim the cuticle with cuticle clippers if necessary.
15. Space the toes by placing folded cotton between them or toe separators.
16. Use alcohol to clean the surface of the toe nails.
17. Apply a base coat.
18. Repeat steps 13 through 17 on the right foot.
19. Apply nail polish to the toes of both feet.
20. Allow polish to dry thoroughly. Wait for 15 or 20 minutes before allowing the patron to put on their shoes.

Clean up: Wash tools with soap and water and then disinfect them. Discard all materials that cannot be disinfected.

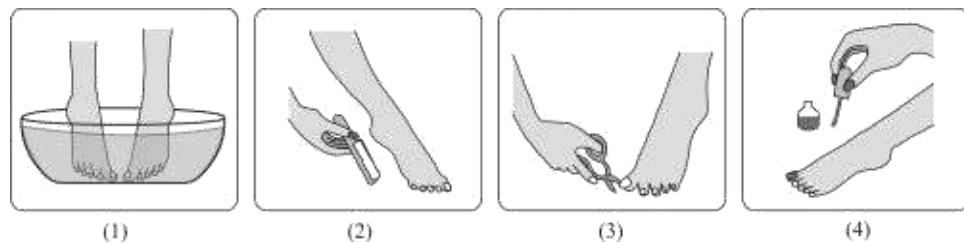


Fig. 4.13 (1) Soaking, (2) Removing Thick Skin with foot scraper (3) Nail Cutting, (4) Nail Enamel Application.

4.8 REMOVING DEAD AND HARD SKIN OF FEET

You have already learnt that the skin of the soles of the feet is the thickest and the hardest. Besides the feet are exposed to a lot of use, dust and dirt. Thus the hard skin of the soles of the feet becomes even more harder and dry. This not only makes the feet look ugly but also leads to cracks and infection. The feet can be saved of many skin problems through regular cleaning and removal of the dead skin accumulating on the surface of the soles.

As the skin is hard and dead it can be easily removed by using foot scrubbers, pumice stones and scrubs. Earlier pumice stone and gourd scrubbers were used to remove the dead skin. But now a large variety of foot scrubbers are available in the market.



4.8.1 Point to keep in mind while choosing a foot scrubber

1. Do not compromise on quality. Always choose a branded or one manufactured by a reputed company.
2. The surface of the scrubber should not be very harsh to cause bruises or damage the skin.
3. Always buy scrubber with different variants of surface— for removing to smoothing and polishing.
4. The scrubber should be chosen in accordance with the thickness of dead skin and the age of the client.
5. Buy one with a handle which you can hold and use comfortably.

4.8.2 Procedure for removing dead and hard skin of feet

1. Soak feet in warm soapy solution for 10 to 15 minutes.
2. Wipe dry and scrub using an appropriate scrubber. Take into consideration the type of skin hardness and age of the client.
3. Spread a towel on your lap and rest the foot.
4. Gently move the scrubber till most of the dead skin is removed.
5. Remove the dead skin not only from the heels but also from the sides and toes (specially the big toe).
6. Wipe the feet and scrub once again with a scrubber of a less harsh surface. This will help to smoothen and polish the feet.
7. After this treatment an antiseptic lotion cream should be applied.

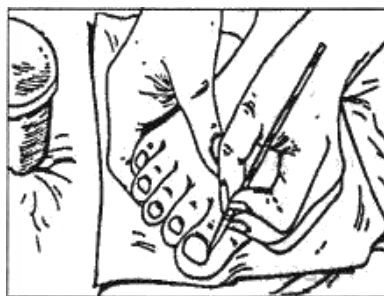


Fig. 4.14. Cuticle Removal.

4.9 BENEFITS OF MANICURE AND PEDICURE

The benefits of pedicure and manicure include much more than just the appearance of the hands and feet. Apart from keeping them clean, regular manicure and pedicure ensure good hand, foot and nail health.

- ⌘ The procedure is a potent means of exfoliation which essentially helps getting rid of the dead skin cells without causing any harm to the skin.



Notes

- ⌘ It relieves tension in the muscles and reduces adamant muscles pain around the calves and ankles.
- ⌘ It improves blood circulation.
- ⌘ Foot massaging certain areas (pressure points) may send the signals to the rest of the body and relieve the muscle tension.



INTEXT QUESTIONS 4.5

State whether true or false.

1. One type of scrubber can be used for all types of skin hardness and age.
2. Many skin problems of the feet can be prevented through regular removal of hard skin of the feet.
3. Avoid thick application of nail polish.
4. Shape the nails by filing them straight.
5. Always clean the nails with a hard brush.
6. Clean under the free edge with cotton tipped orange wood stick.
7. Never use alcohol to clean surface of nail.
8. Massaging at pressure points should be avoided.

4.10 TECHNIQUES OF MASSAGE FOR FEET AND HANDS

Do you remember about the basic massage manipulations, we read in chapter 2? Massage of hands and feet increases blood circulation which enhances nail growth. Massage also increases mobility and flexibility of muscles and joints as well as induces relaxation.

I. Foot Massage Procedure:

1. Apply lotion or cream to the foot.
2. Start by placing both thumbs on the instep bracing the front with the fingers on the bottom of the foot. Using a firm rotating movement, working down to the centre of the toes.

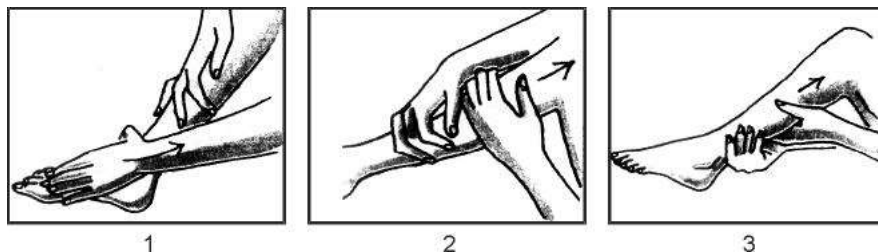


Fig. 4.15 Foot Massage techniques for feet and lower leg.

3. Slide back to the instep and repeat the same movement.
4. Continue to massage until you have covered the top of the foot completely.



5. Holding the heel of the patron's foot in your left hand, rotate each toe three times.
6. With the foot in an upward position, massage the sole of the foot from the heel to the toes by rotating them in small circles with your thumbs.
7. Slide your right hand to the ankle and rotate the foot.
8. Repeat steps 1 through 7 on the other foot.
9. Exert pressure and massage well on the pressure points of soles of the feet.



Fig. 4.16 Foot Massage.

II. Hand Massage Procedure:

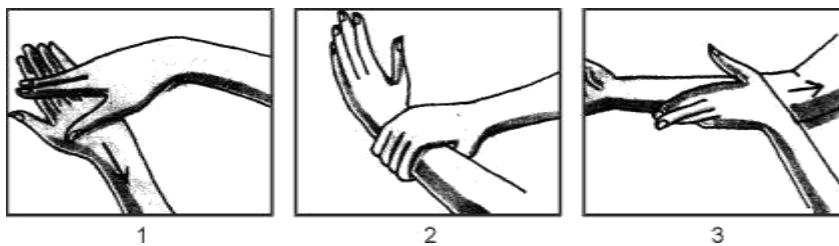


Fig. 4.17 Hand Massage Techniques.

Hand massage is an important part of every manicure. It not only relaxes the patron, but also stimulates blood circulation and help keep the hand flexible and the skin smooth.

1. Apply hand lotion. Holding the patron's hand in the palm of your hand, apply the lotion to the back of the patron's hand. Gently distribute the lotion to the wrist and the fingers.
2. Place the patron's elbow on the manicuring pillow. Hold the hand in an upright position, supporting it with your left hand. With your right hand, slowly bend the patron's hand back and forth. This helps to limber the wrist and relax the hand. All manipulations are repeated three times.



Notes

Manicure and Pedicure Services

3. While the hand is in this position, place the cushions of your thumbs in the palm of the patron's hand and massage in a circular movement from wrist to fingers.
4. Rest the patron's arm on the manicuring table and put her hand in yours. Grasp each finger between your thumb and index finger and rotate it in a circular motion.
5. Hold the patron's hand in yours with both thumbs on the back of her hand at the wrist. Massage in a circular sliding movement down the back of the hand, following the line between the bones from the knuckles to the wrist. Slide back to wrist and give it a wringing motion.
6. Rotate each finger in a circular motion, beginning at the base and working up to the fingertip. Slide back and, with your thumb and fingers, pull down toward the fingertip in a tapering motion.
7. Repeat steps 1 through 6 on the patron's other hand.
8. For all processes undertaken it is advised that all prescribed hygiene and safety standards be strictly observed. This is important to prevent infection and injury. This is also legally important. Non compliance would attract legal action by the local administration. Also refer lesson 7 for more details about this.
9. Exert pressure and massage well on the pressure point of the palm of the hand.

4.13 SUGGESTING APPROPRIATE AFTER CARE

1. Always allow the nail varnish to dry for at least 10-15 minute before client leaves.
2. Recommend the client to be careful for at least 2 hours. It takes 24 hours for the nail enamel to thoroughly dry.
3. Recommend the client to exfoliate their hands preferable 2-3 times in a week using a mild scrub.
4. Apply hand lotion regularly.
5. Apply cuticle oil regularly.
6. Always apply base coat prior to enameling the nails.



INTEXT QUESTIONS 4.6

Match the following:

- | | |
|--------------------------|--|
| 1. Massage | (a) are repeated three times |
| 2. Pressure points | (b) for nail enamel to dry thoroughly |
| 3. Massage manipulations | (c) increases mobility and flexibility |
| 4. 24 hours | (d) 2-3 times a week |
| 5. Exfoliate hands | (e) exert pressure and massage |



4.14 ENSURING CUSTOMER SATISFACTION

The quality of your customer service is almost wholly determined by your ability to meet your customer expectations.

Some of the most common and basic expectations customers have:

- ⌘ Fast, efficient and accurate service
- ⌘ High quality products at a competitive price
- ⌘ Friendly, helpful service staff to provide information and answer questions
- ⌘ Prompt responses to their enquiries, whether online, by phone or in person
- ⌘ Sufficient stock to meet their needs without long waits

Let us take a closer look at some of the client expectations.

1. **Friendliness** – Most people are basically friendly, and most people want to be treated in a friendly manner
2. **Empathy** – Every customer expects little empathy, or understanding. When they call with a complaint, they want to be treated as a customer with a difficulty, not as a difficult customer.
3. **Fairness** – Clients also want to be treated fairly. They want to know the service and product they receive is as good as that received by any other customer
4. **Control** – Clients want to feel like they are in control and are not being manipulated.
5. **Alternatives** – Clients want to have choices. Try to give them some creative alternatives to choose from, ones that are fair for both the client and you. Customers don't want to hear that there is only one way or a single solution. They respond positively when given a selection.
6. **Information** – Always give information about what's going on and what they are purchasing, what outcomes they could expect and anything else to help make an intelligent decision when the time comes. Deliver fast, efficient and accurate information.
7. **Fair price for a quality product** – It is important that customers should receive a quality product or service for a fair price.
8. **To be respected** – Don't treat them as they don't know anything. Show respect and you'll earn their respect back.
9. **To be heard** – They should not feel that you are hearing what they said, but not listening to what they meant.
10. **Satisfaction** – Clients want satisfaction. All the previous experiences will help make them satisfied and this will make for a purchase or service experience again in the future.



Notes

Benefits of Meeting Expectations

When you are able to accurately identify and adequately meet your customers' expectations, your customer service reputation will automatically be enhanced.

Some of the benefits of meeting your customers' expectations include:

- ⌘ Customers that transform from first-time visitors to loyal clients
- ⌘ Increased sales as customers feel more comfortable doing business with you
- ⌘ More referrals from satisfied customers who bring in additional business by word of mouth

4.15 CONTRAINDICATIONS

4.15.1 Contra Indication of manicure and pedicure

Contra indication refers to conditions that require special attention or during which the services cannot be carried out. Some of these are listed below:

- ⌘ Broken bones
- ⌘ Ring worm
- ⌘ Nail fungus
- ⌘ Recent scar tissue
- ⌘ Impetigo
- ⌘ Warts
- ⌘ Scabies or itch mites
- ⌘ Severe nail separation(Onycholysis)
- ⌘ Severe Eczema
- ⌘ Severe Bruising
- ⌘ Undiagnosed lumps and swellings
- ⌘ Athlete foot
- ⌘ Diabetes- permission from general physician required

4.15.2 Contra-Action of manicure and pedicure

A contra action is something that has happened due to a product or treatment being carried out.

- ⌘ Erythema: Reddening of skin due to dilation of blood vessels
- ⌘ Allergic to nail enamel.
- ⌘ Excessive perspiration
- ⌘ Allergic to oil
- ⌘ Cuts
- ⌘ Inflammation of the cuticle



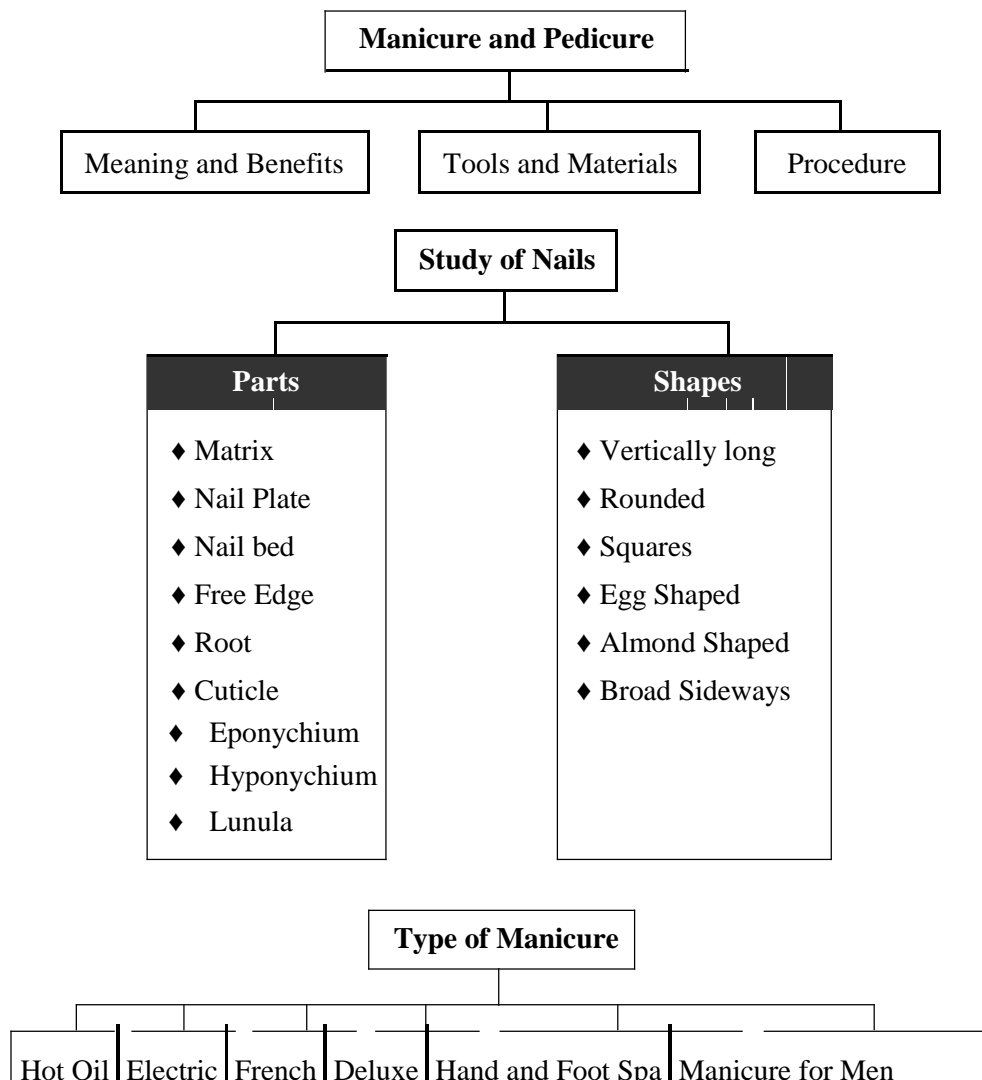
INTEXT QUESTIONS 4.7

Fill in the blanks:

1. Always buy high quality products at a _____ price.
2. Deliver fast, efficient and _____ information.
3. You must learn to hear the client and just _____ to the listen.
4. Meeting expectations transform first time visitor to _____ clients.
5. Ring worm and nail fungus are _____ of manicure and pedicure.



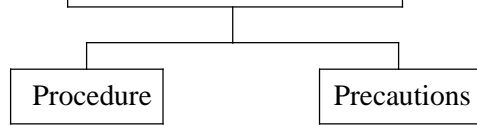
WHAT YOU HAVE LEARNT





Notes

Application of Nail Polish



- ⌘ Removing dead and hard skin of feet.
- ⌘ Techniques of massage.
- ⌘ Ensuring customer satisfaction.
- ⌘ Contra-indications and Contra-actions.



TERMINAL EXERCISE

1. With the help of an illustration describe the structure of a nail.
2. Briefly explain the different parts of nail.
3. Name and briefly describe the different types of manicure and pedicure.
4. Briefly describe the procedure of a basic manicure or pedicure.
5. What procedure would you use to give foot massage to your client?
6. Briefly explain any ten client expectations.
7. List the contra-indications and contra-actions of manicure and pedicure.



ANSWER TO INTEXT QUESTIONS

Intext Questions 4.1

- | | |
|---------------|-----------------------|
| 1. essential | 2. Manicure, pedicure |
| 3. nails | 4. emery |
| 5. sterilized | |

Intext Questions 4.2

1. It is a study of nails.
2. A white crescent shaped area at the base of the nail.
3. It is a part of the nail which lies below the fold of the skin.
4. A horny extension of the skin.
5. The visible part of the nail.



Intext Questions 4.3

1. (c)
2. (e)
3. (d)
4. (b)
5. (a)

Intext Questions 4.4

1. True
2. True
3. False
4. False
5. False

Intext Questions 4.5

1. False
2. True
3. True
4. True
5. False
6. True
7. False
8. False

Intext Questions 4.6

1. (c)
2. (e)
3. (a)
4. (b)
5. (d)

Intext Questions 4.7

1. Competitor
2. accurate
3. listen
4. loyal
5. contra-indication



5

ASSISTING IN HAIR SERVICES

Hair care services form an important component of a salon. As an assistant you will be required to undertake many activities and responsibilities to promote the safe and correct conduction of activities like, shampooing, massage, styling and cutting.

You will be responsible for the preplanning and assembling of required tools, equipments and materials at the point of service; under the guidance and supervision of the beautician. You will also be required to help with the final cleaning up and other finishing activities of the services. In this lesson, you will learn about the various hair services, you will be assisting in.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ undertake hair analysis and scalp massage;
- ⌘ observe the correct procedure of shampooing and blow drying;
- ⌘ assist the hair stylist in roller setting and prepare the client for hair cutting;
- ⌘ identify and use correct tools, equipment and materials for hair cutting;
- ⌘ assist in basic hair cutting and hair styles;
- ⌘ adopt the correct procedure to prepare and apply henna on hair.

5.1 HAIR ANALYSIS

Before giving any hair treatment, scalp and hair analysis is very important. This helps us to understand the hair problems and scalp condition. It is through hair analysis that we learn about the characteristics of hair as listed below:

1. **Porosity** - Is the measure of the hairs' capacity to absorb moisture. It can be smooth and glassy, slightly rough, rough to very rough, brittle and dry.
2. **Texture** - Three types of texture - very fine and thin hair, medium hair, and coarse hair.



3. **Elasticity** - It is the capacity to stretch and return to its original size.
4. **Density** - It is the amount of hair per inch on the scalp - it can be thick, medium or thin.
5. **Condition of scalp and hair** - It can be healthy, dandruff and disease free or may have some problem.

5.2 SCALP MASSAGE

Scalp Massage is recommended as part of many scalp and hair treatments and to relax the client.

Material for Scalp Massage

1. Neck cape
2. Hair Brush and Comb
3. Towel
4. Hot Oil (Olive/Coconut/Almond)
5. Cotton
6. Small bowl

5.2.1 Procedure for Scalp Massage

1. Wash your hands.
2. Drape the client using a neck strip or a towel and a shampoo cape.
3. Examine the scalp for lesions or abrasions. Ensure that it is completely dry.
4. Comb out tangles from the hair.
5. Warm some oil and dab on the head after sectioning the hair .
6. Perform the basic scalp manipulations and techniques for scalp massage (as explained in this lesson)

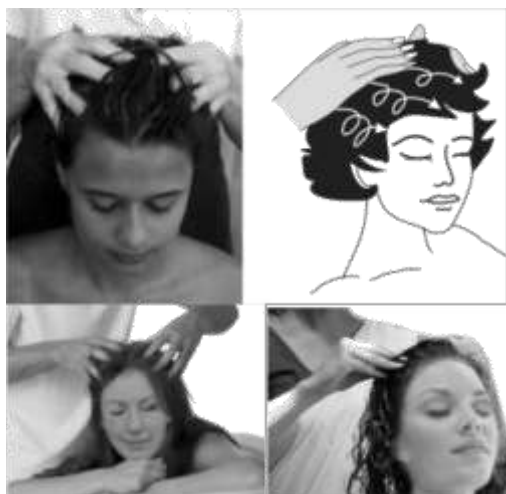


Fig. 5.1. Sequence of Hand Movement.



Notes

5.2.2 Massage Techniques

All of you must have got head massages from your mother or grand mother. The head massage is an ancient form of healing that dates back almost 4000 years.

Good head massage techniques include a combination of exerting pressure/pressing at different pressure points, right positioning of hands/finger and strokes.

- i) Spread the fingers on the head and then stroke the scalp gently in an downward and upward direction.
- ii) Pressure should be applied on the head only using one's fingertips.
- iii) After moving the fingers downwards and upwards, they should be moved clock wise and anticlockwise.
- iv) Pressure should be applied to the back of the head and sides using one's knuckles.
- v) Using index finger and thumb one should apply pressure on the eyebrows.
- vi) Gently pull and massage the ears.
- vii) It should be concluded by gently massaging the closed eyes with the index finger.
- viii) Every few minutes alter the direction of the fingers and cover the entire head during the massage.
- ix) Use gliding strokes ranging from feather light to firm.
- x) Wipe all excess oil on the face and ears with cotton and allow the client to relax for 15-20 minutes.

Note: During massage do not move the fingers in the hair, but move the scalp on the skull. Move the scalp backwards and forwards on the skull. You can also place the fingers perpendicular to the scalp, pull the scalp and then release it. Avoid rubbing and pulling of hair.

5.3.4 Benefit for Scalp Massage

Head massage is immensely beneficial for our overall health. You should try to master the massage techniques, to give your client the best relaxed experience.

1. It relaxes the client and loosens the scalp
2. It increases blood circulation
3. It improves hair growth
4. It helps in getting sound, restful sleep.
5. Helps in reduction of anxiety and other stress related issues.

**INTEXT QUESTIONS 5.1**Notes **Fill in the blanks:**

1. Before hair massage the scalp should be _____.
2. _____ is the ability of the hair to absorb fluid or liquid.
3. _____ olive oil is good for hair massage.
4. Massage on eyes should be done with _____ finger.
5. Pressure should be applied on the head using one's _____.

5.3 SHAMPOOING

The primary purpose of a shampoo is to cleanse the hair and scalp. Shampooing should be treated as a very important service. Modern shampooing is generally carried out at what is termed “the black-wash basin”, which usually has a curved opening, or sometimes a form of tray, so that the client can lean back in a reclining chair and allow her neck to rest on the edge of the basin.

5.3.1 Tools and material for shampooing and conditioning

Always assemble all materials before starting the shampoo. It is very annoying for a client to be left with wet hair at the shampoo bowl, while you run to get the required tools and materials. The tools and equipments required for shampooing are:

1. Shampoo cape
2. Towels
3. Combs and Hair Brush
4. Shampoo and Hair Conditioners
5. Clamps to secure towels
6. Ear plugs
7. Shampoo basin and chair



Fig. 5.2. Shampoo basin and chair.

5.3.2 Types of Shampoo

An assistant therapist should know about types of shampoos available in the market for different types of hair.



Notes

Some of the popular shampoos available are -

1. **Plain shampoo** - Detergent based and transparent
2. **Cream shampoo** - Milky appearance. This shampoo not only cleanses but also conditions the hair.
3. **Anti Dandruff shampoo** - Contains medicated ingredients that help to remove dandruff.
4. **Herbal shampoo** - contains natural ingredients and herbs and can be used for all types of hair

5.3.3 Procedure of shampooing

You should develop your ability to give a good shampoo. This helps in establishing a good customer relationship and the hair are ready for the professional services you will be giving to your client.

1. The client should be seated comfortably wearing a covering gown. It is advised to give the hair a thorough brushing before shampooing is actually under taken. Towels should be placed around the neck and over the shoulders and tucked well in.
2. The temperature should be tested with the hand and regulated by manipulating the tap. If the temperature is right, the water is poured over the head.
3. The hair must be soaked thoroughly with plenty of warm water before the shampoo is applied. A little of the cream or liquid shampoo is poured on to the palm, diluted with little water and worked into the hair and scalp. This dilution promotes easy spreading of the shampoo.
4. Next comes the gentle rubbing and kneading with the tips of the fingers. Use both hands and apply firm, but not heavy pressure. When this has been done the hair is rinsed well and this is repeated if the hair is still oily.
5. If the hair is very greasy a third round of shampooing may be necessary.
6. The length and ends of the hair are squeezed to remove the surplus moisture. The client's head is lifted using the ends of the towel so that the moisture does not run on the client.
7. The towel is wrapped neatly around and a dry towel is put over the customer's shoulders.
8. Hair serum can be applied at the ends of the hair. Ensure that they have been squeezed dry before application.

5.4 HAIR CONDITIONERS

Hair conditioners are used to treat damaged, dry and brittle hair. Various types and brands are available in the market. Conditioners are often necessary after shampooing. The most common procedure for hair conditioning is given below.



Procedure of conditioning

You should always follow the manufacturer's instruction for best results.

- % Shampoo hair well
- % Rinse well and mop excess moisture with towel
- % Apply conditioner on wet hair. Gently massage it on hair shaft only, do not apply on roots of hair.
- % Rinse it out well to remove the conditioner after 3-5 minutes

Remember not to use too much cream and waste unnecessary rinsing time in trying to get it out. Allow the conditioner to remain on the hair for 3-5 minutes before rinsing. The conditioner is never applied at the roots/scalp as this may result in hair fall.



INTEXT QUESTIONS 5.2

Match the following:

- | | |
|--------------------------|------------------------------------|
| 1. Shampooing | (a) contains natural ingredients |
| 2. Anti dandruff shampoo | (b) treated dry and brittle hair |
| 3. Herbal shampoo | (c) on hair shaft only |
| 4. Apply conditioner | (d) contains medicated ingredients |
| 5. Hair conditioner | (e) cleans hair and scalp |

5.5 BLOW DRYING

Blow drying literally means drying the hair by blowing hot or cold air with the help of a dryer (hand). The hair may be just plain dried or they may be straightened, curled or styled along with the drying. Curling or Styling with blow drying is a temporary method lasting from wash to wash as it is only a physical change. The hair can be turned inwards or outwards during the styling/curling .



Fig. 5.3. Tools for blow drying.



Notes

5.5.1 Preparing trolley with material and tools for blow drying

Material to be arranged on tray include.

- ⌘ Dryer
- ⌘ Setting clips
- ⌘ Setting lotion or mousse
- ⌘ Comb
- ⌘ Vent brush

5.5.2 Procedure

1. The hair is parted in four sections.
2. Start at the nape by taking a section 1/2 " to 1" wide depending on the thickness of hair.
3. Using a half round brush, exert pressure and pull the hair to straighten the hair. The thumb is used on the flat back of the brush for support. The pulling action rests on the edge of the brush and not on the bristles.
4. Repeat the process till all hair of one section is done. Now repeat the process on the whole hair in the other three sections again till the whole hair are done.
5. The ends can be rolled on a full round brush.

5.5.3 Blow Drying for Wavy hair

A diffuser is used to dry curly hair to prevent removing of the curl. The diffuser is attached to the nozzle on the blow dryer. Dry the lower section first, then work your way up toward the crown.



Fig. 5.4. Blower drying and setting.

Note: Work the brush and dryer in **sections**. Do not hold the dryer still for long over one section as this could damage the hair. Work methodically through the hair, working with neat small section of hair. Make sure that the hair in the section are dry before you move to the other section.



5.6 ROLLER SETTING

When styling hair always consider the condition of the hair. Always remember that weak and dry hair will tend to break, have split ends and may be very limp, and would require extra care while styling.

Roller setting is a technique to make straight hair curly and increases the volume of hair. There are three types of roller setting.

1. **On Base** - Gives maximum fullness or lift to the hair. Rollers are placed on the base of the strand.
2. **Half Base** - Gives medium fullness and loose curls. Rollers are placed on half of the base of the strand.
3. **Off Base** - Gives slight amount of fullness and curls. Rollers are placed off the base of the strand.

5.6.1 Material and Tools required for roller setting

- | | |
|------------------------------|--------------------------|
| 1. Cape | 2. Tail Comb |
| 3. Rollers of various sizes. | 4. Setting lotion/mousse |
| 5. Setting Clips | 6. Hood Hair Dryer |



INTEXT QUESTIONS 5.3

State whether the statements are true or false:

1. Blow drying is started from the crown of the head.
2. Curling and styling by blow drying is a permanent method.
3. Pressure is exerted to pull hair and straighten during blow drying.
4. Dry the lower section first and then work your way up towards the crown.
5. Rollers on base give minimum fullness or lift to the hair.

5.7 HAIR CUTTING

We all get our hair cut and styled so many times in our life. Hair cutting is one of the most popular way for styling hair. The four main purposes of hair cutting are;

1. To change the look
2. To reduce the length of hair
3. To remove split ends
4. To reduce excess volume of hair



Notes

5.7.1 Tools and Materials

As an assistant hair stylist you should understand that tools play a very important role in cutting hair. It is often said that anyone cutting hair is only as good as his tools. The tools used should be of good quality and it must be ensured that they are used and stored properly.

- ⌘ Shears - Plain /thinning scissor
- ⌘ Razor - Manual
- ⌘ Clipper - Manual /electric
- ⌘ Combs - Rat tail comb, afro comb, plain comb, styling comb etc.
- ⌘ Dusting Brush
- ⌘ Setting clips
- ⌘ Neck cape
- ⌘ Water applicator bottle



Fig. 5.5 Hood Hair Dryer

5.7.2 Sectioning for Hair Cutting

Sectioning of hair is the first stage and is undertaken before hair cutting and styling. Sectioning of the hair helps in easy access to different sections of the head and help create a balanced finish to the hair style and cut. There are many methods of sectioning the hair. Let us learn about some of them.

A) Four Section Parting

Part the hair from the centre of the forehead to the nape, and again across the head from ear to ear. Pin up the four sections and leave the hair on the nape of the neck (section 5) for use as a guide.

B) Five Section Parting

Section No. 5 may be further divided in to section No. 5a and No. 5b area. Top section (No. 1) may be sub-parted in two ways, with partings running in either a horizontal or vertical direction.

5.8 PREPARING THE CLIENT FOR HAIR CUTTING

The implements used in hair cutting and other materials should be arranged properly on a tray/trolley.

- a) Put the cutting sheets around the client's neck properly.
- b) Take off the head rest from hydraulic chair.
- c) Wet the hair well with the spray bottle
- d) Section the hair and secure with setting clips



5.9 FACTORS INFLUENCING HAIR CUTTING

Many factors influence the choice of hair cut and styling of a client. Some of the points to be kept in mind while cutting and styling of hair are

1. Facial Shapes/features
2. Personality of the client
3. The texture of the hair.
4. Shape of the Head
5. Volume of Hair

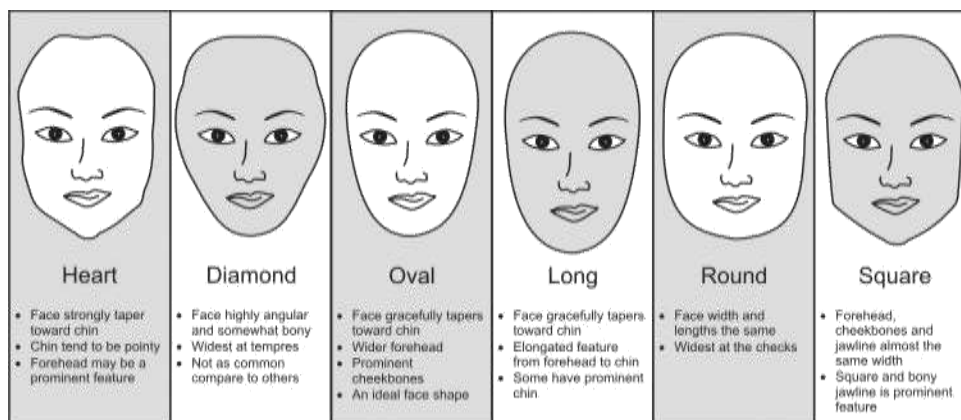


Fig. 5.6. Face Shapes.

5.10 HANDLING HAIR CUTTING TOOLS

A. Scissors

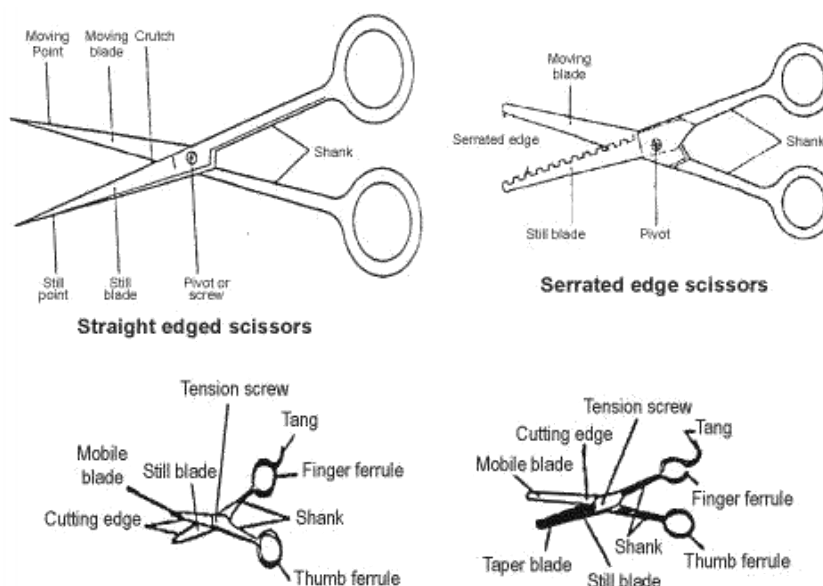


Fig. 5.7 Cutting Tools



Notes

B. Combs: The hairdresser should also have at least three combs always in perfect condition (no broken teeth). One should be narrow half-ranked type, the second a similar but very fine or thin comb for cutting very short hair on the neck, and the third a dressing comb, wide enough for combing, placing, setting, and for general use.

C. Razors: One should have a razor or hair shaper.

Finally, a soft clean neck-brush should be readily available, to dust off cut hair ends.

5.10.1 Holding the Scissors and Comb

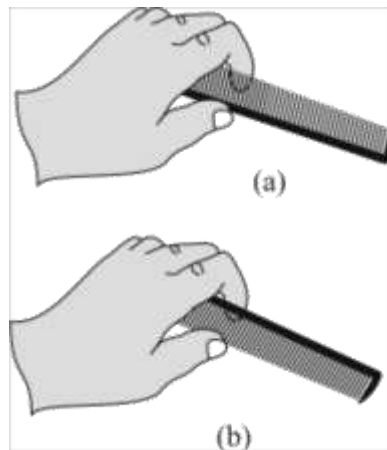


Fig. 5.8. Holding the Comb.

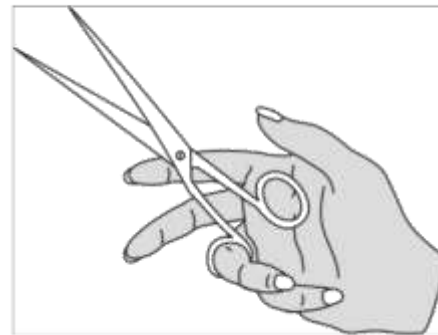


Fig. 5.9. Holding the Scissor.

The operator should hold the scissors, preferably in the right hand with the points directly to the left, insert the thumb in the lower handle and the third finger in the upper one. The thumb pushes forward the lower handle by pressing against its upper rim, while the third finger pulls on the back of the lower rim of the upper handle. The first and second fingers curl around the back of the scissors, crablike, holding the scissors firmly.

Holding the scissors this way requires some practical instruction and continual practice. Opening and closing them many times using a somewhat pulling or biting away movement, rather than biting forward. This is almost an imaginary movement.



INTEXT QUESTIONS 5.4

Answer in one sentence only.

1. Hair cutting
2. Sectioning
3. Four section parting
4. Factors influencing hair cutting.



5.11 HAIR CUTTING TECHNIQUES

Haircutting is the very foundation of hairdressing. A well cut head of hair will style more easily, retain its line and shape, and be admired by clients.

5.11.1 Basic Hair Cuts

- a) **Blunt cut:** The hair is cut in one length without any graduation which is apparent, although the hair length actually is shorter at the nape and longest at the top. The hair is cut flat at 0 degree elevation.

The hair may be divided into four sections

- a) A parting from middle of the forehead to the middle of the nape.
- b) A parting from ear to ear
- b) **U-cut:** If the fingers are directed upward unsloping styles like U, concave or rounded effects can be produced.



Fig. 5.10 Blunt Cut

- a) The hair is divided in two back sections and the side is divided in three vertical sections.
- b) The section on the ears may be further divided into two for making a guideline for the front hair.
- c) Only the last section is used for cutting a fringe.
- c) **Boy cut:** The hair cut may be started on the sides over the ears, taking a line parallel and straight in front of the ear and diagonal in relation to the natural hair line behind the ear. Usually the procedure involves starting at the nape of the neck.
- d) **Step cut:** In this the cuts differ in lengths and weights on both sides of the head. These cuts produce a comparatively softer perimeter line, but still retain enough weight in the cut hair style, as against the straight cut. There is a small amount of graduation of upto 45° in cutting.



Fig. 5.11 Tapering



Notes

- e) **Tapering** : With the scissors held in the cutting position already described, with the thumb and the third finger inserted in their respective handles, the hand is turned so that the palm comes upwards, and the thumb is removed from its handle hole.

Hair dresser turns the hand round with palm towards the body, holding the scissors very loosely, and half open, and waves the hand backwards and forwards from the wrist. He/She cuts the piece of hair, held upwards and taut in the left hand, by a gentle swinging or waving of the hand, and holding the scissors half open, brings the partly open blades under the strip of held hair. The half-open scissors slithering up and down this piece of hair, actually thins in the downward stroke.

- f) **Razor Cutting**

Originally the open cut-throat type of razor was used for this work, but as its use requires great skill and many years of practice and experience, particularly in keeping the razors really sharp – most ladies' hairdressers prefer to use the modern hair-shaper with blades that are replaceable and are more convenient and therefore more practical.

For razor cutting the hair is kept wet (generally done after hair has been shampooed), to avoid any pull on the hair which can be unpleasant to the client.

Many hairdressers do finish a haircut with a little razoring on the dry hair, but the razor has to be very sharp and held at such an angle as to give a good cutting edge.

The razor is held in the one hand and a piece of hair picked up with the other and thinned or shaped to the desired weight, thinness or point.

Very careful surface razoring, lightly, following the razor with the comb, can help to finish a short haircut much more perfectly.

Razoring generally is undoubtedly an attractive way of cutting hair. One can, however, only too easily remove much more hair than originally intended, hence great care and practicing is very essential.

5.12 FINISHING TECHNIQUES OF HAIR CUTTING

A. Cross Checking

When the general thinning, tapering, clubbing, cutting, or razoring of the hair is thought to be completed, cross checking is necessary. This must of course be according to the type of haircut desired.

B. Removing Neck Hairs

If the hair is cut short a certain amount of hair may appear on the neck which must be removed. In the old-fashioned cutting this hair was often removed with a pair of clippers. This is to be avoided if possible and the hair should be removed with the points of the



scissors, generally with the comb underneath to protect the neck, but the skilful operator will be able to remove this hair with the point of the scissors and will place the finger on the point to help control it if necessary.

It is vital when carrying out this part of the work to hold the blades of the scissors flat to the neck. These fine hair can be removed with the use of hair clippers, electric clippers or razor.

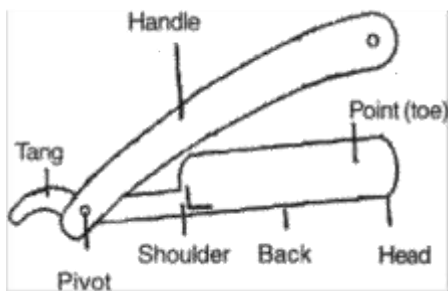


Fig. 5.12. Cut Throat Razor.



Fig. 5.13. Hair Clipper.



INTEXT QUESTION 5.5

Match the following:

- | | |
|---------------------|--------------------------------|
| 1. Blunt cut | (a) 45° graduation |
| 2. U cut | (b) remove neck hair |
| 3. Step cut | (c) cut in one length |
| 4. Cut throat razor | (d) remove fine hair |
| 5. Clipper | (e) concave or rounded effects |

5.12 APPLYING HENNA ON HAIR

Do you know that Henna has been used since ages to make hair shiny and healthy. Henna is a popular method of colouring hair. It is a natural vegetable dye and hence does not harm or cause any allergic reactions.

A. Material Required for Henna Dye

Materials Required

- | | |
|------------------|-----------------|
| i) Hot Water | ii) Tink Brush |
| iii) Plastic cap | iv) Mehndi bowl |
| v) Gloves | vi) Towels |



Notes

Ingredients for Mehndi Paste

- | | |
|----------------------------|-------------------|
| i) Decoction of tea/coffee | ii) Mehndi powder |
| iii) Amla powder | iv) Harad powder |
| v) Baheda powder | vi) Egg. |

5.12.1 Preparing the Client

Before applying henna the draping of client is very important so that the client's clothes are totally safe.

1. Seat the client in a comfortable position.
2. Drape the client with a plastic sheet around the neck.
3. Remove jewellery.
4. Drape the client with 1 big dark coloured/black towel.
5. Apply protective cream around the hair line to prevent stains on forehead.



Fig. 5.14. Mehndi Application.

5.12.2 Preparing Henna mixture for Colouring Purpose

You should try to follow all the steps while preparing the Henna mixture as it will affect the end result.

1. A decoction of either tea or coffee is made and strained.
2. Amla is used for making the colour darker. For this, mehendi is soaked in an iron pan overnight. The mixture looks black in the morning
3. Egg is added for conditioning effect.
4. Harad and beheda powder are used to help reduce dandruff.

5.12.3 Procedure for henna application on hair

1. Ready the paste and drape the client.
2. The hair is shampooed and dried to almost dry but not completely dry. Some people prefer washing the hair afterwards. It has been observed that in the practice of shampooing the hair immediately afterwards, removes some of the colour.



3. Part the hair in four sections. Make thick subsections and apply henna to both sides of the strand. Unlike tints, the hair can be pasted one strand on another for henna.
4. Henna starts dripping after a while because of the body warmth. Clean up around the hair line and over the ears, place wads of cotton wool on the ears and nape and wrap a plastic cape around the head.
5. Wait for 1/2 to 2 hours depending on the result desired.
6. Now rinse thoroughly.
7. The hair can be dried and styled.

5.12.4 Precautions to be observed for henna application

1. Add egg to the henna paste just before applying henna.
2. Place wads of cotton wool on the ears and nape to protect against henna dripping.
3. Wear gloves, because henna colours the nails more permanently.
4. Apply henna with the help of a tint-brush for equal distribution.



INTEXT QUESTIONS 5.6

Mark the following as True or False.

1. Henna is the permanent colouring of hair.
2. Harad and baheda is used for making the hair colour darker.
3. Add egg just before applying henna.
4. Henna paste should be thick.
5. We must wait for 3-4 hours before washing off the henna



WHAT YOU HAVE LEARNT

- ⌘ Hair Analysis
 - Porosity
 - Texture
 - Elasticity
 - Density
 - Condition of Scalp and Hair
- ⌘ Scalp Massage
 - Procedure
 - Technique
 - Benefits



Notes

- ⌘ Shampooing
 - Types of Shampoo
 - Procedure of Shampooing
 - Hair Conditioning
- ⌘ Blow Drying
 - Preparing Trolley
 - Procedure
 - Procedure for wavy hair
- ⌘ Roller Setting
 - On Base
 - Half Base
 - Off Base
- ⌘ Hair Cutting
 - Sectioning of Hair
 - Preparing client
 - Hair Cutting Techniques
 - Finishing Techniques
- ⌘ Application of Henna on Hair
 - Preparing the client
 - Preparing Henna Mixture
 - Procedure for Henna Application
 - Precautions to be observed



TERMINAL EXERCISE

1. Why is sectioning of hair important? Briefly explain the procedure of four and five section parting.
2. Briefly explain the following:
 - (a) tapering
 - (b) razor cutting
3. Explain the head massage technique.
4. Explain the handling of comb and scissors in hair cutting.
5. Explain the procedure of making and applying henna paste on hair.



ANSWER TO INTEXT QUESTIONS

Intext Questions 5.1

1. dry
2. porosity
3. warm
4. index
5. fingertip



Intext Questions 5.2

1. (c)
2. (d)
3. (a)
4. (c)
5. (b)

Intext Questions 5.3

1. False
2. False
3. True
4. True
5. False

Intext Questions 5.4

1. **Hair cutting:** One of the most popular way of styling hair
2. **Sectioning:** This is used for easy access to different sections of the head and create a balanced style/cut.
3. **Four section parting:** Parting hair from centre of forehead to the nape of neck and again across from ear to ear.
4. **Factors influencing hair cutting:** These are facial shape, texture, volume of hair and shape of head.

Intext Questions 5.5

1. (c)
2. (e)
3. (a)
4. (b)
5. (d)

Intext Questions 5.6

1. False
2. False
3. True
4. True
5. False



6

ASSISTING IN MAKE UP

Due to the exposure to media and films we have become more aware of how we can look beautiful by using appropriate make up. As ladies are working and socially more active they want to look good and well groomed for each and every occasion. You are aware that different types of make up is required for different types of occasions, vocations and age.

Make up application is an art. The purpose of makeup is to enhance the beauty of the face by highlighting the good features and minimizing the less attractive ones.

Nowadays trends in makeup have changed from dramatic to more natural styles. Makeup can change a client's appearance by using methods of shaping their facial features with colour, contour, and highlights. In this lesson, you shall learn about different types and techniques of make up, you will be required to assist in.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ explain the meaning and importance of makeup;
- ⌘ identify the cosmetics and material used in makeup;
- ⌘ assist in application of different types of make up;
- ⌘ explain the procedure of make up;
- ⌘ observe the prescribed precautions of makeup;
- ⌘ offer after care advise to the client;
- ⌘ list the contraindications of make up;



6.1 MEANING AND IMPORTANCE OF MAKEUP

As we all know that, applying colour to the body, especially the face, has been a custom throughout recorded history. Makeup was used for face and body to;

- (i) Camouflage against a hostile environment.
- (ii) To indicate status
- (iii) For important religious ceremonies.

Importance of makeup

We all know that make up helps us to look our best. Makeup is important for the following reasons:

- ⌘ Makeup is used to highlight the special features and hide the unattractive ones
- ⌘ Used for contouring to change the shape and size of the face.
- ⌘ To make a person look beautiful and attractive
- ⌘ To increase confidence and self esteem
- ⌘ Impart a feeling of goodness and joy
- ⌘ To protect the skin from sun damage
- ⌘ To make the skin look flawless and picture perfect.
- ⌘ Makeup provides protection against pollution, which is as importance as SPF protection, especially if you are living in a big industrial city.



Fig. 6.1 Makeup Kit

6.2 COSMETICS AND OTHER MATERIALS USED IN MAKEUP

Makeup is now a big industry, with a large number of products and cosmetics being available for customers of all economic means.



Notes

Let us study about some of the basic cosmetics used in makeup:

A . Cosmetics – Makeup cosmetics are available in liquid, cream, powder and stick forms. The following are some of the basic cosmetics used in makeup.

1. **Cleansers** – Cleansers are available in milk and cream form and are used for cleansing the skin. Remember, makeup is always applied on a clean skin. Gel cleansers and astringent are used for cleansing oily skins.
2. **Concealers** – Concealers are intended to cover up skin imperfections on the face such as blemishes and dark circles around the eyes. It can be applied using a brush and are typically used in conjunction with foundation.
3. **Foundation** – It is used as a base for the makeup. It is available in water based formulas for normal or oily skin and in oil based formulas for dry skin. It provides an ideal surface to receive other cosmetics.
4. **Face Powder** – It is used to help set the makeup and gives a dull matte finish. It comes in powder or compressed form.
5. **Cheek colour** – It is used to highlight the cheek bones or cover up skin imperfections. It gives the cheeks a soft, warm glow. They are available in cream and powder form.



Fig. 6.2 Blushers

6. **Highlighter**: It is used to highlight the high points of the face to make it look luminous and shiny. It is used on the bridge of the nose, cheeks and at the corners of the eyes. They are available in many colours such as silver, golden, bronze etc.
7. **Eye shadow** – It is used to add colour to the eyelids. It is available in cream, pencil, powder and crayon form. It is applied using eye shadow applicators.
8. **Eye brow colour** – It is used to draw fine lines in the eyebrow area. Eyebrow colour is available in many shades like grey, brown and black. It can be in pencil or compressed powder form.
9. **Eye liner** – It is used to outline the eyes. They are available as liquid, pencil and cake form.



10. **Mascara** – It is used to add colour and thickness to the eyelashes. The cake and cream types are applied with a brush. Liquid mascara comes in a tube. Water proof mascara is very popular.
11. **Lipstick, lip colour, and lip gloss** – It is used on lips. Lip colour is available in stick and cream form. These are available in endless variety of colour. Lip liner pencils are used to outline the lips.

B. Material used for makeup –

- | | |
|----------------------------|--------------------|
| ⌘ Head band | ⌘ Cotton balls |
| ⌘ Tissues | ⌘ Sponges |
| ⌘ Cleansing milk/cream/gel | ⌘ Astringent |
| ⌘ Eye lash curler | ⌘ Beauty chair |
| ⌘ Wood lamp | ⌘ Magnifying glass |

**INTEXT QUESTIONS 6.1****Fill in the blanks.**

1. Concealers are used to cover up _____ imperfections.
2. _____ is the base of make up
3. Face powder is used to _____ the makeup.
4. Mascara is applied on _____.
5. _____ highlight the high points of the face.

6.3 BRUSHES

Brushes are used to apply different cosmetics. They range from thin liner brushes to fat, fluffy powder brushes.



Fig. 6.3 Eye Shadow



Notes

Some of the common makeup brushes are:

- I. Foundation Brush** - Designed to achieve a smooth and flawless finish, the bristles are tightly packed with a tapered tip for fluid application. Dampen the brush first in warm water and firmly squeeze the excess into a towel or tissue, this will help achieve a more even distribution. You can also blend any brush strokes as you go with a damp natural or wedge sponge.
- II Concealer/Camouflage Brush** - A soft bristled, flat brush with a wider base and a pointed tip. Used to apply concealer under the eyes, to spots and to camouflage problem areas such as broken capillaries and areas of discolouration.



- III. Buffing Brush** - Made from a blend of goat and synthetic fibres this brush is ideal for buffing and blending colour. The flat, circular, feathery head provides lightweight and buildable coverage of liquid, cream or powder. Used to blend cream blush onto the apples of the cheeks or for a light dusting of shimmer powder to the cheek and brow bones.



- IV. Bronzer/Powder Brush**- Soft, full and rounded, this brush can be used for both compact powder and bronzer. The bristles pick up the perfect amount of colour and distribute flawlessly onto the skin. Load the brush with the powder and shake away any excess before spreading it onto the skin.



- V. Mineral Powder Brush** - A thick bundled brush that can sometimes be used both wet and dry. It is expertly designed to buff mineral powder. Apply in small circular motions for a faultless finish.



- VI. Fan Powder Brush** - Created for use with loose powder, the fine fan sweeps a light dusting of powder onto the skin for a soft, velvety effect. This application technique avoids heavy coverage which can highlight fine lines and imperfections. These brushes are also used to remove excess powder on the face.



- VII. Blusher Brush** - Made with fine, gentle fibres the blusher brush has a rounded head which is perfect for applying colour to the cheeks. Sweep and blend along the cheekbone drawing the brush up into the hairline.



- VIII. Face Contour Brush** - Slanted and rounded in shape, the contour brush mimics the angles of the cheekbones. This is ideal for highlighting and shading with bronzer or illuminating powder. Use with cream, gel or powder to contour for a dramatic makeup.



- IX. Eye Shadow Brush**- Large, flat, short and brimming with bristles for excellent coverage. The soft bristles have a bevelled edge for a smooth application without 'dragging' the eyelid. Use to apply all over colour.



- X. Angle Eye Shadow Brush** - A long, round and tapered brush perfect for shading the eye socket. Just gently follow the natural crease of the socket blending back and forth to build up depth of colour.



- XI. Blending Eye Shadow Brush** - Use this light brush to blend eye colours and to highlight the brow bone.



- XII. Fine Point Eyeliner Brush** - The extra fine tip of this brush delivers precise liquid and gel eyeliner application. A perfect line can be achieved in one stroke, or use the point to dot in between lashes for a more subtle effect.





Notes

XIII. Flat Eyeliner Brush - Allows eyeliner to be applied deep into the lash line for a richer and more distinct eye. Gently brush upwards to soften and blend the line for a smokey eye.



XIV. Smudger Brush - You're most likely to find these doubled ended with an eye pencil. The foam tip is used to soften the harsh line of the pencil giving a smouldering finish. Larger ones can also be used for applying eyeshadow.



XV. Slanted Eyebrow Definer Brush - Used to define and fill brows for a beautifully symmetrical appearance. The bristles are stiff and angled for precise control. Apply powder, liquid or cream in short strokes mimicking the hairs, fill sparse areas, shape and elongate for a perfect brow.



XVI. Spiral Eyebrow Brush - Ideal for taming unruly hairs, the stiff bristles smooth and comb eyebrows into form. When shaping, use to brush hairs upwards and trim the excess for neatly groomed brows.



XVII. Lip Brush - The sculpted tip of a lip brush is perfect for achieving a flawless line. The bristles are short and firm for controlled application.



INTEXT QUESTIONS 6.2

Match the following:

- | | |
|---------------------|--|
| 1. Blusher brush | (a) Large, flat, short and brimming for excellent coverage |
| 2. Eye shadow brush | (b) It has short firm bristles for controlled application of lipstick |
| 3. Buffing brush | (c) rounded head for applying colour to cheeks |
| 4. Fan powder brush | (d) Flat circular, feathery head for better coverage of cream and powder |
| 5. Lip brush | (e) For light dusting of powder onto the skin |



6.4 TYPES OF MAKEUP

Makeup application varies according to the time of day and the occasion. Age is also an important factor impacting choice of makeup.

1. **Matte finish natural Makeup** – A very soft, natural looking effect is best for day time occasions. Matte finish products are used in this kind of makeup. It enhances the natural beauty and does not appear artificial. No glitters are used in this make up. Even lip colours are of matte finish. It gives a beautiful look without showing any trace of makeup. This is also referred to as “day make up”.
2. **Luminous and Glittery Makeup** – The principles for this make up are the same as for matte finish make up. However, more bright colour, and glitters are used on the cheeks, lips and over the eyes to counteract the effect of artificial lighting on the face. The base used for this makeup is cream based and shiny frosted colours are used. Gold, silver and bronze eye colour are also used on the eyelids. Artificial lashes may be longer for this evening makeup. This kind of makeup can be worn for evening parties and special occasions.



Fig. 6.4 Glittery Makeup

3. **Glamour Makeup** – This makeup is more elaborate and exotic than the usual or any other type of makeup. Eyebrows may be winged or arched in a dramatic fashion. Eyeliners may be wider and the eyelashes longer. Eyeliners tend to vary with the fashion trend. Colour used may also be of an unusual manner. A mixture of gold, silver, mauves, bright blues, browns pinks, greens and white may be applied to the eye area. The cheeks may be devoid of colour or may be covered with intense colour. Lip colours blend with the cheek colours. This kind of make is used for high fashion parties. Models also wear this kind of makeup. To complete this high fashion or trendy look the hair style and wardrobe chosen must be compatible. Trend makeup techniques change to keep up with new trends in fashion.



Notes

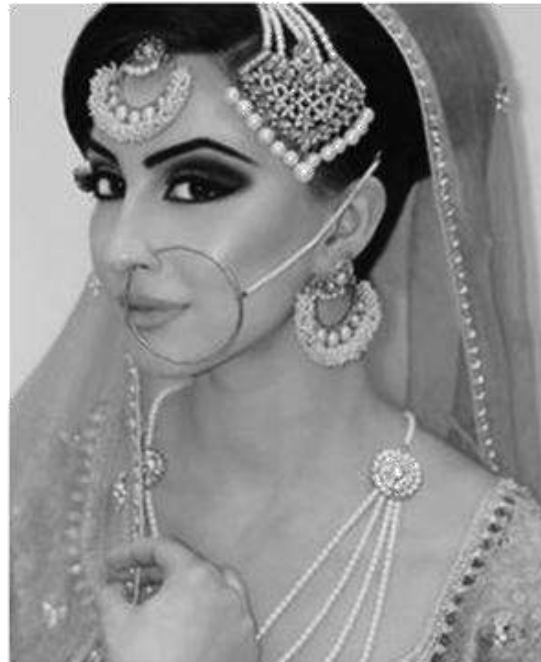


Fig. 6.5 Glamour Makeup

4. **Corrective makeup** – The purpose of corrective makeup is to minimize the weak features by drawing attention away from them. This is achieved by using a foundation that is darker or lighter than the skin colour. Shadows are created by the use of darker colour. Darker colour make the facial features appear smaller. Highlights are created by the use of lighter colours. These can make the features appear larger. Lines drawn with an eyebrow pencil can be used to increase or decrease the length of the eye brow in order to achieve facial balance. Eyeliners that ends in upward “wing”, will lengthen the size of the eye, while a line that goes into the outside corner will shorten the length of the eye. A wider nose can be made to appear narrow by using a darker foundation on the sides. The length of the lip can be altered by the use of a heavier or lighter application of colour in the corners of lips. One can be creative and experiment but always remember to cater to the client’s need. Client’s choice should be first priority.

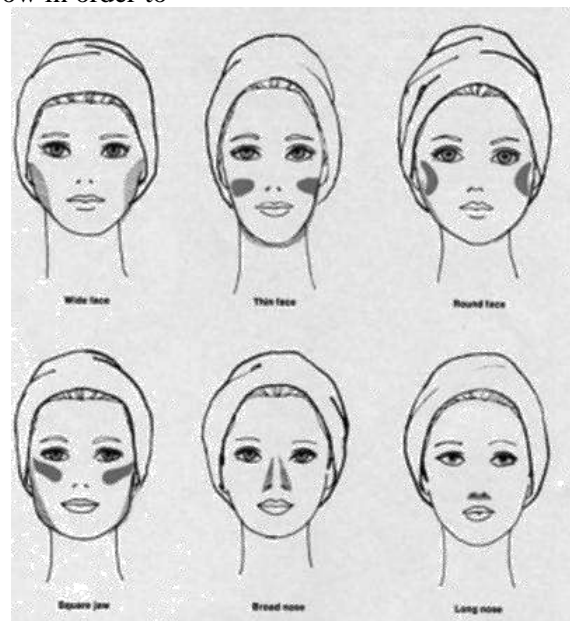


Fig. 6.6 Corrective Makeup



5. **Air brush makeup** – Airbrush make up is a makeup in which makeup is sprayed on to the skin using an airbrush instead of being applied with sponges, brushes, fingers, or other methods. An airbrush is characterized by 3 major parts. A powdered compressor is used to create an even and controllable air flow through a medical grade hose. It is mainly used for bridal makeup. The technique was first used in 1959.

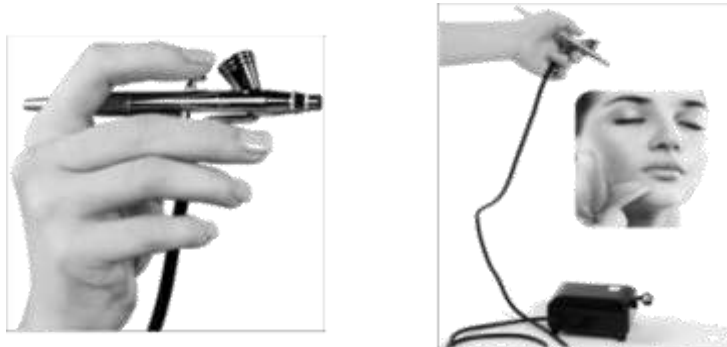


Fig. 6.7 Air brush makeup

Air brush make up is applied by layering several layers of makeup. Foundation is sprayed on to the face at a distance of 6-12 inch. Stencils are commonly used to assist the application of difficult areas such as eyes and lips. The skin looks flawless, shiny and of even tone.

6. **Bridal Makeup** – The bridal makeup is quite similar to glamour makeup. Air brush make up can also be used as bridal makeup. Bridal makeup also includes forehead decoration. This is done matching it to the colour of lipstick and dress worn by the bride. Bridal make up is more decorative, as a lot of jewellery is also worn by the bride. The bride supports jewellery items like maangtika, nosepin, 'haath phool' etc. Besides the hair do is also made more decorative through the use of flowers and jewellery items like studded hair pins etc.



Fig. 6.8 Bridal Makeup

**INTEXT QUESTIONS 6.3**

State whether the statements are True or False:

- (1) Airbrush make up technique was first used in 1959.
- (2) Features can be made to appear larger through use of light colours.
- (3) Glitters are commonly used in matte finish make up.
- (4) Glamour make up is used to give a very soft natural look to the person.
- (5) Forehead decoration is done as a part of bridal make up.

6.5 PROCEDURE OF MAKE UP

You can not follow a fixed pattern for applying make up as it varies from person to person, but you must consider the following points while doing makeup.

- ⌘ Wash your hands
- ⌘ Drape the client. Use a strip around the hairline.
- ⌘ Cleanse the face and neck thoroughly with cleansing cream or lotion.
- ⌘ Moisten cotton pads and apply astringent (for oily skin)
- ⌘ Apply moisturizer.

Foundation colour is extremely important and should be chosen with great care. To select the proper colour, dab some foundation on the jaw and blend it. The shade of foundation should blend with the skin tone.

- ⌘ Place a small amount of foundation in the palm of the hand. Apply a few dots to the cheeks, nose, forehead and chin. Spread the foundation with a makeup sponge and blend it properly.
- ⌘ After foundation apply face powder with the powder puff. Remove excess powder with clean cotton.
- ⌘ Apply eyebrow pencil. Use several strokes of pencil to achieve a natural-looking feathery effect.
- ⌘ Then apply eye shadow. Blend it out to the corner of the eye. Smudge the edges for a softer look.
- ⌘ Apply eye liner; by drawing a fine line close to the eyelashes.
- ⌘ Then apply Mascara to the upper lashes by stroking from underneath. Hold the center of the eyebrow to protect the client.
- ⌘ Apply cheek colour. The colour should be placed in the apple of the cheek. Do not let cheek colour to touch the eye socket area. Use a stiff brush to apply the blusher.
- ⌘ Then apply lipstick. First outline the lips with a lip liner pencil or a lip brush. Then fill the lip colour with a brush. Apply more colour until the lips are completely filled out.



6.6 PRECAUTIONS

- ⌘ Sanitize your hands before and after makeup application
- ⌘ Ensure that mascara does not enter the eyes
- ⌘ Sanitize mascara, eyebrow and lip brushes after use.
- ⌘ Discard all sponges
- ⌘ Wash all drapes that touch the client's skin
- ⌘ Be sure that your fingernails are filed smoothly, so that you do not scratch the client.
- ⌘ Remove cleanser, cosmetics from the container with a spatula, and not with your fingers
- ⌘ Apply lipstick with the help of a brush. Avoid touching lipstick to the client's lips.

6.7 AFTER CARE ADVISE

- ⌘ Do not touch the face
- ⌘ Avoid drinking and eating, if required use straws for drinking and forks for eating.
- ⌘ Stay in a cool place to avoid sweating.

6.8 CONTRAINDICATIONS

- ⌘ Sensitive or itchy skin
- ⌘ Allergies to cosmetics
- ⌘ Acne on the face
- ⌘ Any skin disease
- ⌘ Cuts /abrasions
- ⌘ Swelling
- ⌘ Bruises
- ⌘ Recent scar tissues



INTEXT QUESTIONS 6.4

Fill in the blanks:

1. Foundation colour is extremely important and should be chosen with great _____.
2. Eye shadow should be _____ to the corner of the eye.
3. To apply lipstick, first outline the lips and then _____ the colour with a brush.
4. During make up application file finger nails smoothly to avoid _____ the client.
5. After applying make up stay cool and avoid _____.



Notes



WHAT YOU HAVE LEARNT

- ⌘ Meaning and importance of make up
- ⌘ Cosmetics and material used for make up
- ⌘ Different types of make-up
 - Matte finish natural make up
 - Luminous and glittery make up
 - Glamour make up
 - Corrective make up
 - Air brush make up
 - Bridal make up
- ⌘ Procedure of make up
- ⌘ Precautions
- ⌘ After care advise
- ⌘ Contraindications



TERMINAL EXERCISE

1. What precautions will you observe while doing make up?
2. Explain any two types of make up.
3. List and briefly explain the cosmetics used for make up.
4. Explain the importance of make up?
5. How bridal make up is different from other make ups?



ANSWER TO INTEXT QUESTIONS

Intext Questions 6.1

- | | | | | |
|---------|---------------|--------|---------------|-----------------|
| 1. Skin | 2. Foundation | 3. Set | 4. eye lashes | 5. highlighters |
|---------|---------------|--------|---------------|-----------------|

Intext Questions 6.2

- | | | | | |
|--------|--------|--------|--------|--------|
| 1. (c) | 2. (a) | 3. (d) | 4. (e) | 5. (b) |
|--------|--------|--------|--------|--------|

Intext Questions 6.3

- | | | | | |
|------|------|------|------|------|
| 1. T | 2. T | 3. F | 4. F | 5. T |
|------|------|------|------|------|

Intext Questions 6.4

- | | | | | |
|---------|------------|---------|---------------|-------------|
| 1. care | 2. blended | 3. file | 4. scratching | 5. sweating |
|---------|------------|---------|---------------|-------------|



7

CARE OF THE BEAUTY SALON

Before embarking on a career as an assistant beautician and undergoing intensive training you should make quite sure that you are really suited for this type of work. Remember that this is an exciting, exerting and an absorbing job. Hence you need to be physically fit, observe personal hygiene and have appropriate good habits for this job.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ set up work areas to meet-legal parameters pertaining to hygiene and treatment;
- ⌘ accept industry and organizational requirements;
- ⌘ locate equipment and material for ease and safety of use;
- ⌘ ensure hygiene of premises through correct and safe disposal of waste material;
- ⌘ adopt environment friendly and work friendly practices;
- ⌘ use appropriate pre-treatment process and preparation for self and client;
- ⌘ use equipments, materials and products as per suppliers and manufacturer's instructions;
- ⌘ observe physical fitness, personal hygiene and good habits.

7.1 MEETING LEGAL HYGIENE STANDARDS IN THE PARLOUR

An efficient, well-run salon projects a professional image to the client and the efficiency of the salon depends upon the salon itself and the people working there.

The salon must be well-designed to utilise all available space, with allowance made for the movement of trolleys, clients' legs when seated and stylists working around the client's chair. Each client requires about 14 square feet (4 square metres) of space. Provision should be made for the accessibility of wash units, towels, dryers, and other supplies.



Notes

The staff should be trained to work as a team, each member being aware of their different duties from booking appointments to stock control. A properly trained staff, works much more efficiently, attending to the maximum number of clients with the minimum wastage of time, which is good business practice.

The decor of the salon should be chosen with care. It will reflect the style of the salon and it must create a restful atmosphere. Wall coverings should be washable if possible because of the amount of condensation produced in the salon. The decor should never be left to look 'dingy' but should be redecorated and painted to ensure that it always looks fresh and clean. Any waiting area should have comfortable seats, up-to-date magazines, etc., and be made to look as pleasant and comfortable as possible.



Fig. 7.1. Clean and Hygienic Beauty Salon.

7.1.1 Cleanliness and Hygiene

The salon should always be kept clean and tidy. Well-trained staff should automatically tidy any dirty areas. A salon which has hair all over the floor and dirty towels strewn about the place is very off-putting to the client and looks inefficient. A strict code of hygiene should exist, even during busy periods. Bacteria thrive in the warm, moist atmosphere of the salon, and therefore risk to the client should be reduced to the minimum.

All workers should be neat and tidy. They need to clean up immediately and to keep equipment as sterile as possible to create a feeling of good salon hygiene. These good habits will then last through to when they are managers or salon owners themselves. This professional attitude can be of great benefit to the beauty industry in general. Try to take a detached or objective view of your surroundings, or get someone else in this field to assess the appearance and operations of the salon. Try to see things from the client's point of view.



7.1.2 Cleaning of different areas and items of a salon

- (a) **Salon floor:** The floor should be swept and mopped each day and never left untidy. Cut hair should be swept up immediately. Check that all floor covering is sound. Any loose tiles, carpet etc., can be dangerous to staff and clients.
- (b) **Reception area:** This should be kept clean and tidy with a cloak-room or rack for the clients' dresses, away from the main salon. If there is a retail sales area, the items for sale should be attractively displayed with the prices clearly marked and the display dusted regularly.
- (c) **Work tops:** These should be kept free of litter, e.g. empty lotion bottles etc., and tidied up after each client. They should be wiped over regularly and kept free from dust.
- (d) **Mirrors:** They should be cleaned every day and lacquer stains removed immediately with a lacquer solvent, such as methylated spirit or alcohol. Back mirrors also need cleaning regularly to remove any lacquer stains or finger prints.
- (e) **Towels and gowns:** Dirty towels should be placed in a linen basket after use and should not litter the salon. Clean towels only should be used on the client and any towels with holes in them or torn/damaged are to be discarded or recycled as cleaning clothes etc. Gowns should be laundered regularly and kept fresh and clean.
- (f) **Rollers and brushes:** These should be washed and disinfected regularly to remove any stains from temporary rinses, flakes of dry skin, setting agents, etc. Any hair that has been caught in the rollers or brushes should be removed before washing.
- (g) **Trolleys:** Trays and trolleys should be cleaned at the end of each working day and the feet of the trolleys should be checked to make sure that loose hair are not caught in them.
- (h) **Magazines:** Keep all magazines tidy and discard any that become 'tatty' looking. All magazines should be up-to-date and it is often a good idea to have a selection of hairstyle magazines for the clients to browse through.
- (i) **Wash basins:** Wash basins and fittings should be cleaned and wiped over after each shampoo. Front wash basins must be disinfected regularly to prevent unpleasant odours. Waste traps on the basins prevent airborne germs from getting into the salon atmosphere. They should be checked once a week to prevent blockage and any trapped hair should be removed. The waste pipes can be treated with sodium carbonate (washing soda) and boiling water. Loose hair blocking the plug hole of the basins is always a problem in salons, but special hair traps can be used to help prevent blockage. The hair should however be removed from these traps after each shampoo.
- (j) **Equipment and tools:** Properly maintained equipment can give long and good service. So attend to upkeep of these.

Notes



Fig. 7.2 Steamer



Fig. 7.3 Hair Dryer

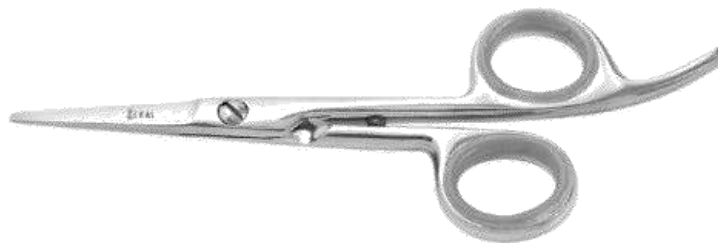


Fig. 7.4 Cutting Scissors

- (k) **Brushes, combs, etc.** Every client should have a clean brush and comb used on their hair. Combs should be kept in antiseptic lotion and brushes in a sterilising cabinet.



Fig. 7.5 Tools for Hair Styling

- (l) **Chairs:** They should be kept clean and free from hair. A vinyl covering makes cleaning easier. They should be wiped down every day, including the backs of the chairs and the legs as these tend to get splashed with lotions. Any splitting or tearing of the material must be attended to immediately, to prevent it from getting worse.
- (m) **Light fittings:** They should be kept clean. It is important that the salon is well lit from all angles.



- (n) **Dryers:** These do long duty hours. If kept clean and dust free, the wear and tear on them is kept to a minimum. Regularly unscrew the top and remove dust and fluff from the fan, otherwise there is a real risk of fire.
- (o) **Vapour and ultra-violet cabinets:** Make sure that the vapour sterilizer cabinet is checked each day and refilled with sterilising solution. Keep cabinets clean inside and out.
- (p) **Window display:** This is an important feature, as it can attract the clients to the salon. The glass must be kept clean inside and out and any display should be kept clean and changed regularly to attract attention.

Arrange a yearly contract for servicing (there are firms that specialise in this service). Steamers, infra-red lamps etc, should be cleaned after use. Always ensure that the water bottle and the steamer has enough water in it before use (distilled water should be used) and the steamer should be cleaned out regularly. Infra-red bulbs should be checked before use and any faulty bulbs replaced. Servicing once a year will prolong the life of these equipments and ensure its safety of use.

Important points concerning electrical appliances:

Always unplug all electrical equipment before cleaning. Never let junior staff begin to clean until all plugs have been checked as being out of their sockets.

Check all electrical equipment regularly for frayed wires and faulty plugs. All electrical equipment must be unplugged at the end of each working day.

Get apparatus professionally checked and maintained, this will prolong the lifetime of the appliance and ensure the safety of its use.

**INTEXT QUESTIONS 7.1**

Fill in the blanks:

1. Each client requires about _____ square feet of space.
2. Mirrors should be cleaned with methylated spirit to remove _____ stains.
3. Always _____ all electrical equipment before cleaning.
4. Always use bins with _____.
5. Never _____ your co-workers in front of your customers.

7.2 CONFIRMING TO INDUSTRY AND ORGANIZATIONAL REQUIREMENTS

When purchasing tools, equipment and materials for the parlour do not compromise on quality. Buy only those having standard markings, because standards mark products



Notes

confirm to consumer welfare health and safety. Most of the prescribed standards are based on international criteria and are comparable to any other such systems in

operations. These aim at protecting the consumer hence ensuring the safety of the clients. Read all labels carefully and follow instructions written for use in the accompanying literature. Be very careful about the date of expiry mentioned on the products and never use any damaged or seal opened products. If purchased in bulk, store as per instructions given by the manufacturer. Any complaints must be lodged with the Consumer Affairs and Public Grievances Department.

7.3 APPROPRIATE LOCATION OF EQUIPMENT AND MATERIALS

Every tool equipment and material have their specific use. It is suggested that they may be stored or placed at their point of use. This will help in ease of access and use. It will also save time and energy that will be spent on moving to the storage point and collecting them.



Fig. 7.6 Well Stocked Beauty Salon

Besides it is also safer to locate these at or near their point of use. It also helps to organize required tools, equipments, and products without any required item of use being forgotten.

- ⌘ **Shampoo area:** Store shampoo, conditioner, combs, towels, near the shampoo basin and water source.
- ⌘ **Facial area:** Couch, towels, head band, astringent, creams and lotions, steamer, black head remover, apron, bedsheets etc.
- ⌘ **Manicure and Pedicure area:** Tubs, buckets, mugs, foot rest, creams & lotions, towels, manicure and pedicure kit etc.



- ⌘ **Hair cutting and styling area:** Cutting sheet, scissors, combs, spray bottle, towels, section clip, hair spray, hair gel, rollers, iron rod, dryer, hair accessories etc.
- ⌘ **Reception area:** Seating arrangement, table, magazines, telephone, T.V. (optional) music system, drinking water, display of timings and rates etc.



INTEXT QUESTIONS 7.2

Match the following:

- | | |
|----------------------------------|--|
| 1. Shampoo area | (a) cutting sheet, scissors, combs, towels |
| 2. Facial area | (b) shampoo, conditioner, water and water |
| 3. Manicure and pedicure | (c) Chairs, table, magazines and telephone |
| 4. Hair cutting and styling area | (d) Tubs, buckets, foot rest and towels |
| 5. Reception area | (e) steamer, couch, head band cream |

7.4 HYGIENIC AND SAFE DISPOSAL OF WASTE AND REPORTING OF RISKS AND HAZARDS

Safe disposal of waste is important because it not only safeguards the client's health and safety but also makes the parlour appear neater and welcoming.

Suggestions for the handling and disposal of waste:

- ⌘ Use appropriate sized waste collections bins.
- ⌘ Locate them at points where waste will accumulate, preferably in each area of work.
- ⌘ Always use bins with lids.
- ⌘ Line every dust bin. This will protect the bin and prevent it from becoming dirty and stained. This also helps in easy collection and disposal of waste.
- ⌘ Empty the bins every day and also as and when they are required.
- ⌘ Wash the bins well before lining.
- ⌘ Sweep and mop the parlour daily, use disinfectants to prevent breeding of germs and insects.
- ⌘ Use a room freshener to mask strong odours of chemicals and other products.
- ⌘ Always sweep and collect immediately the cut hair after each hair cut.
- ⌘ All waste collected in the parlour must be disposed off as per the rules and regulations of that area. Segregate and dispose the waste carefully. Special attention must be given to the disposal of hair waxing strips.
- ⌘ Make arrangements to keep the parlour free of mosquitoes and flies.
- ⌘ Make arrangements for fire fighting, thus, install fire extinguishers.



Notes

- ⌘ Electric supply load should be enough to allow the safe working of all electrical appliances. This is important because any mismatch may result in short circuits, blown fuses and fire.
- ⌘ Prepare a first aid box and locate it at a point of easy access. Regularly check the items for expiry date. Replenish immediately any item used or discarded.
- ⌘ Regularly check and inspect all equipment and tools for any damage and repair them immediately.
- ⌘ Ensure that there is sufficient lighting and ventilation
- ⌘ All salon personnel should be well informed about the risks and hazard.
- ⌘ Draw up plans and share with all concerned about the procedure of reporting and handling of mishaps and accidents.

7.5 ENVIRONMENT AND WORK FRIENDLY PRACTICES

Assistant beautician's success and her value to her employer lies in her skill in dealing with people and in creating an impression which will enhance the beauty salons reputations.

A) Work friendly Attributes

- ⌘ **A skillfull worker:** A good worker in beauty treatment as well as in the hair dressing field must posses the required skills.
- ⌘ **Organising skill:** Be well organized so that the parlour routines are reliable and produce effective results.
- ⌘ **Efficiency, reliability:** Prepared to accept responsibility for tasks which he/she is expected to carry out reliably and efficiently.
- ⌘ **Initiative:** Capable of workings on her/his own initiative.
- ⌘ **Diplomacy:** Tact, confidentiality and diplomacy in handling and satisfying telephone callers and visitors, social skill and public relation.

B) EnvironmentAttributes

- ⌘ **Appearance:** Always look neat and suitably dressed for work.
- ⌘ **Personality:** A pleasant and approachable manner both on the telephone and in greeting visitors, as well as having a sense of humour.
- ⌘ **Adaptable:** A willingness to be helpful at all times. To be adaptable to changes concerning the nature of her work.
- ⌘ **Interests:** A desire to add to her general knowledge by reading the latest books and magazines, and an enthusiasm to keep alert about new technology taking place in her business.
- ⌘ **Manners:** A courteous and sympathetic manner getting the approval and cooperation of all whom she contacts.



7.5.1 Creating a friendly environment

1. An assistant beautician must show her/his employer that she/he is capable of doing work on her own initiative.
2. She/he must be able to deal with any type of queries.
3. She/he must be able to convey to her/his employer any new technology taking place in field, as her/his employer may not be a trade expert.
4. There should be a sense of humour on both sides.

7.5.2 Establishing Healthy Relationships

1. The assistant beautician should build a special relationship with her/his co workers because all day they have to work together.
2. She/he must be loyal to them and have loyalty towards the whole staff. Good relations with the other members of the staff are crucial in creating a happy and hassle-free environment.
3. A cordial and friendly relationship contributes to the success.
4. Juniors are influenced by the standards set and by the attitudes of their seniors. The assistant beautician has a responsibility to set a good example.
5. The ideal relationship is one in which the junior employees work harmoniously with the senior employees.



INTEXT QUESTIONS 7.3

Answer in one sentence only

1. Skillful worker
2. Reliability
3. Initiative
4. Diplomacy
5. Adaptability

7.6 CUSTOMER CARE

Relationship with Customers

1. You should have a cordial and friendly relation with your customers.
2. Always listen to clients' problems with patience and never try to make a mockery of her problems.



Notes

3. Never criticize your co-workers in front of your customers.
4. You may have to hold the telephone for a while in order to make an inquiry or collect some information. If so, let the caller know how long you expect to hold and ask if she would prefer you to call her back.
5. Always try to make a conscious effort to greet people cheerfully even at the end of the day.

7.7 PRE TREATMENT PROCESS AND PREPARATION FOR SELF AND CLIENTS

A. Preparation of self:

1. Keep your hands clean and nails trimmed.
2. Wash your hands before and after every activity.
3. Wear clean and ironed clothes. Have a neat manageable hair style.
4. Use deodorants to prevent body odour, and use mouth fresheners also.
5. Wear comfortable shoes.
6. Avoid too much jewellery especially those that may make noise or hinder works such as bangles, rings etc.
7. Wear neat and clean apron when working.
8. Use a mask in case you are suffering from cold or cough.

B. Pre-treatment for client:

1. Make them feel comfortable and welcomed.
2. Offer water or any other drink.
3. Guide them to the place of treatment.
4. Give them clean gowns/aprons to change.
5. Show respect for their privacy.
6. Keep their clothes neatly folded and shoes at the designated place.
7. Prepare the client according to the treatment required.
8. Before starting discuss the treatment and allow the client to decide and choose.
9. Do not indulge in sales talk.
10. Create the ambience/environment that matches the treatment for example for facial, use dim lights, soft music etc.



11. Arrange trolleys/trays of all items required as per treatment.
12. Be prompt in your services and avoid waste of time of the client and yourself.
13. Enquire about any sensitivity and allergy and choose product accordingly.

7.8 USE OF EQUIPMENTS, MATERIALS AND PRODUCTS AS PER MANUFACTURER'S INSTRUCTIONS

1. Read all instructions accompanying the tools and equipment's carefully.
2. Use and store them as per the instruction.
3. Any product that requires any sensitivity test must be used only after undertaking the test.
4. All electrical fittings should be used as per the instruction for each equipment especially with regard to voltage and wattage.
5. Always read carefully the contents of the cosmetics and check with your clients whether they are sensitive or allergic to any of them.

7.9 PHYSICAL FITNESS, PERSONAL HYGIENE AND GOOD HABITS

1. Physical fitness

- ⌘ A physically fit person can do his/her job well, so take good care of your self.
- ⌘ To be physically fit, take good balanced diet, proper rest, sleep and exercise regularly.
- ⌘ Have medical checkups on regular basis to rule out any disease.

2. Personal Hygiene

- ⌘ Take bath daily
- ⌘ Brush your teeth twice a day.
- ⌘ Shampoo and comb your hair properly
- ⌘ Wear clean undergarments and socks, change them daily.
- ⌘ Use a clean handkerchief or tissue while coughing or sneezing.
- ⌘ Nails should be trimmed and cleaned regularly.

3. Good Habits

- ⌘ Be polite and friendly.
- ⌘ Respect your elders and co-workers.
- ⌘ Observe ethical behaviour.



Notes

- ⌘ Be disciplined.
- ⌘ Show devotion and dedication.
- ⌘ Be punctual and do not waste time.
- ⌘ Regularly update your knowledge specially with regard to your job/work.
- ⌘ Be creative and innovative.
- ⌘ Be helpful and co-operative.
- ⌘ Be responsible and take initiative.

**INTEXT QUESTION 7.4**

State whether the statements are true or false:

1. Prepare the client according to the treatment.
2. Sensitivity or allergy test is not necessary for every one.
3. Personal hygiene is not an important issue in beauty area.
4. Avoid too much jewellery that may hinder work.
5. Use a mask in case of cough or cold.
6. While doing a facial use bright lights and loud music.

**WHAT YOU HAVE LEARNT**

- ⌘ Meeting legal hygiene standards in the parlour.
- ⌘ Area of cleanliness
- ⌘ Confirming to accept industry and organization requirements.
- ⌘ Appropriate location of equipment
- ⌘ Hygiene and safe disposal of waste and handling hazards
- ⌘ Reporting risks and hazards
- ⌘ Environment and work friendly practices
- ⌘ Customer care
- ⌘ Pre-treatment process and preparation for self and client
- ⌘ Use of equipment, materials and products as per supplies/manufacturers instructions.
- ⌘ Physical fitness, personal hygiene and good habits.



TERMINAL EXERCISE

1. Give two steps you will take on regular basis to keep the following clean.
 - i) Reception area
 - ii) Mirrors
 - iii) Rollers and brushes
 - iv) Wash basins
 - v) Dryers
2. What materials and tools will you store at the following areas.
 - i) Shampoo area
 - ii) Facial area
 - iii) Manicure and pedicure area
 - iv) Hair Cutting and Styling area
 - v) Reception area
3. List four work friendly attributes expected of you as an assistant beautician.
4. What precautions will you observe in using equipment and products in the salon?
5. List any eight good habits you need to have to become a good beauty therapist.



ANSWER TO INTEXT QUESTIONS

Intext Question 7.1

1. 14
2. Lacquer
3. Unplug
4. Lids
5. Criticize

Intext Question 7.2

1. (b)
2. (e)
3. (d)
4. (a)
5. (c)

Intext Question 7.3

1. **Skillful worker:** A worker possessing the required skills of beauty treatment.
2. **Reliability:** To accept responsibility for tasks and carry it out efficiently.
3. **Initiative:** Capable of working on their own with least guidance.
4. **Diplomacy:** The tact of handling and satisfying customers.
5. **Adaptability:** Willing to be helpful at all times and adjusting to all changes

Intext Question 7.4

1. True
2. False
3. False
4. True
5. True
6. False



Notes



8

CREATING POSITIVE IMPRESSION AT WORK

As an assistant beauty therapist you are expected to contribute for the success of the organization. You are required to project an image that will attract and help retain customers /clients. It is essential that you present your best. You need to build relations with your client through good services and pleasant interaction. This implies that you develop appropriate personal qualities and effective communication skills. You need to regularly assess yourself and upgrade your skills of communication. You also need to master competency in your working skills. Your place of work will have some prescribed code of conduct and style of working. Learn and master these to effectively contribute in the successful running of the parlour and retaining and moving up in your job. In this lesson you will learn, about the qualities and skills you need to master to become a successful assistant beauty therapist.



OBJECTIVES

After reading this lesson, you will be able to:

- ⌘ adopt the qualities of a good assistant beautician;
- ⌘ effectively use good communication techniques;
- ⌘ develop the ability to communicate in local/vernacular language and in English;
- ⌘ record and fill in the different records of the parlour;
- ⌘ observe the organization's standards of grooming;
- ⌘ deal with clients of different cultures, religions, age and gender;
- ⌘ carry out routine documentation legibly and accurately in the desired formats;
- ⌘ use techniques of marketing for selling products and additional services to clients.



8.1 QUALITIES OF A GOOD BEAUTY ASSISTANT

Being a good assistant beautician involves far more than the ability to undertake beauty treatment services. A good and effective assistant beautician must have the following qualities:

1. **Professionalism:** It is essential that you maintain a high degree of professionalism at all times. Give the client their full care and attention, and always respect their privacy.
2. **Personal hygiene/grooming:** As you will be required to work in close proximity with the clients, you need to adopt high standards of personal hygiene and grooming at all times. Bathe daily, use deodorants, have fresh breath, keep hair clean and tidy, be well and neatly dressed and use subtle make-up.
3. **Warm and open personality:** You must be able to make the clients welcome and special. Be polite, friendly and welcoming. Do not indulge in loud and loose chatter with the clients.
4. **Stamina:** Be prepared for a busy schedule. You may have back to back appointments and will be required to spend a lot of time on your feet. So have a good stamina.
5. **Good Time Management:** You must have excellent time keeping skills, to meet the various demands of the parlour. Clients should not be kept waiting for their appointments. Plan well and get things ready and organized on time, so that the services can be undertaken without any loss of time or delay. This is essential, as delay in one client, will result in delay of all following services and also loss of income.

8.2 EFFECTIVE MEANS OF COMMUNICATION

The purpose of communication is to get your message across to others. This is a process that involves both the sender of the message and the receiver. This process leaves room for error, with messages often misinterpreted by one or more of the parties involved. This causes unnecessary confusion and counter productivity. In fact, a message is successful only when both the sender and the receiver perceive it in the same way. Whether we use old technology or new, effective communication includes active listening, choosing our words carefully and matching them with our body language.

The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anyone outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting. Communication can be oral or written.

8.2.1 Tips for Effective Communication

Communication is not complete until there is full understanding and acceptance of the message. Communication can be either oral or written. Oral communication can take place face to face or telephonically. Written communication can take place by notes, letters and e-mails.



Notes

Creating Positive Impression at Work

As an assistant beautician you will be communicating. For effective communication remember to:

1. **Listen to what the other person has to say:** Listen properly and actively to the other person. Allow him/her to finish speaking and take notes if there are questions. Indicate you really want to help by saying that you will personally make sure that the problem is resolved. Avoid words such as 'perhaps' and 'probably', as you want to be accepted as being reliable.
2. **Voice Modulations:** Your voice is extremely important as it reflects your emotions. To use the correct tone, you can, for example, talk as you would with somebody sitting opposite you. Sit up straight in your seat and smile. Gestures can also help you - even if the other person at the other end of the line cannot see you.
3. **Choose Your Words:** Your language plays a large role in developing effective communication skills. Being polite is always expected when you speak, but thinking about your words before you talk can help you make your point clearly, as well as give the person on the other end a good impression.



INTEXT QUESTIONS 8.1

Fill in the blanks:

1. Communication can be oral or _____.
2. _____ properly and actively to what the other person has to say.
3. A good beauty assistant maintains a _____ degree of professionalism.
4. Good _____ management will prevent delay and loss of income.
5. _____ play a large role in developing effective communication.

8.3 TELEPHONIC COMMUNICATION

Effective telephone etiquette is essential to provide a positive impression of an organization. A friendly voice lets the caller know that they are valued.

Before you pick up the phone, make sure you are focused on the task at hand. Whether answering or placing a call, think about what you need to accomplish. Answering absent mindedly, while working on something else, can cause you to answer incorrectly. Placing a call without gathering your thoughts will be evident to the person on the other end.

Some general rules of telephonic communication:

1. **Answer the phone specifying who you are:** It can be annoying for a caller when they don't know with whom they're speaking. Try to have a bright, happy voice when answering as this gets the conversation going.



2. **Speak clearly:** Pronounce your words well and try to avoid mumbling or speaking too quickly. If the person on the other end speaks a different language from your own, speak slowly and more clearly than usual.
3. Adjust your language to fit the listener. Use words that your listener can easily understand.
4. **Use good, descriptive language when you are trying to evoke images in the listener's mind.** If you need to describe something well, try to choose words that identify its shape, color, size, etc,
5. **Write down important points before making a call.** If you're worried that you'll forget something when you call someone, write a prompt sheet before the call and keep it in front of you. Refer to it during the call.
6. **Repeat important points during a call.** This will not help you to recall well later but also reassures the caller that you are listening seriously and the work will be carried out as per the wishes of the caller
7. **Expediency.** Answer telephone calls promptly, after no more than three rings, Allowing the phone to ring longer implies that the caller is not important or sends the message of disorganization.

Points to follow:

1. Talk in a positive manner.
2. Even if the other person has a different approach, it is important to be friendly.
3. Have a pen and paper ready to take notes if it is necessary.
4. At the end of the conversation summarise again what has been said and ask your caller if everything is clear.
5. Thank your caller at the end of the conversation

8.4 DEVELOP THE ABILITY TO COMMUNICATE IN LOCAL/VERNACULAR LANGUAGE AND IN ENGLISH

In your setting you are likely to meet and interact with client speaking different language from your mother tongue and the local language. So communication aids and other strategies to assist communication between people who do not speak the same language are invaluable in.

Use the following strategies to ensure that clients can communicate in their own language as much as possible:

- ⌘ Learn a few words in the languages of the clients with whom you are working.
- ⌘ Use communication charts and other aids.
- ⌘ Ask relatives and friends for help when necessary and appropriate.
- ⌘ Use signage.



Notes

8.4.1 Cross Cultural Communication

The following are some simple strategies for effective cross-cultural communication:

1. Speak slowly and clearly.
2. Use short and simple sentences.
3. Maintain normal volume.
4. Use different words to express the same idea.
5. Prioritize and sequence your instructions.
6. Avoid jargon/difficult words.
7. Respond to expressed emotions.
- 8.. Allow time for questions and clarification.
9. Use communication aids when necessary.



INTEXT QUESTIONS 8.2

State whether true or false:

1. Never introduce yourself on the telephone.
2. Have pen and paper ready to take notes.
3. Thank the caller at the end of conversation.
4. Talk loudly and quickly on the telephone.
5. Do not allow time for questions and clarification.

8.5 RECORDING AND FILLING IN THE DIFFERENT RECORDS

Each organization has its own records and registers to note and record the different activities. Each organization has the option of either using ready available formats or designing their own. It is important that you become familiar with all the records and registers being maintained in your parlour. Spend time to learn to use and fill them for reporting and recording all information desired by your boss/parlour. Remember these records and registers are an important means of communication. Fill them as taught and demonstrated to avoid errors in communication and recording of details for future planning.

Always write legibly and correctly at the appropriate place/line/column. As stated this is a record and point of reference for future planning of funds and activities. Legibility is important as this data will be used by other people of the parlour also.



8.6 OBSERVE THE ORGANIZATION STANDARDS OF GROOMING

You are going to work in the industry where people genuinely will judge you by how you appear. You need to look good for hygiene and safety reasons also. Here are some hints and tips on how you can achieve excellent personal appearance:

1. **Clothing/uniform:** Most, if not all, salons and spas provide a uniform for you to wear while working. You will be responsible for maintaining the cleanliness and appearance of that garment.
2. **Washing:** Your uniform will represent the salon or spa you are working in. So it is of the utmost importance that you keep it sparkling clean. Take great care when wearing your uniform so as not to spill anything, to keep it stain free.
3. **Ironing:** Always wear neat and well ironed clothes.
4. **Shoes:** Always keep your salon shoes JUST for parlour use. Never use them outside of the salon; keep a spare pair of outdoor shoes in your bag at work. For hygiene reasons within a salon, it is important that salon shoes are spotlessly clean.
5. **Hair:** Nothing looks more unprofessional than a beauty therapist with long hair not tied up in a neat pony tail or bun. A neat bun/ponytail creates a clean and well groomed image to the client. Also hair must be clean and grease free. There are no rules on whether to wear your hair up or down, but you should always take the time to style your hair for the day. No one wants to be constantly brushing their hair out of the way of their face while waxing a client or performing a massage. This is not only unhygienic, it is also very annoying.
6. **Make -up, skin and nails:** Light day make-up is more than enough to show good knowledge of application technique. And look after your skin as best you can afford to as clients will look at you as setting an example on excellent skin care. Nails must be kept short and neat in salons that provide facials and massage for safety and hygiene reasons and NO nail polish or extensions should be worn to avoid your clients having allergic reactions. Tidy hair and a bit of lip gloss goes a long way to maintain that a beauty therapists always looks presentable.

8.7 PERSONAL HYGIENE

As a beauty assistant you work extremely closely inside your client's personal space. Body odour can be a major issue in this environment, so ensure you wear a clean uniform every day and use a non-perfumed deodorant that is strong enough to keep you dry and fresh whilst doing work.

Fresh breath is a MUST and do NOT have onions in your meals at lunch before you do a facial or garlic the night before. And take care when preparing food the night before work, as the smell of garlic or fish can linger on your hands long after washing them, and your clients WILL smell your hands when they are on their face. It's not professional and will keep your clients from returning to you for further treatments.



Notes

**INTEXT QUESTIONS 8.3****Fill in the blanks:**

1. Records and registers are means of _____.
2. _____ is important because other people will read and refer to the information.
3. Always wear neat, clean and well _____ clothes.
4. Tidy hair, light makeup will help a beauty therapist _____.
5. Fresh _____ and good body odour can be a major issue to a salon.

8.8 DEALING WITH CLIENTS OF DIFFERENT CULTURE, RELIGIONS, AGE AND GENDER

Cultural misunderstandings can occur when people don't share or understand the 'rules' of a particular culture. The 'rules' of how you behave are to do with what people expect you to do in certain situations. You can learn the rules of a new culture by watching people and through asking questions. It is cultural values that lead to expectations and 'rules' about how people behave. It is important for all of us to be aware of how misunderstanding can occur across cultures. Learn a few words in the languages/customs etc of the clients with whom you are working.

8.9 TECHNIQUES OF MARKETING FOR SELLING PRODUCTS AND ADDITIONAL SERVICES TO CLIENTS

Organizations expect their employees to help increase revenues from current customers. This refers to when you help a customer decide to buy a little extra or "up-grade" slightly the final purchase s/he has in mind. These are usually small purchases that the buyer doesn't think a lot about. The best part of this is that it's practically effortless. Since it's done after the customer has decided to go ahead with a major process, the initial and hard part of the sales conversation has already been done. You've already established rapport, identified needs, summarized, presented benefits, that have been asked for.

Effective strategies

- ⌘ Begin with a brief benefit, then if possible, add something unique about what you're selling. To avoid sounding pushy, particularly if the new add on process requires some elaboration, ask for the customer's permission to describe it.
- ⌘ Focus on customer needs - not yours. Don't try to sell the customer something you wouldn't buy if you were in their shoes. It is totally irrelevant whether or not this purchase suits your needs; what is relevant is whether it suits the customer's. That perspective empowers you to sell effectively and with integrity.

Creating Positive Impression at Work

- ⌘ Hands on demonstration. One of the most effective upselling techniques is getting the customer to use the product in your salon. A hairdresser, for example, might put hair gel in the customer's hand and show them how to apply it themselves. By showing the client how to get the salon look at home, they create a value-added sale.
- ⌘ Group related products. It's a good idea to group similar add-ons and offer them as a sale at a package price. If someone is getting a haircut and you talk to them about shampoo, it only makes sense to show them a package deal that groups conditioner and shampoo at a package price.

A satisfied, customer is one of the most effective marketing and advertising tools a small business can ever have. Satisfied customers become advocates for your business. It is amazing how many of them will go to great lengths to promote, convince, protect and defend your business outside. Word-of-mouth is an effective and powerful method to advertise and market your products and services.



Fig. 8.1. A well planned beauty salon.



INTEXT QUESTIONS 8.

Match column A with column B:

A

1. Records and registers
2. Filling records and register
3. Personal appearance
4. Hair style
5. Cross cultural communication

B

- (a) Professional look
- (b) Tidy, clean and grease free
- (c) Use signage
- (d) Record different activities
- (e) Legibly and correctly



Notes



Notes



WHAT YOU HAVE LEARNT

Qualities of a good beauty assistant

- Professionalism
- Personal hygiene and grooming
- Warm and open personality
- Stamina
- Good time management

⌘ Communication

- Means of communication
- Types of communication
- Tips for effective communication
- Telephonic communication

⌘ Dealing with clients of different age, religion and gender.

⌘ Records

- Filling different records of parlour
- Routine documentation

⌘ Marketing

- Techniques of marketing
- Strategies for marketing

⌘ Observing organizations' standards of grooming.



TERMINAL EXERCISE

1. Suggest some techniques of effective communication.
2. What are the general rules of effective telephonic communication?
3. List simple strategies for effective cross cultural communication.
4. How will you achieve excellent personal appearance to meet the organizations standards of grooming?



ANSWER TO INTEXT QUESTIONS



Notes

Intext Questions 8.1

- | | | |
|------------|-------------|---------|
| 1. Written | 2. Listen | 3. High |
| 4. Time | 5. Language | |

Intext Questions 8.2

- | | | |
|----------|----------|---------|
| 1. False | 2. True | 3. True |
| 4. False | 5. False | |

Intext Questions 8.3

- | | | |
|------------------|---------------|-----------|
| 1. Communication | 2. Legibility | 3. ironed |
| 4. presentable | 5. breath | |

Intext Questions 8.4

- | | | | | |
|--------|--------|--------|--------|--------|
| 1. (d) | 2. (e) | 3. (a) | 4. (b) | 5. (c) |
|--------|--------|--------|--------|--------|