

BEAUTY & WELLNESS

NSQF Level 3 – Class XI

Student Handbook



Central Board of Secondary Education

Shiksha Kendra, 2, Community Centre, Preetvihar, Delhi-110092

BEAUTY AND WELLNESS

**Student Handbook
NSQF Level-3
Class - XI**



CENTRAL BOARD OF SECONDARY EDUCATION

Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi-110092

Beauty and Wellness, NSQF Level - 3

Student Handbook Class-XI

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भारत का संविधान

उद्देशिका

हम, भारत के लोग, भारत को एक सम्पूर्ण¹ प्रभुत्व-संपन्न समाजवादी पंथनिरपेक्ष लोकतंत्रात्मक गणराज्य बनाने के लिए, तथा उसके समस्त नागरिकों को:

सामाजिक, आर्थिक और राजनैतिक न्याय,
विचार, अभिव्यक्ति, विश्वास, धर्म

और उपासना की स्वतंत्रता,
प्रतिष्ठा और अवसर की समता

प्राप्त कराने के लिए

तथा उन सब में व्यक्ति की गरिमा

²और राष्ट्र की एकता और अखंडता

सुनिश्चित करने वाली बंधुता बढ़ाने के लिए

दृढ़संकल्प होकर अपनी इस संविधान सभा में आज तारीख 26 नवम्बर, 1949 ई० को एतद्वारा इस संविधान को अंगीकृत, अधिनियमित और आत्मार्पित करते हैं।

1. संविधान (बयालीसवां संशोधन) अधिनियम, 1976 की धारा 2 द्वारा (3.1.1977) से “प्रभुत्व-संपन्न लोकतंत्रात्मक गणराज्य” के स्थान पर प्रतिस्थापित।
2. संविधान (बयालीसवां संशोधन) अधिनियम, 1976 की धारा 2 द्वारा (3.1.1977) से “राष्ट्र की एकता” के स्थान पर प्रतिस्थापित।

भाग 4 क

मूल कर्तव्य

51 क. मूल कर्तव्य - भारत के प्रत्येक नागरिक का यह कर्तव्य होगा कि वह -

- (क) संविधान का पालन करे और उसके आदर्शों, संस्थाओं, राष्ट्रध्वज और राष्ट्रगान का आदर करे;
- (ख) स्वतंत्रता के लिए हमारे राष्ट्रीय आंदोलन को प्रेरित करने वाले उच्च आदर्शों को हृदय में संजोए रखे और उनका पालन करे;
- (ग) भारत की प्रभुता, एकता और अखंडता की रक्षा करे और उसे अक्षुण्ण रखे;
- (घ) देश की रक्षा करे और आह्वान किए जाने पर राष्ट्र की सेवा करे;
- (ङ) भारत के सभी लोगों में समरसता और समान भ्रातृत्व की भावना का निर्माण करे जो धर्म, भाषा और प्रदेश या वर्ग पर आधारित सभी भेदभाव से परे हों, ऐसी प्रथाओं का त्याग करे जो स्त्रियों के सम्मान के विरुद्ध हैं;
- (च) हमारी सामासिक संस्कृति की गौरवशाली परंपरा का महत्त्व समझे और उसका परीक्षण करे;
- (छ) प्राकृतिक पर्यावरण की जिसके अंतर्गत वन, झील, नदी, और वन्य जीव हैं, रक्षा करे और उसका संवर्धन करे तथा प्राणिमात्र के प्रति दयाभाव रखे;
- (ज) वैज्ञानिक दृष्टिकोण, मानववाद और ज्ञानार्जन तथा सुधार की भावना का विकास करे;
- (झ) सार्वजनिक संपत्ति को सुरक्षित रखे और हिंसा से दूर रहे;
- (ञ) व्यक्तिगत और सामूहिक गतिविधियों के सभी क्षेत्रों में उत्कर्ष की ओर बढ़ने का सतत प्रयास करे जिससे राष्ट्र निरंतर बढ़ते हुए प्रयत्न और उपलब्धि की नई उंचाइयों को छू ले;
- ¹(ट) यदि माता-पिता या संरक्षक हैं, छह वर्ष से चौदह वर्ष तक की आयु वाले अपने, यथास्थिति, बालक या प्रतिपाल्य के लिये शिक्षा के अवसर प्रदान करे।

1. संविधान (छयासीवां संशोधन) अधिनियम, 2002 द्वारा प्रतिस्थापित।

THE CONSTITUTION OF INDIA

PREAMBLE

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a ¹**SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC** and to secure to all its citizens :

JUSTICE, social, economic and political;

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all

FRATERNITY assuring the dignity of the individual and the² unity and integrity of the Nation;

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949, do **HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.**

1. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "Sovereign Democratic Republic" (w.e.f. 3.1.1977)
2. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "unity of the Nation" (w.e.f. 3.1.1977)

THE CONSTITUTION OF INDIA

Chapter IV A

FUNDAMENTAL DUTIES

ARTICLE 51A

Fundamental Duties - It shall be the duty of every citizen of India-

- (a) to abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem;
- (b) to cherish and follow the noble ideals which inspired our national struggle for freedom;
- (c) to uphold and protect the sovereignty, unity and integrity of India;
- (d) to defend the country and render national service when called upon to do so;
- (e) to promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women;
- (f) to value and preserve the rich heritage of our composite culture;
- (g) to protect and improve the natural environment including forests, lakes, rivers, wild life and to have compassion for living creatures;
- (h) to develop the scientific temper, humanism and the spirit of inquiry and reform;
- (i) to safeguard public property and to abjure violence;
- (j) to strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavour and achievement;
- ¹(k) to provide opportunities for education to his/her child or, as the case may be, ward between age of 6 and 14 years.

1. Subs, by the Constitution (Eighty-Sixth Amendment) Act. 2002.

Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principal makes a departure from the legacy of bookish learning which continues to shape our system and fills the gap between the school, home and community.

The Student Handbook on "Beauty and Wellness" is a part of the qualification package developed for the implementation of National Skills Qualifications Framework (NSQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NSQF, will promote transparency of qualifications, cross-sectorial learning, and student-centered learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This Student Handbook, which forms a part of vocational qualification package in Beauty and Wellness for students who have passed Class X or equivalent examination, was created by a group of experts from Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with Labour Net India Private Services Ltd., Bangalore.

This Student Handbook attempts to discourage rote learning and to bring about necessary flexibility in offering of courses, necessary for breaking the sharp boundaries between different subject areas. The Students Handbook attempts to enhance this endeavour by giving higher priority and space to opportunities for contemplation and wondering, discussion in small groups and activities requiring hands-on-experience. We hope these measures will take us significantly further in the direction of a child-centred system of education outlined in the National Policy of Education (1986).

Chairman, CBSE

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- Sh. R.K. Chaturvedi, IAS, Chairman, CBSE
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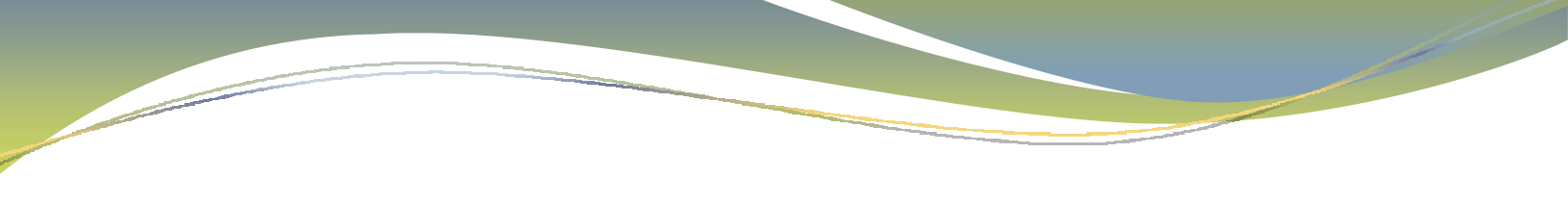
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Unit-1

Professional Attitude and Client Relationships

Introduction

In today's diverse workplace, people face a lot of challenges in creating a positive professional image. Professional image reflects your attitude, personal appearance, and ability. It also signifies perceptions of your competence and character. Analyse your character traits and core competencies of the people that you want to connect with as there is always some gap between your desired professional image and perceived professional image. Hence, it is important to take pro-active approach to groom and manage your image.

Personal appearance is an often disregarded part of communication and presentation skills.

Good personal grooming can make a person look polished and well put together. Looking good usually improves a person's self-esteem and confidence. A person that is well-groomed is often better perceived by others than a person that does not take as much care with his or her appearance.

First impressions are very important - they can be about your attitude as well as dress.

Visual impact is at least as important as verbal impact, people will very quickly make assumptions based on your facial expressions, the clothes you wear, how well groomed you are and your body language.

Also, one should dress according to their shape to maintain good personal appearance. Therefore, it is important to learn about various body shapes.

Body language and the way one present themselves plays an important role in the development of one's professional image. Confident, clear, impressive, and comfortable body image imparts positive impression. It is very significant to exhibit positive body language and give an active and confident impression of ourselves when interacting to others.

This unit focuses on the ways to exhibit positive professional image at workplace, various body shapes to help you choose the right attire, how to manage stress and time to meet the requirements and how to behave in a professionally ethical manner at workplace. Further, this unit provides knowledge on how to maintain good relationship with clients.

Unit Objective

After completing this unit, the student will be able to:

- Understand the importance of how presenting a professional attitude is key in building client relationships
- Demonstrate the knowledge of personal hygiene
- Select appropriate dressing styles according to their body shape
- Demonstrate positive body language
- Understand the importance of time and stress management
- List five ways to manage stress and time



Session-1

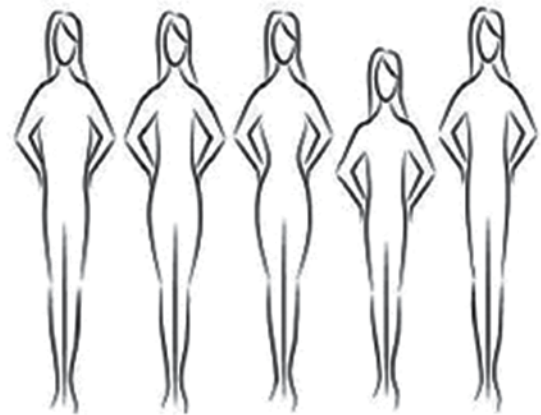
Body Image Building

Relevant Knowledge

In beauty industry, your professional image acts as a model for your clients. While you advise the clients how to care for their hair, skin and nails and suggests them lifestyle decisions, your profession image influence your work. Therefore, you need to look presentable all the time which signifies a real sense of responsibility for your own health. Clients come to you to look good, if you do not look good, clients will assume that you cannot make them look good.

Body Shapes

Body shape defines the look and personality of an individual. You should dress according to your body shape. Dressing according to body shape accentuates the attractive body part while hiding the less attractive parts. Therefore, it is important to learn about various body shapes. There are basically five types of women body shapes.



1. Hourglass Body Shape

Hourglass body shape is considered as best body shape for women. This body shape has a well-defined bust, waist, neat bottom and neat hips.



2. Triangular Body Shape

This body shape has small waist with shapely bottom and bust is proportionally large. The shoulders are narrower than the hips and the top half appears small.



Triangular Body Shape

3. Lean Column Body Shape

This type of body has following characteristics:

- Narrow shoulders
- Flat chest (small bust)
- Undefined waist
- Narrow hips
- Flat bottom



Lean Column Body Shape

4. Rectangular Body Shape

This body shape is characterized by: Straight shoulder line

- The hips tend to have a similar width as the shoulders
- Straight rib cage
- Undefined waist
- Bust tends to be small or average
- Bottom tends to be flat



Rectangular Body Shape

5. Round Body Shape

Round body shape is also commonly called as circle or apple body shape. This body shape has the following characteristics:

- Undefined waist
- Accumulation of fat around the stomach
- Average to large bust size
- Smaller shoulders and hips
- Slender legs and a slim booty



Round Body Shape

Personal Appearance

First impression is very important- it can be about attitude and the way one dress.

Visual impact is as important as verbal impact, at a glance people will quickly evaluate and make assumptions based on your facial expressions, the way you dress, how well groomed you are and your body language.

Body Language

Body language is a type of nonverbal communication through which an individual signals unspoken intention or messages. Various signals like body posture, gestures, facial expression, and eye contact define body language.

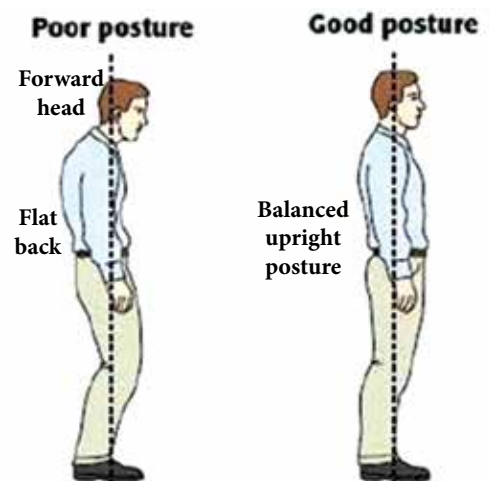
Confident, clear, impressive, and comfortable body image imparts positive impression. As a beauty and wellness professional, it is important to give the impression of an active and confident person when interacting with clients.

Positive body language includes:

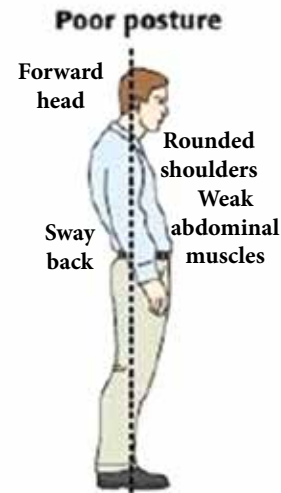
1. Body Posture:

Good posture including standing and sitting posture is very physical presentation or body language. Good posture conveys an image of confidence.

Some guidelines for achieving and maintaining good standing postures are:



- Keeping your head up and chin level with the floor.
- Keeping the neck elongated and balanced directly above the shoulders.
- Lifting your upper body so that your chest is out and up.
- Holding your shoulders level and relaxed.
- Standing with your spine straight, not curved laterally or swayed from front to back.
- Pulling your abdomen in so that it is flat.
- Keeping your hips level, making sure they do not protrude forward or back.
- Flexing your knees slightly and positioning them over the feet.



Following are some of the tips for proper sitting position:

- Keeping your back straight.
- Keeping the soles of the feet entirely on the floor.
- Not crossing your legs or your feet at the ankles.
- Not bending forward from the waist or stooping forward from the shoulder. Bend from the hips or sit on a chair or wedge shaped cushion that tilts forward.



Proper Sitting Position

2. Eye Contact

Looking directly or maintaining eye contact when speaking with others is very important because it represents attention and interest.

3. Facial Expressions

Various facial expressions display various emotions like sadness, anger, fear, surprise and happiness. Facial expressions are the universal form of body language. Therefore, think before making facial expression during presentation or talking to a group of people.



Eye contact

4. Open body language

Use open body language—facing the person speaking, squaring your body directly toward others, without folded arms.



Open body language

5. Smile

A good smile when greeting people imparts positive impression. Having a smile conveys that you really care about your clients.



Smile

Personal Hygiene

Daily cleanliness and sanitary practices are good habits. We should follow certain habits in daily life that help to maintain personal hygiene and project positive image. Some of them are given below:

- Daily bathing or showering, shaving for men, and freshening up throughout the day as necessary.
- Washing hands throughout the day as required, such as before beginning a service with a new client or after visiting the bathroom.
- Using underarm deodorant or antiperspirant.
- Brushing and flossing teeth, as well as using a mouth wash or breathe mints throughout the day as needed.

Other personal care for beauty consultants are:

- Cleanse, moisturize, exfoliate and protect body and facial skin as a regular skin care regimen to look presentable.
- Shampoo and conditioned hair and scalp as required keeping it fresh and clean. Dirty and hair and skin is a big turn off for the clients.



- Keep the nails clean, trimmed and filed. Take care of toe hangnails immediately.
- Keep the hands and feet moisturized, so that they will not become dry, rough and chapped.
- Wear cleaned and ironed cloths.



Nail cutting

Personal Grooming

Impressive and attractive appearance imparts a good impression on clients. Appearance, personality and poise are as important as technical knowledge and skills. Therefore, it is important to focus on personal grooming. Dressing is an important aspect of personal grooming. Always wear clean cloth.

It is also important to choose saloon wear which is decent and classy rather than flashy, wild and outrageous cloths. Classic wardrobe selections for women include A-line skirts in simple muted colours with no patterns coupled with white or black silk T-shirt. Men can keep a comfortable, dignified all- purpose look by wearing a shirt and tie with clean, tailored khakis.



Cleaned and ironed clothes

Extremely short dress or skirts, bare legs, exposed underarms, torn blue jeans, faded T-shirts for men or women may be acceptable in some types of salons but not considered proper attire in professional saloons.

Follow the salon's dress code for grooming yourself. Given below are some dressing guidelines that are mostly followed in salons and spas.

- Make sure your cloth is clean, fresh, and in proportion to your height, weight and body shape.
- Chose clothing that is functional as well as aesthetically pleasing. It must be comfortable enough to get you through a long day, and it should be able also to move with the physical demands of your job.
- Wear clean undergarments every day and keep them out of view. Underwear elastic peeking out of your pants, exposed bra straps, or the glimpse of slip is inconsistent with the professional image you are doing your best to cultivate.
- Accessories are best kept simple and attractive, whether has ornamentation, scarves, jewellery, belts or ties.
- Socks and hosiery need to be free of runs, and you should match them with your attire.



Beautician Uniform

- Keep shoes clean and comfortable, and with good support. Completed faddish shoes and high heels may not be appropriate at work place where you may need to stand for long hours.
- As feet perspire frequently during day, it is a wise idea to use a natural powder in your shoes and use alternate pair of shoes.
- Appropriate hair style and make-up is also very important at work place. Your grooming habit reflect your personality and professionalism to a great extent.
- Trim your hair every six to eight weeks (for women) and every four weeks (for men) so that the line and shape of the cut looks fresh and defined.
- Use liquid styling tools to achieve the effect in textural definition, volume enhancement, or contour closeness. Dimensional colouring, blinding highlights and grey hair coverage are enhancements you may consider. Using these services on yourself will also work as an excellent advertisement to help sell the services to your clients.
- Make-up is also an important part of grooming. It helps you to promote your professional image and in an area where some of your most lucrative sales can be made.
- You should learn to apply make-up as per your features. A perfect make -up is one which accentuate your best features and mask your less flattering ones.



Hair Trimming



Make-up

Manage Stress

Nowadays, stress in life so common that World Health Organization (WHO) has classified it as world epidemic. Stress is defined as the inability to cope with a threat, real, or imagined, to our well-being that results in a series of responses and adaptations by our minds and bodies. As a beauty professional, you may have to deal with the high expectations of your clientele and your employer.

You may have to handle a wide range of personalities among clients and colleagues. All these may put pressure during hectic working hours. Some individuals may thrive on this kind of pressure while other may suffer and chronic stress is very harmful for the body. Therefore, it is very essential to learn to cope up with stressful situations.



Listed below are some ways to manage stress:

- One of the way alleviate stress is to carve out a small amount of time every day to go out inward and connect with your spiritual side.

- Meditation, yoga, prayer, walks in nature, and positive affirmations are methods by which you can reduce the flow of stress hormones throughout the body.
- Try to establish daily routine. This helps promote balance and stability that can give great comfort in stressful times. Maintain a time for going to bed and wake up at the same time every day.
- Eat your meals at regular times. Try not to take on more than you can handle.
- Connect with nature daily.
- Live a life of moderation, which means eating in moderation, working in moderation, sleeping in moderation, playing in moderation, watching TV in moderation. These habits can bring balance and harmony into your life that will reflect in your outer appearance.
- Take adequate rest and sleep. The body needs rest to recover from the fatigue of the day's activities and replenish with a good night's sleep. During sleep, tissues and organs are built and renewed.
- Relax whenever possible, relaxation represents a very important change of pace from your day-to-day routine. Watching a movie, reading a book, seeing friends and family are some of the ways to relax and rejuvenate yourself.
- Taking a few long weekends and yearly vacation also helps to reduce stress.
- Engaging in regular exercise is a good way to manage stress. Regular exercise increases the levels of endorphin, which is responsible for feelings of happiness.
- So, do regular exercise to be healthy and to reduce stress.

Deal Stress by Engaging Mental Activities:

- Avoid negative thinking. Focussing more on positive things in life and avoiding negative thinking is also a great way to deal with stress.
- Organizing your life is of prime importance when it comes to dealing with stress. Make sure you set priorities and realistic goals for yourself.
- Find out and try to recognize things that cause you stress. This way you can try to avoid circumstances that cause you stress.
- Laughter or smile is a great medicine for stress. Smiling and laughing helps in relieving tension and stress.
- Avoid worrying about the things that is not in your controlled.

Time Management

Time management can be referred to as the management of time in effective manner so that the right time is allocated to the right activity. Making use of time effectively enables you to assign particular time slots to activities as per their significance.

When it comes to managing time, it is very essential that you find out and recognize which activity or work is more important and how much time will be allocated and consumed to the same. Ensure that you know which work is required to be done first and which can be done later.



It is worth utilizing time to refine the work as doing right thing at right time can save a lot of time and effort. Apply time management tips to achieve set goals and expectations.

Following are some of the time management tips:

1. Schedule or plan your works ahead. Determine how long your work will take. Make sure you consider whether any activities or work can be combined.
2. Learn to prioritize, by making a list of tasks that need to be done in order of most to least important. Also, set goals for yourself and what you like to accomplish. Ensure that the goals you set for yourself is realistic and achievable.
3. Never take on more than you can handle. You will find it easier to complete your tasks or works if you limit your activities and do not spread yourself too thin.
4. Smartly organizing things at work can save a lot of time.
5. One of the effective ways to manage time is to prepare a to-do list right in the morning before starting work. It will help to get an idea of the number of works that needs be finished in a day.
6. Always stick to commitments. Try to finish a work as per the plan. Don't play around with your own commitments. Ensure the work is completed within the committed time.
7. Avoid misusing time. More concentration on work is required if you like to complete your work in time. First finish your work and you can engage in whatever you want.
8. Be focussed, you need to be focussed to effectively manage your time.

What is rapport?

Rapport is a relationship of mutual understanding or trust and agreement between people. It is build up at unconscious level by the perception of likeness. Rapport enables a person to visualize and understand other's views and points. It is a vital element in any form of communication, including the business context.



Indicators of good rapport include:

- Similar body language
- Same Gesture
- Parallel rhythm in movement and speech
- Same Voice tone

As a beauty and wellness consultant, it is very essential to establish and ensure client satisfaction. Below are the points that will help in building good rapport with the client.

1. Words

What we actually talk about and the words we use involves in building rapport, so listen out for the terminology others use and try to use their terms rather than yours. This also extends to showing common interests, common goals and common values.

2. Tone or Voice

While communicating over phone, the tone of the speaking is highly important. However, during face to face communication, body language and facial expression plays an important role to convey the message one wants to deliver.

But during conversation over, only the voice is perceived by the other party. And it is the tone which does all the work for effective communication.

3. Taking an interest

Instead of trying to be interesting, focus on being interested. People love it when you show a genuine interest in them, and this is easily achieved by asking questions. This also helps to establish what you have in common and to build on your rapport.

Remove barriers by adopting an open posture and uncross your arms, to encourage openness and trust. Smile (assuming it is appropriate for the content of their message), and make eye contact to make a connection. It also helps to show your attentiveness and will contribute to building rapport.



4. Listen

Listen to what the client is saying and if anything is open to interpretation or ambiguous ask for clarification or examples. When you are a good listener, you are fully attentive to what the client is saying.

5. Be attentive

Each client is different. Some are clear about what they want, others are aggressively demanding and still other may be hesitant. What usually calms difficult clients down is agreeing with them, and then asking what you can do to make the service more to their liking.

Ethics

Ethics are the principles of good character, proper conducts and moral judgment expressed through personality, human relation skills and professional image. In other words, ethics are the moral principles by which we live and work.

One way that ethics enters into your professional life is in the role you assume with your clients and fellow employees. When your actions show you are respectful, courteous and helpful, you are behaving in a professionally ethical manner.

Various characteristics, principles and values contribute to the development of a high standard of professionalism. And it can be a challenge to keep those ethics in place year after year.

The one trait that is absolutely essential in order to reach and remain at the highest level of professionalism is commitment. The most ethical people make a commitment to cultivate the character traits outlines above as part of their personal and professional growth. Such people often embody the following qualities as well.

- Self-care – As a beauty and wellness consultant, you will be seen as a kind of a caregiver. If you are to be truly helpful to others, it is essential that you take care of yourself.

- Integrity – Maintain your integrity by making sure your behaviour and actions match your values. For instance, if you believe it is unethical to sell products you do not really believe in just to turn a profit then do not do so. On the other hand, if you feel that a client requires products and additional services for healthy skin maintenance, it would be unethical not to give the client that information.

A sense of integrity also involves not talking poorly about client’s haircut, not stealing and lending equipment or supplies of another person. However, it does include endorsing the price structure as well as policies of your employer.

- Discretion – Avoid sharing your personal problems with clients. Nor you should you ever breach their confidentiality by telling other people the concerns they may have shared with you. Make sure to maintain your professional boundaries and standards.

Communication – Your responsibility and ethical behaviour extend to your communication with clients as well as people with whom you work. Your interactions must be clear and direct, not passive and withholding. Creating a clear line of communications with all those in working world will serve you well. The respect you get from your clients and peers and most important from yourself, will help you stay course.

Exercise

A. ASSIGNMENT

1. Suppose you are going for an interview for the post of beautician. Explain the way you would dress up for the day.
2. If you are asked to demonstrate personal hygiene to your juniors, explain how you would teach the ways to follow personal hygiene so that it is interactive and easily understood by learners.
3. Suppose you are in a very stressful situation. What steps should you take up to manage the situation?

B.

1. Identify the body types given below:



a)



b)



c)

A. Answer the following questions:

1. List five basic personal care habits.
2. List 10 important tips to manage stress.
3. What is rapport? State five ways to establish rapport with your client.
4. List 5 personal grooming guidelines for a beautician.

B. Answer the following statements in True or False.

1. Dressing is an important aspect of personal grooming.
2. Grooming habit doesn't reflect your personality and professionalism to a great extent.
3. Meditation and Yoga helps in reducing stress.
4. Stress affects both our body and mind.

C. Match the following:

Column A	Column B
1. Hourglass body shape	a) Body shape has undefined waist and accumulation of fat around the stomach
2. Round body shape	b) Body shape has straight shoulder line and hips tend to have a similar width as the shoulders
3. Rectangular body shape	c) Body shape has a well- defined bust, waist, neat bottom and neat hips
4. Triangular body shape	d) Body shape has small waist with shapely bottom and bust is proportionally large

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

PART A

Differentiated between:

- a) Hourglass and round body shape.
- b) Rectangle and triangular body shape.

PART B

Discussed the following:

- a) Body image/language and its role in professional growth.
- b) Significance of personal hygiene and good grooming in building positive body image.
- c) Personal care habits to be practiced.
- d) Ways to manage stress and time.
- e) Establishing rapport with clients.
- f) Work ethics.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Identify two elements of body language		
2. List at least three personal care tips for beauty consultants		
3. Demonstrate two positive body languages		

Suggested Reading

- www.wikipedia.org
- http://www.paulaschoice.com/expert-advice/hair-care-tips/_/salon-etiquette-for-stylists-and-clients
<http://www.elegantwoman.org/personal-grooming.html>
- <http://www.yurtopic.com/style/hair/salon-hygiene.html>
- Book: Time Management by Aarti Gurav
- Book: Stress Management by Kamlesh Jani Ratish Kakkad

Glossary

Undefined	Not given meaning or importance.
Assumption	Taking something for granted, something expected.
Elongated	A movement or position of the hand, arm, body, head, or face that is expressive of an idea, opinion, emotion, etc. Make (something) longer, especially unusually so in relation to its width.
Dignified	A substance that is applied to the skin, especially under the arms, to prevent or reduce perspiration. Having or showing a composed or serious manner that is worthy of respect.
Lucrative	Producing a great deal of profit.
Alleviate	Make (suffering, deficiency, or a problem) less severe.
Replenish	Fill something up again.
Rejuvenate	Make (someone or something) look or feel better, younger, or more vital.
Ambiguous	Not clear or decided. The action of explaining the meaning of something.
Interpretation	Unsure, or slow in acting or speaking.
Integrity	The quality of being honest and having strong moral principles.
Discretion	The quality of behaving or speaking in such a way as to avoid causing offence or revealing confidential information.
Stress	A state of mental or emotional strain or tension resulting from adverse or demanding circumstances.

Unit-2

Body Care & Wellness II

Introduction

Massage involves working and acting on the body with pressure - structured, unstructured, stationary, or moving - tension, motion, or vibration, done manually or with mechanical aids. Massage can be applied with the hands, fingers, elbows, knees, forearm, feet, or a massage device. Massage can promote relaxation and well-being and can be a recreational activity.

Massage supplies proper circulation, which helps our body grow and renew.

There are various types and methods of massage. Few to list are Acupressure, Aquatic body work, Anma massage, Balinese massage, Biodynamic Massage, Esalen massage, Foot massage, Reflexology, Stone massage and so on.

It is necessary to learn about the muscles that help to move the head, hand, foot before going into the details of massage techniques.

Massage expels toxins and provides deep relaxation. Physically it helps all system of the body. Mentally, it helps to relax by removing energies that store past tensions and emotional problems in our body. The demand for massage therapist has been increasing in today's stressful world.

Massage therapists may work in health clubs, resorts, beauty salons, spas, rehabilitation centres, stress reduction centres, hospitals, and corporate settings. They may also work with other health care providers, such as physicians, chiropractors, podiatrists, dentists, physical therapists, and psychologists. Many are self-employed and open their own office or contract their massage services to other businesses.

This unit focuses on the head and body massage. Further, this unit provides knowledge on reflexology, which is an alternative treatment that involves application of pressure to specific points and areas of hands and feet with specific thumb, finger, and hand techniques without the use of oil, lotion or cream, information on balanced diet and different types of diet for weight loss, weight gain, athlete's diet and body building diet.

Unit Objective

After completing this unit, the student will be able to:

- Understand the importance of body massage
- List at least five types of massage and their significance
- Demonstrate at least three massage movements
- Draw and label reflex areas of hand and foot



Session-1

Head and Body Massage

Relevant Knowledge

Muscles that moves the head:

It is necessary to learn about the muscles that help to move the head before going into the details of massage techniques. Discussed below are the head muscles locations and what they control.

Epicraniius: This muscle is also called as occipito-frontalis. It is the broad muscle that covers the top of the skull. Epicraniius consists of two parts: Occipitalis and frontalis.

Occipitalis: Occipitalis forms the back of the epicraniius. This muscle helps to turn the head backward.

Frontalis: It forms the anterior portion of the epicraniius. Frontalis helps to raise the eyebrows, draw the scalp forward and cause wrinkles around the head.

Aponeurosis: This muscle connects the occipitalis and the frontalis.

Muscle of upper arms and hands:

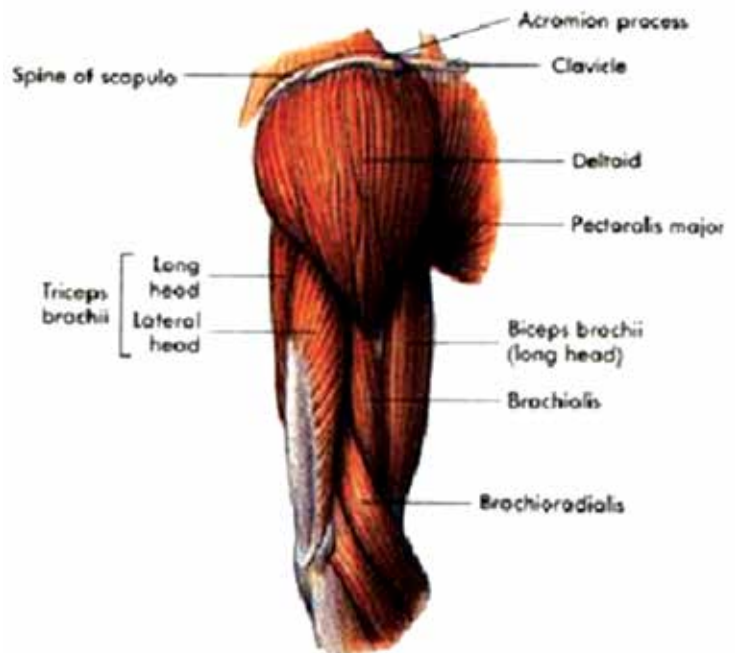
The main muscles of upper arms include:

Biceps: Muscle producing the contour of the front and inner side of the upper arm. It helps to lift the forearm, flex the elbow, and turn the palms outward.

Deltoid: Large triangular muscle covering the shoulder joint that allows the arm to extend outward and to the side of the body.

Triceps: It is the large muscle that covers the entire back of the upper arm and extends the forearm.

Extensors: Muscles that straighten the wrist, hand, and fingers to form a straight line.



Flexors: Extensor muscles of the wrist involved in bending the wrist.

Pronators: Muscle that helps to turn the hand inward so that the palm faces downward.

Supinator: Muscles of the forearms that rotates the radius outward and the palm upward.

Muscles of Hand:

Hand is one of the most complex parts of the body, with many small muscles that overlap from joint to joint, providing flexibility and strength to open and close the hands and fingers. Important muscles of hands include:

Abductors: Muscles that separate the fingers.

Adductors: Muscles at the base of each finger that draw the fingers together.

Opponent Muscles: Muscles in the palm that act to bring the thumb toward the fingers.

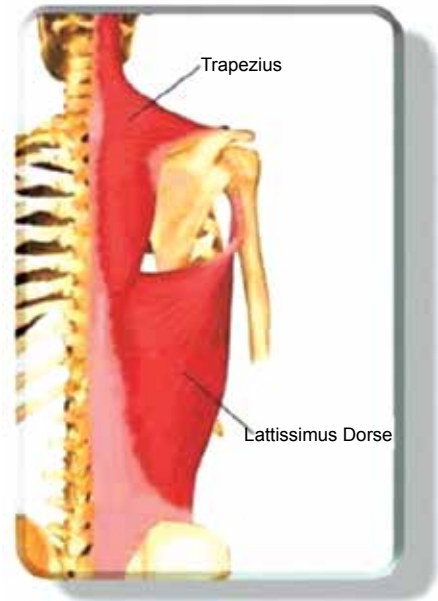


Muscles on the back:

Following muscles are found on the back:

Latissimus dorsi: It is the broad, flat superficial muscle that covers the back of the neck and upper and middle region of the back that controls the shoulder blade and the swinging movements of the arm.

Trapezius: Muscles that covers the back of the neck and upper and middle region of the back. It helps to rotate and controls swinging movements of the arm.



Muscles of Thighs:

Thigh comprises the following muscles:

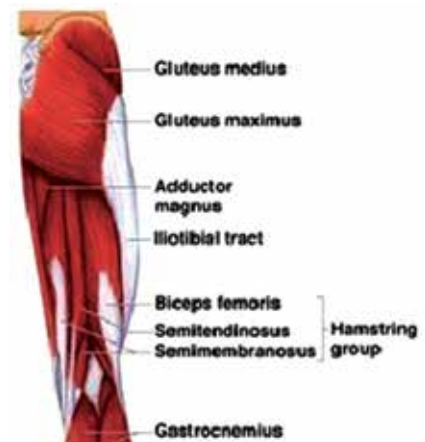
Hamstrings: It comprises the back of the thigh. Hamstring helps to flex the knee and extend the hip.

Adductors: It is the inner thigh muscles.

Gastrocnemius: It is the uppermost of the two calf muscles. Gastrocnemius provides feet push-off power for each step.

Soleus: It is the calf muscles that works and lies underneath the gastrocnemius.

Tibialis anterior: This muscle covers the shin and helps to flex the ankle to move the foot toward the knee.



Lower Legs Muscles

Lower legs comprise the following muscles:

Gastrocnemius: It originates from the lateral and medial condyles of the femur and runs through the Achilles tendon on the calcaneum. Gastrocnemius helps to flex the knee and plantar flexes the foot.

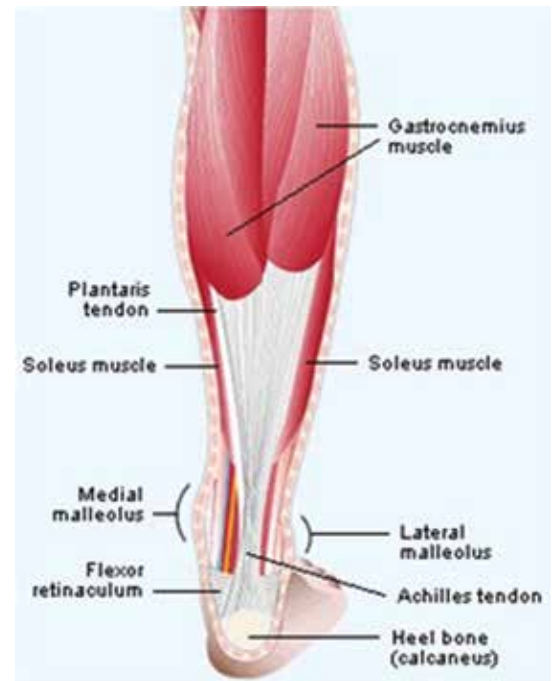
Soleus: It originates from tibia and fibula and passes through Achilles tendon on the calcaneum. Soleus assists in plantar flexion movement of the foot.

Peroneus Longus: This muscle originates from fibula. It plantar flexes and inverts the foot.

Tibialis Anterior: As the name suggest, it originates from tibia. It inverts and dorsiflexes the foot.

Extensor digitorum longus: This muscles starts from tibia and fibula and helps to extend the toes and dorsiflexes the foot.

Achilles tendon: This muscle is attached to the gastrocnemius and soleus. It helps to lift the foot



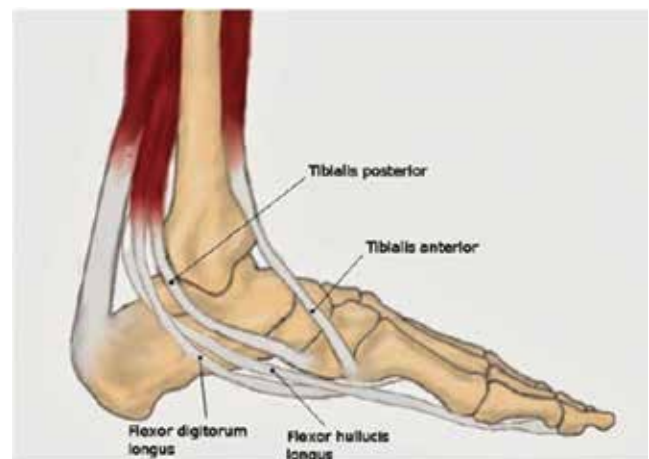
Muscles of foot and ankle

Foot and ankle comprises the following muscles:

Flexor digitorum longus: This muscles starts from calcaneum and runs through the four lateral toes. It helps to extend the foot.

Flexor hallucis longus: This muscle also originates from calcaneum and runs through the base of the big toe.

Lumbricals: It starts from tendon of long flexor muscles of the toes. This muscle helps to flex the proximal phalanges.



Massage and Its Types

The massaging system is said be practiced in India from time immemorial. The holistic system draws its foundation from the ancient massage traditions and Ayurvedic system that were employed for healing measures. It is a combination of natural therapies that heal body, mind and spirit. The system of massaging gave birth along with Hinduism and plays a vital role in their lives till date.

The energy channels in our body can be manipulated by the champissage of head, neck and face. The ultimate aim of the massage is to clear the blocks that cause ailments and foster positive energy in the individual.

There are various types of massage. Some of the most popular types of massage are discussed below:

1. Acupressure Massage

Acupressure massage involves application of pressure to certain meridian points on the body for relieving pain. There are fourteen meridian points in our body that carry energy throughout the body. These meridians begin at the fingertips, linking to the brain, and then connecting to the organ associated with the specific meridian.

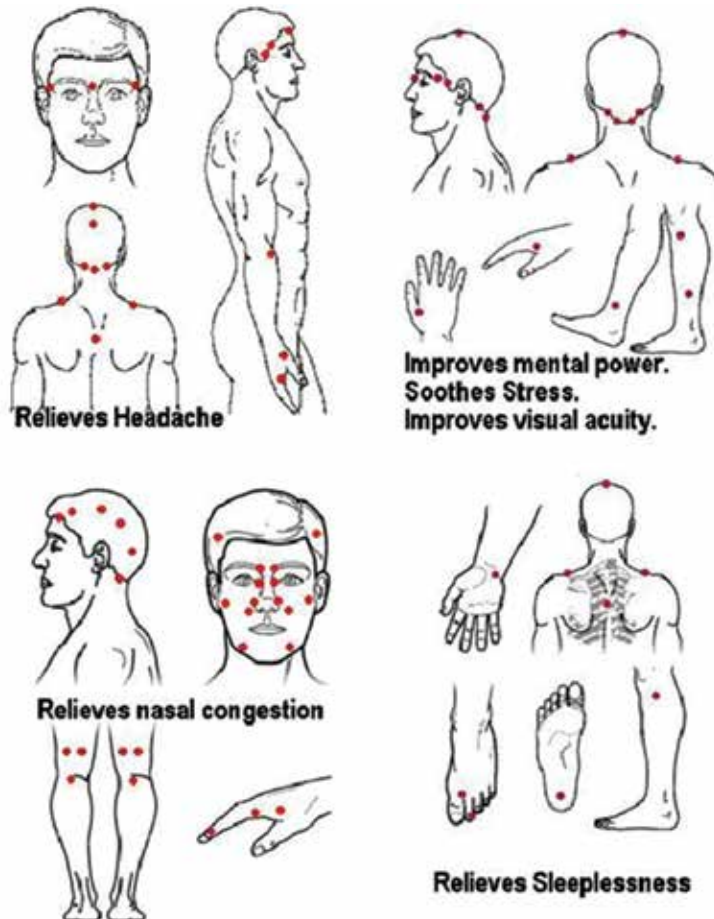
This massage involves pressing key points on the skin's surface using fingers for stimulating the natural self-curative abilities of the body.

Some of the common benefits of acupressure massage include:

- Relieve tension and stress.
- Relaxation of body and mind.
- Stimulate blood circulation.
- Helps in removing of toxic wastes.
- Relieves headache, neck and shoulder pains.
- Increases energy levels and overall well-being.



Acupressure Massage



Acupressure Massage Points

2. Balinese Massage

Balinese massage is originated from the island of Bali, Indonesia. This massage is a combination of massage techniques including acupressure, reflexology, aromatherapy and gentle stretches.

This type of massage helps in increasing blood circulation around the body. It provides deep relaxation and ease pain.

There are different kinds of Balinese massage. Some of the examples are given below:

- Sasak massage
- Lombok massage
- Urat massage
- Javanese Lulur Ritual

3. Deep Tissue Massage

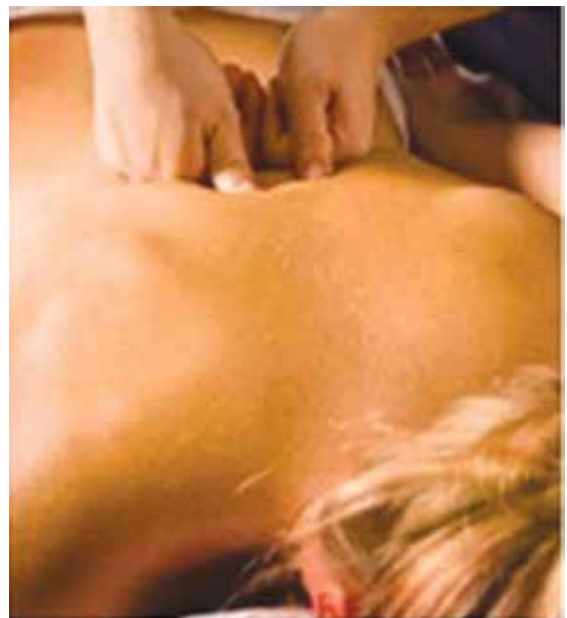
As the name suggests, deep tissue massage focuses on deeper layers of muscle and connective tissue. This massage involves the use of slow strokes across the muscle grain. Often used for reducing pain, deep tissue massage improves circulation and helps in relieving muscle spasms.

4. Swedish Massage

Often referred to as “relaxing massage”, Swedish massage involves the use of light to firm pressure ranging from long smooth strokes to kneading as well as circular movements on the muscle’s layers using massage oil or lotion. This type of massage is very gentle and relaxing.



Balinese Massage



Deep Tissue Massage



Massage Movements

Massage movements plays an important role in any type of massage. There are various types of massage movements followed during massage.

Some of them are discussed below:

1. Effleurage Massage: Effleurage massage is a smoothing stroking movement, which starts and ends the massage routine. It is used to apply and spread the shampoo. It is a relaxing movement.



Basic Effleurage

2. Rotary Massage: Rotary massage movement is round, circular movements with the pads of the fingers. It stimulates the skin and removes, dirt and grease.



Circular Friction

3. Petrissage Massage: It is a deep kneading movement, used to stimulate blood flow and to soothe nerve endings. Large, round, slow movements are most beneficial.



Petrissage

4. **Tapotement movement:** This movement includes beating, pounding, cupping, hacking and frictions. All these movements are stimulating and should only be used if a general toning effect is required from the massage rather than relaxation.



Tapotement movement

5. **Cupping** is performed with hands forming loose cups which rhythmically strike the body. Beating is when the hands are formed into loose fists dropping from shoulder level to strike the body.



Cupping

6. **Hacking** is a light and fast movement performed with the hands at right angles to the wrists. The fingers touch and leave the skin's surface very rapidly with the outer three fingers of each hand doing the work. Hacking is very stimulating both to the circulation and to the sensory nerve endings. Contraindications of Massage

Contraindications are the cases when massage should be avoided. Here are the medical problems during which massage should be performed.

- **Open wounds:** It is recommended not to perform massage if the skin has fresh cuts, lacerations or grazes.



Hacking

- **Muscle rupture:** If massage is performed in case of muscle rupture. It may increase bleeding and tissue damage.
- **Rheumatoid arthritis and gout:** The inflammatory condition will be increased if massage is performed in this situation.

Other medical conditions when massaged should be avoided are:

- Periostitis
- Bursitis
- Myositis ossificans
- Thrombosis
- Bleeding disorders such as haemophilia
- Tumours
- Cerebral Palsy
- Cancer
- Osteoporosis
- Epileptics

Client Consultation



Before any massage service, a consultation with the client is always necessary. Sufficient amount of time should be given to the client for consultation to gather and exchange information. It is important to note the detailed information given by the client on a consultation record.

Every beauty and wellness centres has its own process and method of recording and storing the information of client as well as the treatment plan. On the client consultation record card, you will have to record the personal details of the client, massage treatment plan, treatment evaluation as well as subsequent treatments.

Detailed consultation with client is very significant for the following reasons:

- Developing mutual trust as well as gain the confidence of the client
- Gathering information on past and present physical as well as mental health status
- Checking with the client if he/she has undergone any injuries or surgery recently
- Identifying the needs and expectations of the client Identifying any contra-indications
- Establishing an appropriate form of treatment
- Discussing and explaining the massage treatment procedures, effects, timing and cost to the client
- Answering queries of the client related to the treatment

Sample Massage Client Consultation Form

GENERAL INFORMATION		Please circle and fill in all applicable items		For office only	
Name: Last _____ First _____ Age _____ Date of Birth ____/____/____ M F				Client # _____	
Address _____ City _____ State _____ Zip _____				Date ____/____/____	
Home phone ____/____/____ Work or cell phone ____/____/____				DOE ____/____/____	
Found out about us: phone book, sign, web, referred by: _____				DOI ____/____/____	
Occupation _____ Employer _____				Referral Y N	
Emergency contact _____ Phone _____				Prior Client Y N	
PAYMENT INFORMATION					
Payment will be by: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Auto Ins. <input type="checkbox"/> Other Ins.					
*(Please fill in if you are paying for care by insurance or personal check)					
*Gov ID# _____ or *Drivers Lic.# or Student ID # _____					
Insurance Company _____		Policy # _____		Group # _____	
Member # _____		Benefits Phone # _____		ext. _____	
CURRENT COMPLAINTS					
1. _____	How long _____	Getting: Worse	Better	Prior History	Y N
2. _____	How long _____	Getting: Worse	Better	Prior History	Y N
3. _____	How long _____	Getting: Worse	Better	Prior History	Y N
4. _____	How long _____	Getting: Worse	Better	Prior History	Y N
Are your current complaints due to an injury Y N Auto Work Sports Other _____					
Has an accident been reported Y N Have you retained an attorney Y N Name _____					
PRIOR TREATMENT					
Have you been treated for the above complaints by a: <input type="checkbox"/> Chiropractor <input type="checkbox"/> Physical Therapist <input type="checkbox"/> Naturopath <input type="checkbox"/> Osteopath <input type="checkbox"/> MD					
Acupuncturist? Name of treating provider _____					
When? _____ Results of treatment _____					
Have you ever received Massage Therapy? Y N Name _____ When _____					
SUBJECTIVE STATUS		Primary (#1) complaint severity scale less 0 1 2 3 4 5 6 7 8 9 10 more		Staff or Therapist's Notes Only	
<p>P = Pain</p> <p>A = Ache</p> <p>S = Stiff</p> <p>B = Burn</p> <p>Sh=Shooting</p> <p>Sp=Spasm</p> <p>N = Numb</p> <p>T = Tingling</p>		<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Front</p>  <p>Right Left</p> </div> <div style="text-align: center;"> <p>Back</p>  <p>Left Right</p> </div> </div>			

Massage Preparation

Couch Preparation for Massage:

The couch for massage treatment should be prepared prior to the arrival of the client.

Follow the given steps for preparing massage couch:

1. Cover the couch with cotton sheet or large towels.
2. For head, use one or two pillows.
3. Cover the pillows with pillow slips and then a towel.
4. Place two folded big towels at the foot of the bed for covering the client.
5. Place extra and clean towels on the trolley in case you need extra during the massage.

Trolley Preparation:

Prepare the trolley before the client arrives, as follows:

1. Place the trolley near the massage couch. This will make it handy for you to reach the items when required during the massage.
2. Clean the shelves of the trolley with disinfectants. Once you have cleaned it, cover the shelves with white sheets.
3. Place and arrange the massage items in order as this will help you to easily identify and reach the items when needed.

The following items should be in the massage trolley:

- Bowls with wet and dry cotton wool pads
- Bowl for client's jewellery
- Lubricants such as oils, lotion, creams etc.
- Suitable product for cleansing the face/body
- Anti-bacterial wipes for cleansing the feet



Massage Couch



Trolley

Exercise

Answer the followings:

1. What are the main muscles of upper arms and hands?
2. What are the muscles found in the back?
3. How to prepare massage couch and trolley?
4. List the contraindications of massage.

Assessment

A. Distinguish between:

- Petrissage massage and Tapotement massage.
- Cupping and Hacking massaging techniques.
- Acupressure massage and deep tissue massage.

B. Match the following:

Column A	Column B
1. The muscle helps to turn the head backward	a) Soleus
2. The muscle helps to raise the eyebrows	b) Occipitalis
3. It is the inner thigh muscles	c) Flexors
4. The muscle that involved in bending the wrist	d) Frontalis
5. It is the calf muscles that works and lies underneath the gastrocnemius	e) Adductors

C. Fill in the blanks:

- _____ helps to lift the forearm, flex the elbow, and turn the palms outward.
- _____ muscle in the palm act to bring the thumb toward the fingers.
- Trapezius muscles that covers the back of the _____ and upper and middle region of the _____.
- Hamstring helps to flex the _____ and extend the _____.
- _____ helps to lift the foot.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between:

- Balinese and Swedish massage.
- Acupressure and Deep Tissue massage.
- Petrissage and Tapotement massage.
- Cupping and Hacking massaging techniques.

PART B

Discussed the following:

- a) Muscles in hand, head, back, legs, foot and thighs.
- b) Different types of massage such as - Acupressure, Swedish, Balinese and Deep Tissue massage.
- c) Various massage movements like: Effleurage, Petrissage and Tapotement
- d) Various massaging techniques like: Cupping and Hacking
- e) Couch and trolley preparation for massage.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Identify any three types of massage		
2. Demonstrate at least two massaging techniques		

Session-2 Study of Reflexology

Relevant Knowledge

Reflexology is the alternative treatment that involves application of pressure to specific points and areas of hands and feet with specific thumb, finger, and hand techniques without the use of oil, lotion or cream.

The logic behind providing pressure on various body points is that each point corresponds to organs and systems and pressing them has a beneficial effect on the body. For example, reflexology states a specific point for thyroid gland on the palm (below the thumb). When reflexology therapist presses the point using thumb or fingers, it improves the functioning of the thyroid gland.

Many people have been benefited with this therapy when used it for diseases like anxiety, asthma, cancer, diabetes, cardiovascular issues, diabetes, headaches, kidney function, PMS, and sinusitis. Hands and feet pressure points are generally used for reflexology treatment. Practitioners usually used fingers or thumbs to put pressure. Alternatively, items such as rubber balls, rubber bands, stick of wood are also used.

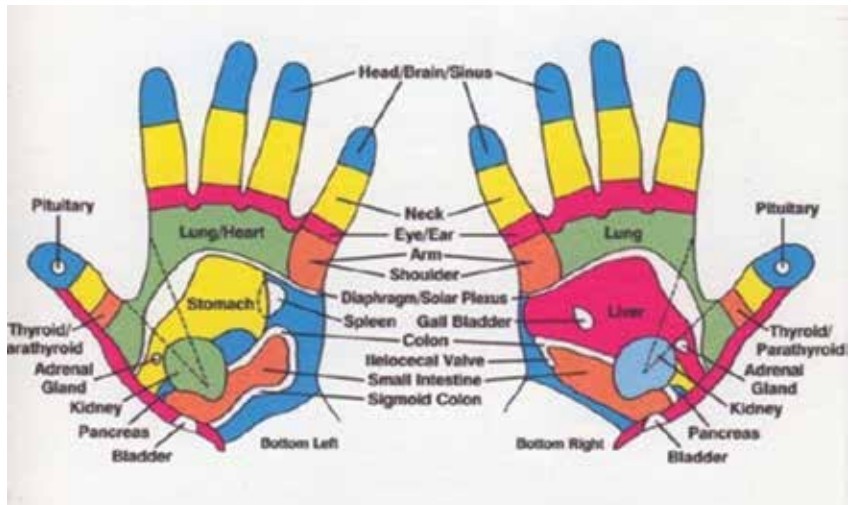
Hand Reflexology

Hand reflexology is equally effective like other types of reflexology. However, hand reflexology takes longer time to give result. Therapist usually prefers foot reflexology over hand reflexology as it gives faster result. Therapist needs to hold the pressure for loner time to stimulate a hand reflexology point ashand’s reflexes are located much deeper under the skin.



Hand Reflexology Technique

- With one finger or thumb apply strong pressure on spot on the hand.
- Rotate the finger/thumb so the pressure is being applied in a circular motion without lifting the thumb or finger.
- Repeat the process for about three to five seconds on the same spot.
- Now move the finger/ thumb to a new spot next and repeat again for about three to five seconds.

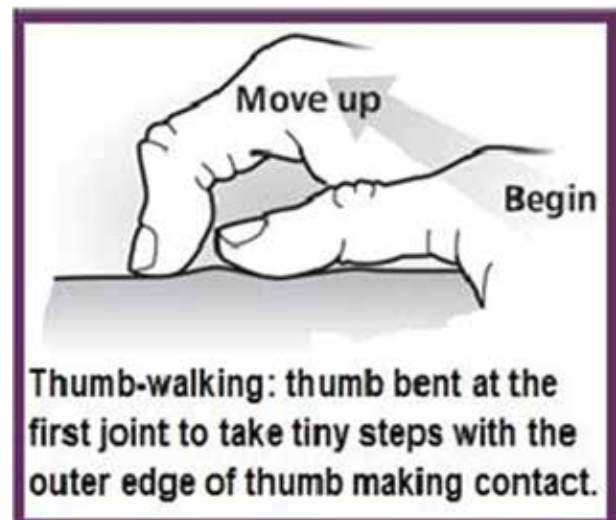


Foot Reflexology

Foot reflexology deciphers the ancient principle that all organs and glands in the body are connected to the reflex points on foot. Foot represents the body with ten reflex zones. The foot reflexology chart reflects reflex zone corresponding to a body part. Exerting pressure on these points reduces and eliminates blockage improving the functionality of the corresponding glands or organs.

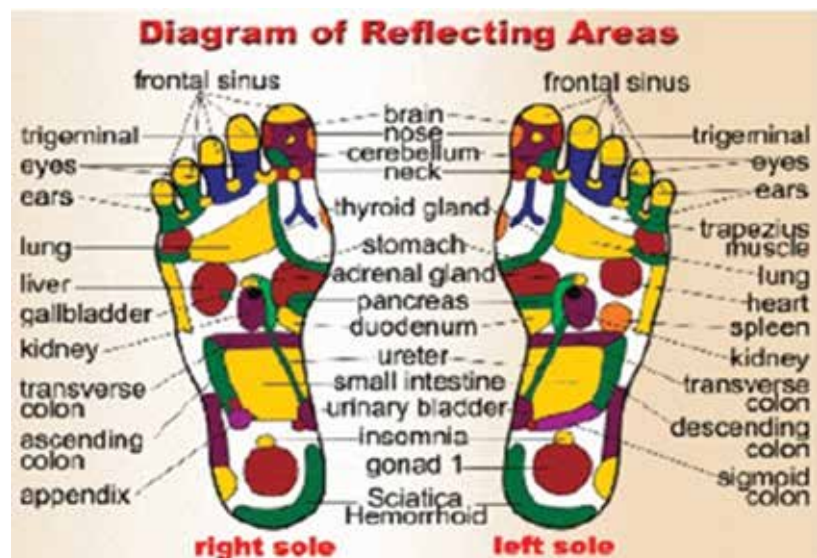
Foot Reflexology Technique

Foot reflexology is mostly performed using thumb walking. It is performed following the given steps.



Thumb walking technique

- Bend your thumb and put pressure with the thumb. Bend your body towards the foot while exerting pressure
- Move up and release the pressure and straighten your thumb.
- Release the pressure several times to continue thumb walking.



Aromatherapy

Aromatherapy is a form alternative medicine that utilizes the healing power of fragrance to enhance psychological and physical well-being. In other words, it can describe as fragrant cure. Aromatherapy doesn't just work through the sense of smell alone, however. Inhalation is only one application method. Essential oils can also be applied to the skin. When used topically, the oils penetrate the skin, taking direct action on body tissues and organs in the vicinity of application. They also enter the bloodstream and are carried throughout the body. Of course, when applied topically the fragrance of the essential oil is also inhaled.



Professional aroma therapists focus very specifically on the controlled use of essential oils to treat ailments and disease. There are three different modes of action in the body: pharmacological, which affects the chemistry of the body; physiological, which affects the ability of the body to function and process; and psychological, which affects emotions and attitudes. These three modes interact continuously. Aromatherapy is so powerful partly because it affects all three modes. You choose the application method based on where you most want the effects concentrated and on what is most convenient and pleasing to you.

Aromatherapy is actually an aspect of a larger category of healing treatment known as herbal medicine. Herbal medicine also utilizes the healing powers of plants to treat physical and emotional problems, but it uses the whole plant or parts of the plant, such as leaves, flowers, roots, and seeds, rather than the essential oil. Aromatherapy and herbal medicine can be used individually, or they can be used jointly to augment potential healing benefits.

Products Used in Aromatherapy

Essential oil is the base and most important product used in aromatherapy. Apart from essential oil, a wide range of products are used for the therapy such as candles, soaps, diffusers, lotions, and fragrances. Most of these products are made from essential oil blends. Similar to essential, they also carry the therapeutic properties of essential oil and help to release stress, control mood swing, and affects overall physical health. Listed below are the products that are most commonly used to perform aromatherapy.



Essential oil: Essential oils are the main products used in aromatherapy. It is derived from the natural sources like flowers, trees, fruits, vegetables and seeds. There are many essential oils available in the market. Lavender, rosemary, thyme, orange, Eucalyptus, Peppermint, Tea Tree are the common essential oils used for aromatherapy.



Carrier Oils: Carrier oils are used to dilute essential oil before application on the skin. Essential are very strong to use in neat and undiluted form. Commonly used carrier oils are sweet almond oil, grape seed oil, jojoba oil, olive oil and apricot kernel oil.



Candles: Special candles with fragrance are burned to create a soothing and relaxing environment inside the room. They come in various shapes and fragrance.



Diffusers: Diffusers are similarly used as candles to live up the atmosphere to carry out aromatherapy. Many types of diffusers are available in the market.



Fragrances: Different types of fragrances are sprayed during aromatherapy to create soothing environment.



Soaps: Instead of regular soaps, aromatic soaps are used for aromatherapy. These soaps are gentle on skin and soothing on nerves.



Moisturizers: Moisturizers in the form of cream, lotion, butters are used after each treatment to moisturize the skin.



Exercise

A. Assignment

a) Fill in the blanks:

1. Hands and feet pressure points are generally used for _____ treatment.
2. _____ deciphers the ancient principle that all organs and glands in the body are connected to the reflex points on foot.
3. Aromatherapy is a form alternative medicine that utilizes the healing power of _____ to enhance psychological and physical well-being.
4. _____ is the base and most important product used in aromatherapy.
5. Lavender, rosemary, thyme, orange, Eucalyptus, Peppermint, Tea Tree are the common _____ used for aromatherapy.

b) Identify the products given below that are used in aromatherapy.



Assessment

A. Answer the following:

1. What is aromatherapy?
2. List the products used in aromatherapy.
3. What are essential oils?
4. What is reflexology?

B. Match the following:

Column A	Column B
1) Hands and feet pressure points	a) Form of cream, lotion, butters is used after each treatment to moisturize the skin
2) Moisturizers	b) Used as candles to live up the atmosphere to carry out aromatherapy
3) Essential oils	c) Used for reflexology treatment
4) Diffusers	d) Derived from the natural sources like flowers, trees, fruits, vegetables and seeds

C. Draw a well labelled diagram for:

1. The reflex points of vital organs on human palm.
2. The reflex points of vital organs on human feet.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- a) Drawn the diagram of:
 - (i) Reflex points in palm.
 - (ii) Reflex points in feet.

PART B

Discussed the following:

- a) Reflexology and its applications.
- b) Reflex points in palm and feet.
- c) Various reflexology techniques.

d) Aromatherapy and products used in aromatherapy.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Enlist five reflex areas of hand		
2. Enlist five reflex areas of foot		
3. Demonstrate hand and foot reflexology techniques		

Session-3 Nutrition & Types of Diet

Relevant Knowledge

Balanced diet

A balanced diet is one that provides the body with all the essential nutrients, vitamins and minerals required to maintain cells, tissues and organs as well as to function correctly. A diet that is lacking in nutrients can lead to many different health problems ranging from tiredness and lack of energy to serious problems with the function of vital organs and lack of growth and development.

A balanced diet needs to contain foods from all the main food groups in the correct proportions to provide the body with optimum nutrition. The main food groups are fruits & vegetables, Protein, Dairy, Carbohydrates and fatty & sugary food. Every person is different and hence the correct diet for health may vary from person to person, however by following a diet that is varied, covers all foods groups and is low in undesirable nutrients such as sodium, saturated fats and sugar, you are well on your way to a healthy body.



Guideline Daily Amounts (GDAs)

Nutritional needs vary depending on sex, size, age and activity levels. So use this chart as a general guide only. The chart shows the daily amounts recommended for a healthy, balanced diet for maintaining rather than losing or gaining weight. Typically women need fewer nutrients than men with the exception of salt and fibre.

Guideline daily amounts

	Men	Women
Energy (kcal)	2500	2000
Protein (g)	55	45
Carbohydrates (g)	300	230

Sugar (g)	120	90
Fat (g)	95	70
Saturates (g)	30	20
Fibre (g)	24	24
Salt (g)	6	6

Main food group for balanced diet

All foods we eat fit into one of these five groups. These five groups, which we'll go into more detail about, are:

- Fruit & Vegetables
- Protein
- Dairy
- Carbohydrates
- Fatty & Sugary foods

Fruit and vegetables:

Why it's important: Fruits and vegetables provide your body with lots of vitamins and minerals which are hard to come by in other areas of your diet. They also have a high water and low fat content so are a good choice for snacks.

How much fruits and vegetables you need: As you probably know, the general guideline is to eat **at least five portions** per day. These portions must be of five **different** fruits and vegetables to make sure that you get a variety of vitamins and minerals.

How to bring it into your diet: The easiest way to raise the amount of fruit and veg that you eat is to snack on them rather than chocolate and crisps. But as well as that, here are some simple ways to include fruits and vegetables in your diet;

- Glass of fresh fruit juice with your breakfast.
- Berries or other fruit sprinkled over your breakfast cereal.
- Portion of dried fruit as a mid-morning snack.
- A salad with lunch.
- A portion of steamed vegetables with your evening meal.
- Sweet fruit such as strawberries as a desert.
- Vegetable soups.



Protein

Why it's important: Protein's main function is for growth and repair, so it's required for hair and nail growth, repair of nerve cells, muscle growth and repair, and healing injuries.

How much do you need: The recommended daily amount of protein for an adult woman is 45g, and the recommended daily amount for an adult man is about 55.5g per day. If you regularly exercise or are trying to build more muscle, then more protein will be required in your diet. To make it easier to decide whether or not you are consuming enough protein, it's suggested that you eat 2-3 portions a day. Some examples of what is considered as a portion are: 100g meat, poultry or fish, 2 eggs, 3tbsp nuts, seeds or beans.

How to bring it into your diet: Here are some ways of increasing your protein intake;

- Spread peanut or almond butter over your toast at breakfast.
- Try sprinkling seeds or nuts over a salad for lunch handful of peanuts/chana/almonds/walnuts/khakhra.
- Have a tuna sandwich with seeded bread at lunch.
- Try soy-based yogurts in place of what you usually buy.
- Always include a portion of meat/poultry/fish in your main meal.

Dairy

Why it's important: Dairy is a very good source of calcium. Calcium is important as it helps to promote strong bones and teeth. As well as this, it also regulates muscle contraction, which includes the heartbeat, so it's very important.

How much do you need: It's recommended for adults to aim for three portions of dairy per day. If you are worried about your fat-intake then opt for low-fat versions. Here are some ideas of what counts as a portion; 200ml milk, 250ml soya-milk with calcium, 30g cheese, 1 pot of yoghurt. Children and teenagers also need plenty of dairy in their diet since their bones are still developing.

How to bring it into your diet: If you want to increase the amount of calcium that you consume, then here are some ways of adding it to your diet;

- Obvious, but pouring milk over your cereal or oatmeal
- Some dried fruit contains small amounts of calcium so try sprinkling some over your cereal or eat a handful as a snack.



- Eat a spinach-based salad with toasted almonds or sesame seeds sprinkled over it.
- Have a cheese sandwich for a lunch on the go.
- Have a mug of warm milk, or hot chocolate made with milk before bed.

Carbohydrates

Why it's important: Most carbohydrates provide a long lasting, slow release of energy which prevents an energy crash throughout the day. They are generally low in fat yet are still filling, which means you are less likely to snack on less healthy things in between meals. The best type of carbohydrates is whole-grain products. Whole grain is widely available in many types of carbohydrates, and their importance is becoming more widely known. Whole grain provides many useful nutrients which are stripped away in refined grains. They contain fibre which promotes a healthy digestive system, protein (which you already know the importance of), vitamins and minerals, and carbohydrate (mainly in the form of starch). They are also rich in anti-oxidants which prevent cancer, heart disease and diabetes.



How much do you need: It's recommended that about a third of each meal you eat should be carbohydrates. You should also be aware of which carbs you are choosing in order to get the most out of your portions. Eating too much will lead to weight gain, but gram for gram carbohydrates contains fewer calories than fat and protein.

How to bring it into your diet: Each meal should be based on a complex carbohydrate, along with vegetables and protein. Here are some ideas on how to bring whole-grain into your daily diet;

- Look for whole-grain cereals such as porridge oats, or wholegrain bread to toast for your breakfast.
- At lunch opt for more protein than carbs as a large carbohydrate meal can leave you feeling sleepy.
- There are many ways of cooking potatoes to go with your evening meal, such as making wedges, mashing potato, boiling, roasting and even shallow frying.
- Switch from what you normally buy to whole grain pasta and rice instead of white.

Fatty and sugary foods

While many people assume that fat and sugar should be cut out if you want to be healthy, this is wrong. It's important to include a little bit in your diet, it's just all about finding the correct balance. Besides, if you never treat yourself then one day you're going to binge on lots of unhealthy food, and that's really not good for you.



Why it's important: Fat is good for you in small amounts as it transports fat-soluble vitamins (A,D,E & K) around the body, and it also supplies essential fatty acids. These essential fatty acids have to be supplied through diet, and research suggests that they improve your immune system as well as heart health. Fat is stored under the skin as a fuel reserve, so it's good to have a bit there, especially as it also cushions your organs. You do need to be aware though, that too much fat will cause obesity- related diseases, so just consume it in moderation.

How much do you need: 1g of fat contains 9 calories, this means that it's really easy to over eat and gain weight when eating fatty foods, so you really should keep record of it. General guidelines suggest that fats should make up, at the most, 35% of the energy in your diet, and that saturated fats should cover less than 11% of your total energy intake, (this works out at 70-95g of fat per day at most). As for sugar, sugary food should only be eaten at mealtimes to prevent tooth decay, and other than naturally occurring sugars, you should attempt to reduce your intake as much as possible. Over-eating of sugary foods can lead to diabetes and obesity.



How to bring it into your diet: rather than listing ways to get a fatty diet, which we all know too well, we will discuss about the ways of reducing your fat/sugar intake, and ways of replacing your bad fats/sugars with better versions.

- Cook food with vegetable oil instead of butter or lard.
- Warm olive oil can be used on bread as a replacement for butter or margarine.
- Make a salad dressing out of virgin olive oil rather than using salad cream or mayonnaise.
- Find alternatives for your unhealthy snacks, you could snack on seeds, nuts, raw vegetables or fruit rather than chocolate or crisps.
- Grill meat and fish rather than frying it to reduce the fat content. When grilling meat you should make sure that there is drainage for the fat so that it doesn't stay in the meat.
- Look for lean meat in the supermarket and always cut off fatty excess on meat before cooking. Choose reduced-fat dairy produce.

Sample diet: Normal human being diet plan

Meals	Time	What to have
Before breakfast	7 a.m. - 8 a.m.	<ul style="list-style-type: none"> • (Within half hour of waking up) - Any mid-size fruit. (mango, apple, banana, bowl of papaya, muskmelon, watermelon, orange,)
Breakfast	8 a.m. - 9 a.m.	<ul style="list-style-type: none"> • Serving of carbs with lean protein (museli/oat, poha, upma, sandwich, idli-sambhar, dosa, pancakes, sprouts salad) + milk products (Milk, cheese, curds)

After breakfast	10 a.m. - 11 a.m.	<ul style="list-style-type: none"> Handful of peanuts / chana / almonds / walnuts / khakhra etc.
Lunch	12:30 p.m. - 1:30 p.m.	<ul style="list-style-type: none"> 4 chapati/1 tbsp rice + 1 bowl dal/pulses + 1 bowl vegetable (leafy one is preferred) + few pieces of raw veggies (salad) 1 bowl curd/1 cup milk/1 cheese slice.
Afternoon snack	5:30 p.m. - 6:30 p.m.	<ul style="list-style-type: none"> Brown bread sandwich/ khakhra with cheese spread/ dhokla/idli/plain dosa any fruit/milk/butter milk
Dinner	8:30 p.m. - 9:30 p.m.	<ul style="list-style-type: none"> 1-2 chapati/1 tbsp long grain rice + dal + salad + 1 bowl vegetable
Before bed	10:30 p.m. - 11 p.m.	<ul style="list-style-type: none"> 1 glass plain milk.

Nutrition value based on previous table:

Energy	2200 calories
Calcium	1.1 gram
Iron	43 milligram
Retinol (vitamin A)	800 microgram
Thiamin (vitamin B1)	1.9 milligram
Riboflavin (vitamin B2)	1.4 milligram

Different types of diet

A diet is not necessarily food which will help you lose weight. It merely means food which someone eats or need to eat to maintain the body mass as per their weight, age and height.

Alteration in diet plans is required to meet the daily requirement to maintain weight i.e. for weight gain or weight loss, to build muscles by a body builder and athlete, to gain more energy to keep up with sports activities by athletes

We will now discuss a few guidelines that one should follow for:

- i. Weight gain
- ii. Weight loss
- iii. Sports or athletes diet
- iv. Body building



Weight gain diet

A healthy diet is required if you are underweight. You would need to add more protein and carbohydrate in your diet to gain appropriate weight.

While there are numerous supplements in the market that might help increase daily caloric intake, they have no real benefits when compared to smart food and lifestyle choices, which are a healthier option in the long run.

1. **Choose dairy products, eggs, fish and meat over bread and vegetables.** Eat foods with high protein content such as beans, pulses and peas, and foods with high starch content such as potatoes, rice and tapioca.
 2. **Eat snack more often.** Consume a lot of high-calorie snacks (not junk food) such as cheese sticks, milk shakes, muffins, dried fruits, yoghurt and breakfast bars. Also, eat larger portions and eat at least five meals a day.
 3. **Drink a lot of fluids** that supply nutrients and calories like milk, fresh fruit juices and energy drinks.
 4. **You need to exercise** really hard and intensely to gain muscle mass. Focus on free weight exercises (which do not require machinery) that target your large muscle groups. For example, you need dumbbells, not fancy gym machines. If you have a high metabolic rate - which means you expend a lot of energy even at rest - you need short intense workouts instead of long periods of low-stress activity.
 5. **Be consistent.** It might take a long time, usually a few months, for the weight to actually show. Some people get frustrated and quit when they fail to see drastic results. But no weight gain program will work for you if you are not regular!
- **Remember:** Heredity does play a major role in determining your weight. Effective weight training and a smart diet can help you exceed your genetically predetermined weight, but only to a certain extent.

Here we present you with a diet chart that you may follow to put on extra weight:

Sample Plan: Nutrition Chart to Gain Weight

Meals	Time	What to have
Before breakfast	7 a.m. - 8 a.m.	<ul style="list-style-type: none"> • A cup of tea or cappuccino with full fat milk and sugar.
Breakfast	8 a.m. - 9 a.m.	<ul style="list-style-type: none"> • Two multigrain breads with low fat butter and egg omelet. • A bowl of corn flakes, oats, or porridge. • Poha, upma or some daliya khichdi with lots of veggies. • Two chapattis with a bowl of veggies or two stuffed paranthas. • Fruits with a glass of fruit juice. • A glass of full fat milk with some health drink.

After breakfast	10 a.m. - 11 a.m.	<ul style="list-style-type: none"> • A small bowl of rice with two chapattis.
Lunch	12:30 p.m. - 1:30 p.m.	<ul style="list-style-type: none"> • A bowl of pulses (Masoor, moong, chana) A bowl of wet veg curry. • Two chicken pieces, fish, eggs or paneer. • Green salad comprising of cucumber, cabbage, radish, carrot and tomatoes. • A small bowl of sweet curd. Vegetable or chicken soup with some butter. • Veg sandwich with cheese or mayo. • Similar diet as lunch, avoid rice and go for dry veg curry. A glass of milk
Afternoon snack	5:30 p.m. - 6:30 p.m.	<ul style="list-style-type: none"> • Vegetable or chicken soup with some butter. Vegetable sandwich with cheese or mayo
Dinner	8:30 p.m. - 9:30 p.m.	<ul style="list-style-type: none"> • Similar diet as lunch avoid rice and cook for dry. Vegetable curry
Before bed	10:30 p.m. - 11 p.m.	<ul style="list-style-type: none"> • A glass of milk

Weight loss diet

For weight loss, one should be eating a diet that minimizes starches, added sugars, and animal fat from meat and dairy foods. For rapid weight loss, focus on fruits, veggies, egg whites, soy products, skinless poultry breasts, fish, shellfish, nonfat dairy foods, and 95% lean meat.

1. **Avoid junk food:** Junk food from cookies to burger should be avoided. They have lot of calories. **Eat lot of vegetables, fresh fruits,** soups, sprouts, mixed salad greens with assorted raw vegetables (carrots, red cabbage, celery, broccoli, onion, etc.)
2. **Exercise every day.** 30 mins of brisk walk, jogging, dancing, cycling or aerobics.
3. **Include foods which burn fat for you.** There are many foods out there that are proven to help you to lose weight, foods such as chilli, green tea, berries and whole grain can help you by keeping your metabolic rate balanced.
4. **Drink more water.** But avoid taking water along with the meal.
5. **Don't skip meals.**



Sample Plan: Nutrition Chart to lose Weight

Meals	Time	What to have
Before breakfast	7 a.m. - 8 a.m.	<ul style="list-style-type: none"> Lemon juice and honey in lukewarm water; this helps your body to get rid of harmful acids produced by the body. Choose any one or two from the following options
Breakfast	8 a.m. - 9 a.m.	<ul style="list-style-type: none"> Egg white omelet (2) + 2 slices of brown bread, Milk (Skimmed Milk) + Cornflakes/ Oats/Wheat bran Fruit salad / Sprouts. Vegetable Poha / Upma Skimmed milk cottage cheese + Brown Bread
After breakfast	10 a.m. - 11 a.m.	<ul style="list-style-type: none"> Take black coffee before the afternoon meal this helps in boosting metabolism.
Lunch	12:30 p.m. - 1:30 p.m.	<ul style="list-style-type: none"> Boiled/Roasted Chicken/Soyabean (200 grams) + Brown Rice (1/2 plate) /Chapatti (1) OR Boiled Dal +salad + Brown Rice (1/2 plate) / Chapatti (1-2) AND Take Probiotic curd (100grams) as it helps in digestion. Vegetable Daliya. Take some citrus fruits to satisfy the hunger pangs in the evening.
Afternoon snack	5:30 p.m. - 6:30 p.m.	<ul style="list-style-type: none"> Green tea with two Marie Lite biscuit Boiled Channa Choose any one or two from the following options
Dinner	8:30 p.m. - 9:30 p.m.	<ul style="list-style-type: none"> Boiled Soybean Nutrela/soup + salad, Boiled Egg White (3) + Vegetable clear soup Chicken, vegetable or Tuna salad. Boiled Dal Vegetable Daliya
Before bed	10:30 p.m. - 11 p.m.	<ul style="list-style-type: none"> 150 -200 ml of skimmed milk.

Diets for Athletes

Athletes' diets are typically different than the diets of people who are trying to maintain or lose weight. Athletes need proper nutrition to fuel their bodies, as well as the proper amount of calories necessary to provide energy for their heightened activity level. Different types of athletes may have different diet plans, but all need to follow basic nutrition fundamentals.

- Carbohydrates:** Carbohydrates give your body the energy it needs to be active. When you don't eat enough carbohydrates, your body can become exhausted during



exercise.55 and 60 percent of an athlete's diet should be made up of carbs. Avoid carbs that are high in sugar or made with refined flours. Avoid cakes and pastry.

2. **Protein:** Not required to follow a diet which is extremely high in protein. Just eat two or three servings of lean protein each day. Good choices include eggs, low-fat dairy products and lean meats, such as poultry or fish.
3. **Fat:** An athlete needs to consume an adequate amount of fat to prevent losing too much weight like unsaturated fats, such as those found in olive oil and avocados. Do not eat fatty foods right before practice or a game, because doing so may make you feel sick and tired.
4. **Water:** Water is an important nutrient for the athlete. Athletes should start any event hydrated and replace as much lost fluid as possible by drinking chilled liquids at frequent intervals during the event, exercise and practice.



Body building diet

Mostly it comprise of extremely high protein diet. Certain supplementary proteins are also taken to build muscles. But it can be dangerous. Such diets should be discussed and decided by gym trainer/dietician. Carbohydrates are also required as lot of energy is utilized while weight lifting and stretching exercises. However, more proteins diet is taken as it is required to gain body mass.

Exercise

Sample Plan: Nutrition Chart to lose Weight

Meals	Time	What to have
Before breakfast	7 a.m. - 8 a.m.	
Breakfast	8 a.m. - 9 a.m.	
After breakfast	10 a.m. - 11 a.m.	
Lunch	12:30 p.m. - 1:30 p.m.	
Afternoon snack	5:30 p.m. - 6:30 p.m.	
Dinner	8:30 p.m. - 9:30 p.m.	
Before bed	10:30 p.m. - 11 p.m.	

Based on the information you filled on the table, answer the given questions:

1. Divide the list of foods into four main food groups
 - a. Fruit & Vegetables
 - b. Protein
 - c. Dairy

Assessment

A. Answer the following questions:

1. What is balanced diet?
2. List the five main food groups of balanced diet. Describe in brief the importance of each food groups.
3. List at least 6 foods to eat for weight gain.
4. List at least 7 foods to eat for weight loss.

B. Fill in the blanks:

1. _____ is good for you in small amounts as it transports _____ around the body, and it also supplies essential fatty acids.
2. The best type of carbohydrates is _____.
3. _____ does play a major role in determining your weight.
4. _____ are typically different than the diets of people who are trying to maintain or lose weight.
5. _____ is an important nutrient for the athlete.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Described the following:

- a) Balance diet.
- b) Main food group for balanced diet.

Part B

Discussed the following:

- a) Importance of carbohydrate, dairy, protein, fruits and vegetables, fatty and sugary foods in diet.
- b) Diet for weight gain and weight loss.
- c) Athlete's diet and body building diet.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
List 5 foods rich in protein contents		
List 5 foods to eat for loss weight		
Prepare a diet plan		

Suggested Reading

- www.wikipedia.org
- <http://www.sportsinjuryclinic.net/anatomy/human-muscles>
- <http://www.healthline.com/health/balanced-diet#Overview1>
- Book: The Magic of Massage by Tanushree Poddar
- Book: The Massage Connection: Anatomy and Physiology (LWW Massage Therapy and Bodywork Educational Series) (English) 2nd Revised edition by Premkumar

Glossary

Abductors	Muscles that separate the fingers.
Spasm	Sudden, involuntary contraction of a muscle, a group of muscles.
Biceps	Muscle producing the contour of the front and inner side of the upper arm.
Extensors	Muscles that straighten the wrist, hand, and fingers to form a straight line.
Flexors	Extensor muscles of the wrist, involved in flexing the wrist.
Reflexology	Reflexology is the alternative treatment that involves application of pressure to specific points and areas of hands and feet with specific thumb, finger, and hand techniques without the use of oil, lotion or cream.
Essential Oils	Essential oils are aromatic oils derived from natural sources, usually plants.
Aromatherapy	Aromatherapy is a form alternative medicine that utilizes the healing power of fragrance to enhance psychological and physical well-being.
Carrier Oils	Carrier oils refer to base oils that are used to dilute essential oils before applying.

Unit-3

Hand Care II

Introduction

In today's diverse workplace, people face a lot of challenges in creating a positive professional image. Professional image reflects your attitude, personal appearance, and ability. It also signifies perceptions of your competence and character. Analyse your character traits and core competencies of the people that you want to connect with as there is always some gap between your desired professional image and perceived professional image. Hence, it is important to take pro-active approach to groom and manage your image.

Personal appearance is an often disregarded part of communication and presentation skills.

Good personal grooming can make a person look polished and well put together. Looking good usually improves a person's self-esteem and confidence. A person that is well-groomed is often better perceived by others than a person that does not take as much care with his or her appearance.

First impressions are very important - they can be about your attitude as well as dress.

Visual impact is at least as important as verbal impact, people will very quickly make assumptions based on your facial expressions, the clothes you wear, how well groomed you are and your body language.

Also, one should dress according to their shape to maintain good personal appearance. Therefore, it is important to learn about various body shapes.

Body language and the way one present themselves plays an important role in the development of one's professional image. Confident, clear, impressive, and comfortable body image imparts positive impression. It is very significant to exhibit positive body language and give an active and confident impression of ourselves when interacting to others.

This unit focuses on the ways to exhibit positive professional image at workplace, various body shapes to help you choose the right attire, how to manage stress and time to meet the requirements and how to behave in a professionally ethical manner at workplace. Further, this unit provides knowledge on how to maintain good relationship with clients.

Unit Objective

After completing this unit, the student will be able to:

- Collect right information from the clients before commencing the treatments.
- List a few nail diseases and disorders.
- Prepare client record card for a manicure treatment. Perform nail cutting and shaping without cuts to skin.
- Apply the base coat and nail polish.
- Demonstrate the steps of advanced manicure treatments using hot oil and paraffin wax manicure.



Session-1

Client Interaction & Consultation on Hand Care and Manicure

Relevant Knowledge

Client Consultation

It is recommended to take some time to talk with the client and complete a client health record and a service and product record before performing a service. During consultation, you should discuss the client's general health, the health of nails and skin, the client's lifestyle and needs, and the nail services you can offer. Use your knowledge of skin, nails, and nail services to help your client select the most appropriate service.

Consultation has two parts: the analysis and the recommendations. For best results, you should perform them separately and distinctly.

1. **Analysis:** This is the information gathering part of the consultation. Ask questions, looking closely at the client's skin and nails. Touch the skin and nails, pointing out their texture, moisture content, coloration, and condition to the client. Ask relevancy questions concerning the client's lifestyle and at-home care. Ask what goals the client has in mind for the nail service.
2. **Recommendations:** Recommendation is provided only after the above information has been gathered. Once you are aware of the client's expectation and goal, you can recommend appropriate service.

Explain the benefits and results of the service and recommend home-care products with instructions on how and when they are to be used. Consultation is the first opportunity to portray yourself as a professional to your client. It should be performed in a straight forward and confident manner.

You need to:

- Focus on the client
- Look at the client directly while speaking in a tone that demonstrates integrity and confidence.
- Support your recommendations with facts and information.
- Be friendly and helpful.
- A well-handled consultation will help establish you in the eyes of a client. It demonstrates the difference between being a professional and "just performing a service."

Discussing the Client's General Health

To know about client's health, ask relevant questions concerning his/her general health. Always read the completed health record so that you will be alert to precautions you must take during services.



For example, be particularly careful while filing the nails or pushing back the pterygium (forward growth of the cuticle) of diabetic client, and never nip the cuticles. Diabetics heal slowly and easily get infections that will not heal quickly, sometimes not at all.

Clients with arthritis should have their hands held gently during the service, while clients who have circulatory disease, such as varicose veins, should be massaged very carefully. It is the responsibility of the technician to seek out information that will ensure the health of all clients.

Following are some of the examples of client consultation questions:

1. Do you currently or previously suffered from health conditions such as allergies, skin condition like psoriasis or bruise easily?
2. Are you a diabetic patient?
3. Are you or do you suspect that you are pregnant?
4. Have you preciously had manicure or artificial nail treatment?
5. Do you suffer from any adverse reaction?

Medication related queries:

1. Are you currently taking any blood thinning medication?
2. Are you currently taking steroids?
3. Are you currently taking any antihistamines?

During consultation, it is also important to discuss on client's health of her nails and skin, nail related disorders and diseases as well as contraindications of manicure.

A beauty consultant should be well aware of the nail disorders and diseases. She should be able to easily identify nail disorders and diseases.

If the client has a nail or skin disorder/diseases that prevents you from performing a service, you should refer the client to her physician and offer to perform a service as soon as the disorder has been treated.

There are various kinds of nail disorders. Some of the nails disorders are given below:

1. **Blue nails** - Also known as discoloured nails, this condition is caused by poor blood circulation, a heart disorder, or tropical and oral medications.
2. **Bruised nails** - A condition in which a blood clot forms under the nail plate, forming a dark purplish spot, usually due to injury.



Blue nail



Bruised nail

3. **Corrugations** - This disorder is caused by uneven growth of the nails, usually the result of sickness or injury.



Corrugations

4. **Eggshell nails** - Noticeably thin, white and nail plate usually caused by improper diet, internal disease, medication or nervous disorders.



Eggshell nails

5. **Furrows** - Furrows in nails can run either lengthwise or across the nail, usually caused as a result of illness or from injury to the nail cells or near the matrix.



Furrows

6. **Hangnail** - A condition in which the cuticle splits around the nail.



Hangnail

Some of the nail diseases are:

1. **Onychosis** - It is the technical term used to any nail deformity or diseases of the nails.
2. **Onychia** - It is the inflammation of the matrix with formation of pus and shedding or the nail. Any opening of the skin allows the entry of bacteria, fungi or foreign materials, which may lead or cause onychia.



Onychia

3. **Onychocryptosis** - Onychocryptosis or ingrown nails can affect the fingers or toes. In this condition, the nail grows into the sides of the tissue around the nail.



Onychocryptosis

4. **Onychogryposis** - Also called as onychogryphosis, this nail disease is the thickening and increased curvature of the nail.

Contraindications of Manicure:

1. Any skin disease and disorder
2. Pregnancy
3. Diabetic
4. Any recent operation/fractures
5. Abrasions, cuts, burns



Onychogryphosis

CLIENT HEALTH/RECORD FORM

Name: Birthday:

Home address Work address:

.....

.....

Home telephone: Work telephone:

Best hours for appointment are:

CLIENT PROFILE

- 1. What type of work you do?
- 2. Do you have any hobbies that require you to work with your hands? If so, what are they?
-
- 3. Do you participate in sports activities? If so what type?
- 4. Do you wear rubber gloves when doing house work?
- 5. How much time do you spend each week caring for your own nails?
- 6. How frequently do you have professional nail services?

MEDICAL RECORD: Your health can be important to our professional care of hands and feet. Please circle any of the following that are relevant to your health, and fill in the name where necessary.

- | | | |
|----------------------------------|--|-----------------|
| Circulatory disease | Diabetes | Thyroid disease |
| Skin disease | Pregnancy | Acute Arthritis |
| Fungal infection (hands or feet) | | |
| Heart disease | Retinoid therapy | |
| Reynaud’s disease | Presently taking Chemo/Radiation | Stroke |
| Prominent varicose veins | Alpha Hydroxy Acid treatments/products | |
| Lupus | Photosensitive medications | |

Are you currently on any medication on a regular basis? If so, what

For an acrylic/gel/wrap service, please fill out the following also. Have you worn nail enhancements prior to this time? If so, what kind? Are you allergic to any kind of enhancement? If so, what kind?

Is your skin oily or dry?

Comments:

Choosing a Nail Shape

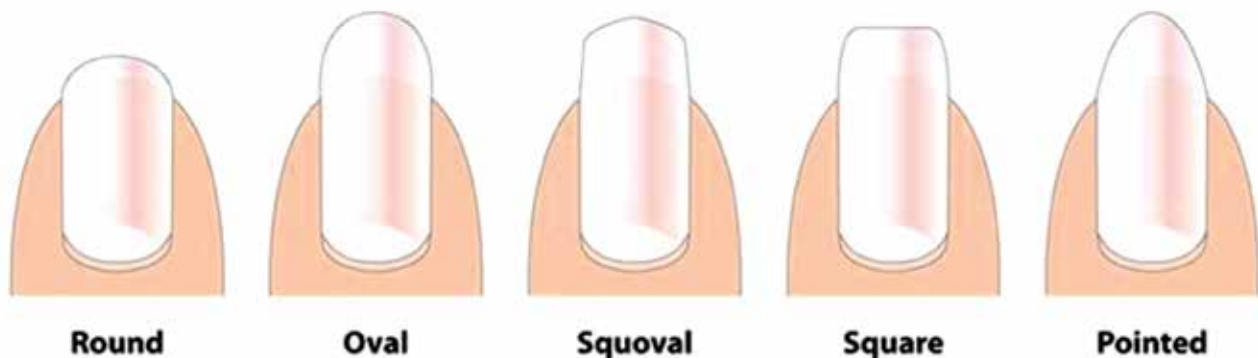
Before working on a client's nails, both you and the client should agree on which nail shape is desired. Nails naturally vary greatly in shape, but usually classified into five general shapes: square, squoval (square with rounded edges), round, oval, and pointed. Keep in mind the following considerations when deciding which shape to go with:

- The shape of client's hands
- The length of the fingers
- The shape of the cuticles
- The type of work the client does

It is generally found that the nails should be shaped to mirror the shape of the cuticles. Only an attractive hand can afford to direct attention to itself by exaggerated shape and colour. People who perform work with their hands usually require shorter nails in order to avoid nail breakage and injury.

The square nail is completely straight across the free edge with no rounding at the edge. The length depends on the client's preference.

Nail Shaping Options



Exercise

A. Assignment

1. Fill in the blanks

- Use your knowledge of _____, _____, and _____ services to help your client select the most appropriate service.
- During consultation, you should discuss the client's _____, the health of _____ and _____.
- Consultation has two parts: the _____ and the _____.
- _____ is the first opportunity to portray yourself as a professional to your client.

e) Nails naturally vary greatly in shape, but usually classified into _____ general shapes.

2. Prepare a client health record form.

3. Identify the following nail shapes:



a)



b)



c)



d)

Assessment

A. Answer the following questions:

1. Define client consultation.
2. What are the points that need to be considered before deciding a nail shape?
3. Write three medical conditions to be included in a client record card.

B. Match the following:

Column A	Column B
1) Analysis	a) Provided once information is gathered
2) Recommendation	b) Shaped to mirror the shape of the cuticles
3) Consultation	c) Information-gathering part of the consultation
4) Nails	d) Discussion on client's general health, the health of nails and skin, the client's lifestyle and needs, and the nail services you can offer.

C. Differentiate between:

1. Corrugations and Eggshell nails.
2. Furrows and Bruised nail.
3. Onychia and Onychocryptosis.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between:

- Corrugations and eggshell nails.
- Furrows and bruised nail.
- Blue nails and bruised nails.
- Onychia and onychocryptosis.

PART B

Discussed the following:

- Client consulting for manicure.
- Points to be considered while preparing a record card.
- Various aspects of client consultation like: Analysis, Recommendations, Discussing the client's general health and record card.
- Different types of nail disorders and diseases.
- Preparing client record card for first treatment and updating it.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Prepare a client record card for manicure treatment		
2. List two types of nail disorders and diseases		

Session-2 Types of Manicure

Relevant Knowledge

Manicure Treatment

Manicure is a specialize treatment for hands and fingernails that includes functions, like: shaping, removing the cuticles and nail polishing. Manicure trims your nail and gives a well groomed appearance to your hands, makes your hands feel soft to touch and also soothes or relaxes the muscles of your hand.

The process of manicuring has a long history running from more than five thousand years of human existence. Since ages, men and women both have



been traced to enjoy a pampered and relaxing manicure service.

Tools and equipment used in manicure:

Different tools and equipment are used during manicure treatment:

- Manicure table
- Manicurist’s stool
- Finger bowl
- Container for cotton balls Container for cotton swabs
- Polish remover pump container Container for disinfectant
- Diffuser
- Garbage container, High-grade disinfectant, Cotton balls and one medium hot towel, one large towel and one hand towel



Manicure Table

Manicure Table: It is used almost in all salons to provide manicure treatment

Manicurist’s Table: This table is used by the manicurist to sit and do manicure for the client seated on the manicure table.



Bowl

Bowl: While conducting the manicure, bowl containing hot water usually filled with lemon or flower to soak client’s fingers in it.



Tools used in manicure are as follows:

1. Nail cutter: A nail clipper (also called a nail trimmer or nail cutter) is a hand tool used to trim fingernails, toenails and hangnails.



Nail Cutter

2. Nail filer: A nail filer is a tool mainly used for shaping the edges of the nails. It may either be of emery boards, ceramic, glass, crystal, plain metal files or metal file coated with corundum (sapphire). Emery boards are used extensively than any other filer.



Nail Filer

3. Cuticle softener: A cuticle is the skin covering at the exposed part of human body that eventually provides protection to the underlying skin. A cuticle softener softens and beautifies the cuticles. This cream will maintain the soft cuticles and pliable and prevent them from cracking or sticking to the nail.



Cuticle Softener

4. Cuticle cutter: Nail technicians use cuticle cutters/ nippers to 'roll back' the cuticle. It is the stage where one can remove the excess cuticle by cutting or separating it from the base skin using the nippers.



Cuticle Cutter

5. Hand cream/lotion- Hand creams are basically the hand moisturizer and lotions that can be applied on the hand with the neat cloths, cotton or bare hands. These cream/lotions have to be applied to provide smooth, re- hydrated, and soft skin.



Hand Lotion

6. Nail buffer- It is used for polishing the nail in order to look shiny and more reliable.



Nail Buffer

7. Polish remover- Nail polish remover is constantly used for removing of the nail polish, it is an organic solvent, but may also include oils, scents and colouring.



Nail Polish Remover

8. Nail polish- Nail polish is applied to human hand or toe nails mainly to decorate and protect the nail plate.



Nail Polish

9. Scrubber- Scrubs are used for exfoliation. People who are having the dry skin should avoid this exfoliates.



Scrubber

Steps of basic manicure process:

Step 1: Gather the essentials/tools.

- Abrasive nail files and buffers base coat
- Client's arm cushion
- Nail polish
- Cuticle removers
- Disposable or terry cloth towels finger bowl
- Gauze and cotton wipe container hand creams and lotions
- Nail bleach
- Nail creams, lotions, and penetrating nail oils nail hardener
- Nail polish dryers polish remover
- Service cushion
- Supply tray (optional)
- Terry cloth mitts (optional) Top coat
- Trash containers
- Ultraviolet or electric nail polish dryer (optional) Wooden pusher

Step 2: Remove any previously applied nail polish. An acetone-based nail-polish remover is a bit harsh than non-acetone removers.



Step 3: Shape nails. Clip the nails, if necessary, after soaking for just a few seconds to prevent the nail from splintering when it is dry, and then gently file them into shape. A slightly rounded nail shape or square-rounded edge is generally the best way to go.

Avoid metal or extremely coarse nail files to prevent splintering—opt for a gently abrasive emery board or crystal nail file instead.



Step 4: Soak away. Place hands in a bowl of warm (not too hot) water and add a bit of your gentle face cleanser to the water. Avoid putting detergent or soapy cleansers in the water because they can be drying and make cuticles look worse. Soaking the cuticle before trimming is crucial, but over-soaking actually damages skin and nails, so keep it to three minutes or less.



Step 5: Apply cuticle remover. When cutting away the thickened skin around the nail, apply a bit of cuticle remover cream.

Step 6: Remove excess cuticle around the nail. Very gently push the cuticle back away from the nail with a cuticle pushing tool, but don't push it too far because it can damage nail growth or fray the cuticles. Be careful NOT to pull, lift, tear, rip, force, or cut into the cuticle in any way.



Step 7: Use Exfoliant. Take a small quantity of exfoliant. Gently do circular massage with exfoliant and rinse off. It removes dead skin.

Step 8: Moisturize. Massage a rich cream or silky oil into the cuticles and all over the hands to hydrate and replenish skin.



Step 9: Prepare for polish. Moisturizing ingredients of any kind left on the nail will prevent polish from adhering properly. Using a cotton swab or pad, apply nail-polish remover over the nail's surface to remove any residue. While it helps to avoid getting remover on the cuticle because you want to keep that area moisturized, don't worry if you do because you're going to apply moisturizer on your nails again once the polish is dry.

Step 10: Buffing. Buff the nails.

Step 11: Paint nails in layers. If you have weak or brittle nails, use a base coat of ridge-filling nail polish to shore up the nail. A base coat also protects nails from staining and prevents chipping. Next, apply your colour polish in layers, allowing each layer to dry between coats.



Step 12: Reapply moisturizer and during the day reapply sunscreen! Keeping your hands and the nail area healthy requires moisturizer and sunscreen. You can't have great nails and hands without these two essential items.



There various types of manicure services available that are suggested by beautician to the client depending upon requirements and nail condition. Some of them are discussed below:



Hot Oil Manicure

This treatment can be carried out after the cuticle work has been completed and before the hand and arm massage. The oil used should be heated to a comfortable temperature and the nails or the whole hands, depending upon the reason for the treatment, should be immersed in the warmed oil.



They should be left to soak for 10-15 minutes and then the oil on the hands may be used to perform the massage. This treatment may be performed as often as required. The client may also be advised to follow the same routine at home until the condition has improved.

Benefits of this treatment:

- Moisturizes dry cuticles
- Return lost moisture to flaking nails
- Soothe and moisturize a dry skin condition



French Manicure

The French manicure is an elegant and traditional manicure. The steps involved are same as the regular one, except that the nail technician polishes the nail with a clear white outline at the tip and then finishes by applying a layer of pale pink polish all over the nails.

Then the technician applies a white transparent polish to give a final touch. This procedure improves the appearance of the nails naturally.

Reverse French Manicure

The reverse French manicure is exactly the opposite of the French manicure where in the nail beds are painted white instead of the nail tips.

The body of the nails via the tips is then painted in a transparent colour probably a neutral shade. This procedure is quite popular in Europe.



Paraffin Wax Treatment

This manicure treatment is performed in usual manner and a rich nourishing cream applied after the cuticle work has been completed. The hand and arm should then be completely covered in the wax, heated to 48 degree, either by immersing it in the wax or by painting the wax directly on to the hand and arm building up layers until the coating is quite thick.

The whole area treated must then be wrapped in foil before being covered by towels. This maintains the heat for short period allowing the treatment to take effect. Encased in the warm paraffin wax the following actions occur:

- The circulation improves Skin temperature rises
- The pores open
- Sebaceous gland activity increases
- The activity of the sudoriferous glands also increases



Benefits of the treatment:

- An improvement in skin colour due to the increase in circulation.
- A softening of the skin texture from the application of the cream and paraffin wax and the increase in sebaceous gland activity.
- A soothing effect on the joints due to the increased warmth in the area.

**Salt Rub**

This treatment is carried out after cuticle work and before the hand massage. The salt should be moistened with a small amount of water, the massage cream to be used, or a moisturizing lotion and then rubbed well into the hands, until there is a noticeable improvement in skin colour. This improvement is due to the increase in circulation.

The salt must then be rinsed off and after the therapist's hands have been dried. More hand cream should be applied and massaged well.

Benefits of salt rub treatment:

- It helps to improve skin colour.
- Help to desquamate the dead skin cells Improves circulation.
- Even out a fading suntan.

Thermal Mitten Treatment

It is a special manicure treatment that combines the application of heat and moisturizer. The moisturizing products are applied generously to the hands and nails which are wrapped in clingfilm and placed in a pair of lined thermal mittens. The mittens are thermostatically controlled; therefore, the temperature may be adjusted to suit the client.

Benefits of the treatment:

- Nourishes and hydrate the skin. Improve skin texture and colour.
- Add moisture to the nail plate bending the layers. Increase the circulation bringing fresh nutrients. Increase lymph flow, removing waste products.
- Soothe aching joints and improve mobility.

**Manicure - After Care Advice to Clients**

Following are the routine to be maintained in the household to make sure the manicure treatment will remain longer and in good condition.

Do's

- To maintain the softness of the skin apply lotion after washing your hands.
- Rough edges or split nails can be filed using a nail filer.
- During winter skin tends to get very dry. So apply a strong moisture or cream to moisten the skin.
- Wear gloves when using chemicals or cutting the materials Scrub cuticle cream into the nails and cuticles at the free time to keep them soft, good conditioned & moisturized
- Always apply a base coat under nail polish to protect the nails and prevent them becoming damaged.
- Top coat nail polish can be used to avoid breaking of nails. Food habit also affects the nail quality. Drink lot of water and eat healthy food. Good supply of protein, iron, calcium, potassium, Vitamin B and iodine is needed. A well-balanced diet contains all the nutrients essential for good health.
- Get a manicure every month.

Don'ts

- Nail polish remover can dry out the nails. So avoid using it very often.
- Nail filers which are metallic may produce heat and cause dryness in nails. So it should be avoided.
- File the nails in all directions as it can weaken the nails.

Hand and Arm Massage

Materials required:-

Massage lotion, oil, or cream

Hand and arm massage steps are as follows:

Step 1: Apply the massage lotion, oil, or cream and distribute evenly at the client's arm. Sufficient quantity of oil must be applied for easy movements without any resistance.

Step 2: The following joint movements are usually performed at the start of the massage to relax the client.

Step 3: Place the client's hand on a clean towel placed on top of a cushion. Hold her hand softly with one hand and with your other hand hold her wrist. Bend it back and forth slowly and gently but with a firm touch, five to ten times, until you feel that the client has relaxed.

Step 4: Slightly lower the client's arm and hold her fingers at the base of the nail. Now slowly rotate each finger 3 to 5 times and provide a massage.

Step 5: Place the client's elbow on the cushion or towel near the centre of the table and your elbows on the table at the sides of the client's elbow. Place your finger heading thumb towards the client palm, rotate gently in a circular movement in opposite directions.



3



4

This movement should start from bottom side then slowly moves to centre and at last move outwards, up, and across the underside of the fingers, then back down to the bottom, centre, in a smooth pattern of altering movements of each thumb over the palm. This type of treatment makes the client feels relaxed.

You can feel the client's hands relax as you perform these movements.

Step 6:

- a) Hold the client's hand gently at the wrist with your non dominant hand and place the palm of your other hand on the back of the client's hand just behind the fingers. Press lightly and move towards the wrist, lift slightly, and move back to the original position and perform the movement.
- b) Perform the transition movement and then move to the fingers. Now, holding the hand with your non dominant hand, move to the finger tip. Hold each finger with your palm down and the thumb on one side of the finger, the inside of the knuckle of the index finger holding the other side. Gently move the finger back, sliding slowly towards the hand, then turn your hand over completely, moving the thumb to the other side of the finger, your palm up. Then return to the tip, gently pulling the finger. Turn the hand over, back to the original position, and push towards the back of the finger again.

Repeat three to five times, then at the fingertip, move the thumb to under the fingertip, the arch of the index finger over the top of the nail plate, and gently squeeze and pull off the finger. Now, move to the next finger. Perform this movement on all fingers the same number of times, moving from small fingers to thumbs. This concludes the hand massage usually performed in the basic manicure, though the last movement of the arm massage is also performed at the end of this massage.

Step 7:

- a) Now holding the wrist firmly but gently, glide your hand up the arm from wrist to elbow with your palm and fingers on the skin; Start your movement at fingers around the arm, applying slight pressure on the skin with the help of your fingers, thumb, and palm to induce relaxation, then move back to the wrist area with a lighter pressure on the skin. Several times repeat this movement.
- b) Now move to the underarm and perform the same movement. When performing the movement on the underarm, press forward, then at the end release the pressure, gently rotate the hand to the top of the arm, and pull it lightly back toward the hand.



5



- c) Apply lotion on the palm of one of your hands, and then apply to the elbow while holding the arm bent and up gently with the other (cupping the elbow). Slowly slide the palm to apply moisturization to the hand above and around the elbow. Continue till 10 to 20 seconds slowly and lightly.
- d) Last, holding the hand with your non dominant hand, move to the finger tip, and with your thumb on top and pointer finger below, gently grab and pull the finger down to the tips.
- e) After the finger pulls are performed, lay both of the client's hands palms down on the table, cover them with your own hands, palms down on them, and gently press them. Perform two to three times. The client learns quickly this final movement, called "feathering off," is the end of the massage.



6d



6e

Hand Massage After care:

- Do not expose to sun immediately after the treatment. Apply hand and nail cream before sleep.
- Do not bleach.

Exercise

A. Assignment

1. Fill in the blanks:

- a) _____ is a special manicure treatment that combines the application of heat and moisturizer.
- b) _____ is exactly the opposite of the French manicure wherein the nail beds are painted white instead of the nail tips.
- c) An acetone-based nail-polish remover is a bit harsh than _____ removers.
- d) _____ also protects nails from staining and prevents chipping.

2. Identify the manicure steps given below.



a)



b)



c)



d)

A. Answer the following questions:

1. List the steps of basic manicure?
2. List the steps to perform hand and arm massage.
3. List various types of advanced manicure treatment? Explain thermal mitten treatment in details.

B. Answer the following statements in True or False:

1. Use of crystal nail prevents nails from prevent splintering.
2. The improvement in skin colour after paraffin wax treatment is due to the decrease in circulation.
3. Thermal Mitten Treatment is special manicure treatment that combines the application of heat and moisturizer.
4. Salt rub treatment can be carried out after cuticle work and before the hand massage.
5. Reverse French manicure is exactly the same as the French manicure.

C. Differentiate the following manicure treatment:

1. Thermal Mitten and French manicure treatment.
2. Paraffin wax and salt rub treatment.
3. French manicure and reverse French manicure.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

PART A

Differentiated between:

- a) Plain/basic manicure and hot oil manicure.
- b) French manicure and reverse French manicure.
- c) Paraffin wax and salt rub manicure treatment.
- d) Thermal Mitten and French manicure treatment.

PART B

Discussed the following:

- a) Tools and equipment used in manicure.
- b) Steps of basic manicure like nail shaping, filing, removing cuticles etc.
- c) Steps for giving hand and arm massage.
- d) Different types of advanced manicure.

Performance standards

The performance standards may include, but not limited to:

Performance Standards		Yes	No
1.	Enlist any 10 tools/equipment used in manicure		
2.	Perform hand and arm massage		
3.	Demonstrate the steps for hot oil manicure		
4.	Demonstrate the steps for paraffin wax manicure		

Suggested Reading

www.wikipedia.com

<http://www.spaseekers.com/guides/treatments/manicures>

<http://www.makeupfornoobs.com/complete-information-on-different-types-of-manicure/>

Book: Shahnaz Husain's Beauty Book

Glossary

Manicure	A manicure is a cosmetic beauty treatment for the fingernails and hands.
Adverse	Unfavourable or harmful effect.
Exaggerated	To increase or enlarged abnormally.
Disorder	An ailment that affects the function of mind or body.
Cuticle	The cuticle is the semi-circular layer, almost invisible dead skin cells that covers the back of the visible nail plate.
Exfoliant	A chemical agent (as an abrasive skin wash or salicylic acid) that is applied to the skin to remove dead cells from the surface.
Sudoriferous Glands	They are the glands in the skin that secrete perspiration.
Desquamate	Shedding of skin in the form of scales.
Mittens	A mitten is a type of protective clothing used to cover the hand.
Clingfilm	It is a thin plastic film typically used for sealing food items in containers to keep them fresh over a longer.
Pterygium	A most common term used in the Beauty industry to refer to a thin membrane of skin type material.
Squoval	Square with rounded edges.

Unit-4

Foot Care II

Introduction

Studies prove that feet are the most used parts of our body. We can't imagine our daily activities without our feet. It is the main locomotive organ which helps us in moving. Proper attention should be given to feet as it helps in maintaining not only foot but the entire body.

Personal hygiene includes maintenance of legs too, so to maintain personal hygiene our foot and legs must be maintained neat and clean.

A pedicure is a superficial cosmetic treatment of the feet and toenails. It provides a similar service to a manicure. Pedicures are done for cosmetic, therapeutic and medical purposes, and can help prevent nail diseases and nail disorders. They are extremely popular throughout the world, primarily among women.

Pedicure is a treatment given to legs and feet which includes leg and foot massage. It gives relaxation to feet also enhances its health and beauty. Pedicure includes various types of treatment which includes clipping toenails neatly and scrubbing feet to remove dead skin. It helps in stress release.

There are also different types of pedicure treatments. Some of the popular kinds of pedicure treatments include Paraffin Pedicure, French Pedicure, Stone Pedicure, Mini Pedicure, Chocolate and Wine Pedicure. More usual foot treatments also exist, which include fish pedicures, involving soaking the feet in a full tank of fish.

Foot and leg care treatments include foot and leg massage. Foot and leg massage rejuvenates your foot and leg. It relieves fatigue, leaves foot and leg muscles in tone and provides relaxation.

Foot care, once considered to be a luxury for the few, is now services used by many. Pedicure make up one of the biggest growth areas in salon services today. Pedicurists provide cosmetic and health-related foot and nail care services, usually in nail salons.

This unit focuses on various steps involved in pedicure process; different kinds of pedicure treatments, foot and leg massage technique and client consultation.

Unit Objective

After completing this unit, the student will be able to:

- Collect right information from the clients before commencing the pedicure treatments.
- List a few foot diseases and disorders.
- Prepare client record card for a pedicure treatment.
- Demonstrate cutting and shaping of the toenail without cuts to the skin.
- Perform foot bath and exfoliate feet.
- Apply cuticle cream and clean cuticle areas of excess dead skin and cuticle.



Session-1

Client Interaction & Consultation on Foot Care and Pedicure

Relevant Knowledge

Client Consultation helps to establish rapport with their client, understand their expectations from the nail services, get a record of various clients' detail and take the client consent beforehand to avoid any complaining outburst. It reflects a feeling of personal attention being given to the client with respect to the service being provided.

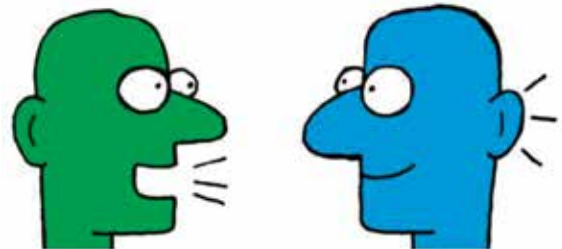
One of the most important parts of the treatment is the consultation. At this point, you will discuss the client's needs and decide what treatment to carry out to meet those needs. In order for the client to be satisfied with the treatment you need to know what was expected. As a therapist, you must therefore be good at encouraging clients to give you this information. You must therefore have the following:



Client Consultation

To establish an effective Client Consultation, a therapist needs to possess:

1. Good Communication Skills- This might include communicating to the clients verbally or non-verbally. Verbal communication requires selection of appropriate and amicable words and tone of voice while interacting to the client. However, all the verbal interactions must be counter balanced with an appropriate non-verbal stance. For example: good body languages are good posture, eye contact, smiling, encouraging head nods.



Good Communication Skills

2. Good Questioning Techniques- a sound practice of good questioning skills is required to understand the client's expectation from a pedicure service:

The Esthetician might ask either:

-An Open Question that begin with-How? Where? When?

Why?

This technique is used to get more information from a client pertaining to a single question being raised.

OR

-A Closed Question, these questions fixates a client to answer either in yes or no.



Good Questioning Techniques

It is hence expected of a nail technician to ask as many open questions to the client. This would ensure that they get maximum details from the client through questioning.

However, closed questions should be kept to a minimum while interacting to the client.

Some Common Questions to Ask for a Pedicure Treatment

1. Have you been to our salon before?
2. Have you had a pedicure before?
3. Where and when did you take your last pedicure treatment?
4. Was everything satisfactory after your last treatment?
5. What is the main reason for your visit today? (Pampering, to improve nails/skin/cuticles)

Contraindications:

Any infectious diseases of the skin or nails would contraindicate pedicure treatment. There are several conditions of the feet which do not contraindicate pedicure treatment by a beauty therapist.

Some of the most common conditions are:

Tinea pedis (Athletes' foot): It is a fungal infection which affects the spaces between the toes causing a sodden, white appearance often with deep splits at the base of the tissue.

Verruca plantaris: It is a viral infection causing warts on the soles of the feet, which become flattened with pressure.

Corns: These are thickened dense areas of skin, forming a raised appearance and situated on pressure areas, such as the toes.

Callus: This is a patch of hard thickened skin which accumulates as a result of pressure on the foot and the most common sites are the heel and the ball of the foot.

Flat feet: This is a condition due to partial or total collapse of one or both arches of the feet.

Record Keeping

A record card should be completed for all treatments and contains confidential personal information about each client that is specific to each treatment. They should be stored in alphabetical order by surname in a locked metal filing cabinet or box. This should be easily accessible to the therapist, when ready to perform a treatment. This information could also be updated onto a computer system but you must be aware of your responsibilities under the Data Protection Act.

Inform the client that their records will be stored and will only be accessed by those authorized to do so. The information should be:

1. Adequate, relevant and not excessive for the purpose
2. Accurate
3. Kept for no longer than is necessary
4. Secure

After speaking to the client and establishing the rapport, the Esthetician must politely ask the client to:

1. Remove their shoes
2. Remove their socks
3. Take off the jewellery like: Toe rings or anklets

XYZ Foot Care Services

<u>Client Information</u>	
Client Name:	
Address:	Phone Number:

<u>Client Consultation - Foot Care</u>		
Kindly fill the details to help us service you better.		
Indicate the type of Nail Service you have had before this.		
What nail care cosmetics do you regularly use at home?		
Strike out the box if you have a medical history of		
	Y	N
1. Diabetes	<input type="checkbox"/>	<input type="checkbox"/>
2. Heart Disease	<input type="checkbox"/>	<input type="checkbox"/>
3. Arthritis	<input type="checkbox"/>	<input type="checkbox"/>
4. Allergies	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you taking any medications	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you face tenderness or stiff joint problems	<input type="checkbox"/>	<input type="checkbox"/>

<u>To be Filled by Staff/Esthetician</u>		
<u>Condition of Feet and Nails</u>	<u>1st Appointment</u>	<u>2nd Appointment</u>
1. Indicate the condition of the nail plate		
2. Indicate the condition of feet		
3. Is the client carrying any infections?		
4. Other conditions and client comments		

<u>Some Common Toe Nail Infections</u>		
<i>Include Observations and Recommendations</i>		
Longitudinal Lines		
Onychorrhexis		
Discolouration		
Congenital Overlapping 5th Toe		
Nail Plate Clubbing		
Bunion		

<u>Acknowledgement</u>	
I understand the urgency of information taken and hence assure that the details provided herewith are correct. The information required is for the smooth running of the spa/salon treatments and aims at benefitting me the most as a customer.	
Customer Signature:	Pedicurist Signature:

Some Common Tips for Client Consultation:

1. Client Consultation must be taken in a polite and friendly manner.
2. The Esthetician must record the client's comment accurately and develop the service plan accordingly.
3. Get client's consent on papers before carrying out the service.
4. Obtain parental or guardian consent in case the service is being given to a minor.
5. Question the client's appropriately to identify any contraindications that might not be visible while observing the feet.
6. Record your client's responses accurately while questioning.
7. Encourage clients to clarify any doubt by asking questions.
8. Remove nail polishes and disinfect the feet before examining the feet condition and suggesting client for a particular treatment.



Questioning

Consultation Techniques Include:

1. Questioning
2. Visual
3. Manual



Necessary Actions that Estheticians Must Take:

1. Encourage the client to seek medical advice for a serious feet ailment.
2. Convince the client that why they should take one type of service and not the other.
3. Modify the service after seeking client's approval.



Selecting Appropriate Nail Shape

It is important for beauty consultant choose appropriate nail shape before working on a client's nails. Ask the client about the desired nail shape. There are different types of nails shape one can choose from. The five general and most common nail shapes are:

1. Square
2. Squoval (square with rounded edges) Round
3. Oval
4. Pointed



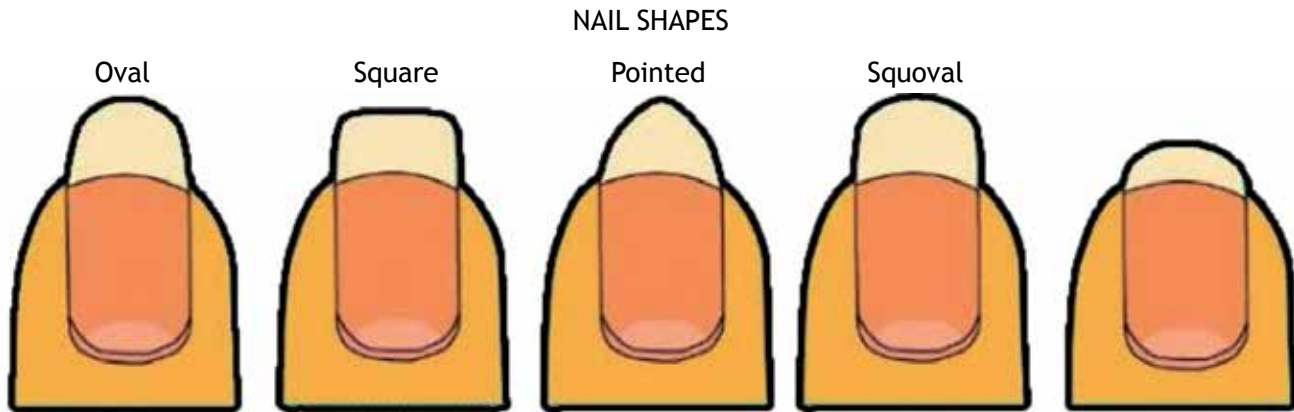
Consider the given following considerations points when deciding which shape to go with:

1. The shape of client's feet

2. The length of the fingers
3. The shape of the cuticles
4. The type of work the client does

It is generally found that the nails should be shaped to mirror the shape of the cuticles. Only an attractive foot can afford to direct attention to itself by exaggerated shape and colour.

The square nail is completely straight across the free edge with no rounding at the edge. The length depends on the client's preference.



Square Nail Shaping

Exercise

A. Activity

Decide a list of questions that you would ask your clients as a Nail Care Technician.

This should cover:

- Introduction
- Medical History
- Past Treatments

- Outcome
- Introduction
- Medical History
- Past Treatments
- Outcome

B. Imagine that you own a beauty parlor and recently are going to start with a Pedicure Treatment. In order to improve the process of treatment and track the procedure frame a Pedicure or Foot Care Client Consultation form. Use the table given below:

<u>Client Consultation Form</u>

Assessment

A. Answer the following questions:

1. List 5 questions to be asked to a client before beginning pedicure treatment.
2. What is Rapport Building? What is the significance of rapport building in client consultation?
3. What are the benefits of taking a record of your interaction with the client for a particular treatment?

B. Answer the following statements in True and False:

1. Verbal communication requires selection of appropriate and amicable words and tone of voice while interacting to the client.
2. Good questioning skills are required to understand the client’s expectation from a pedicure service.
3. A record card doesn’t contain confidential personal information about each client that is specific to each treatment.

- 4. Appropriate questioning of the client is required to identify any contraindications that might not be visible at first sight.
- 5. You should encourage clients to clarify any doubt by asking questions.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Described the following:

- a) Client consultation and questioning skills.
- b) Rapport building during client consultation.
- c) Recording of client’s medical history.

Part B

Discussed the following:

- a) Skills needed for client consultation.
- b) Client consultation techniques like: questioning, manual and visual.
- c) Contraindications and common foot conditions.
- d) Tips for client consultation.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Prepare a client record card for pedicure treatment		
2. Enlist three common foot conditions		

Session-2 Type of Pedicure

Relevant Knowledge

Pedicure Treatments

Pedicuring has become an important salon service because of popular shoe styles that expose the heels and toes. During the warmer months, we are particular aware of rough, harsh heels and unattractive toenails. Foot care not only improves personal appearance but also adds to the comfort of the feet.

It is particularly important for clients who are on their feet much of the day, such as dancers, nurses, sales clerks, and cosmetologists. Not all



clients will want or need a full pedicure service. Some only need a professional nail trimming. You can help your client decide what is most suitable.

Tools and Equipment Used in Pedicure

The tools and materials used in pedicuring are almost same as those used in manicuring.

Equipment for pedicuring includes pedicure station/chair, pedicurist's stool, basin, bowl, container for cotton balls, container for cotton swabs, polish remover pump container, container for disinfectant, diffuser, garbage container, high-grade disinfectant, cotton balls and one medium hot towel, one large towel and one hand towel.

1. Pedicure chair

All salons are expected to have pedicure chair if they are performing pedicure. This will give the client a good impression to begin with.



Pedicure Chair

2. Pedicurist's stool

Pedicurist's stool is used in case pedicure chair is not available. Pedicurist sits on the stool and does the pedicure.



Pedicurist's Stool

3. Bowl

Bowl of warm water is usually filled with lemon or flower petals, in case pedicure chair is not available to soak the feet.



Bowl

Tools used in pedicure are as follows:

1. Nail cutter

A nail clipper (also called a nail trimmer or nail cutter) is a hand tool used to trim fingernails, toenails and hangnails.



Nail Cutter

2. Nail Filer

A nail filer is used to file the edges of the nails. It may either be made of emery boards or crystal, plain metal files or metal files. Emery boards are used extensively than any other filer.



Nail Filer

3. Cuticle softener

A cuticle is basically used for the covering of the outer part of the skin that eventually provides the protection to underlying skin. Main job of Cuticle is to soften and beautify cuticles. This cream will maintain the soft and pliable cuticles and prevent them from cracking or sticking to the nail.



Cuticle Softener

4. Cuticle Cutter

It is used to remove the cuticle during the pedicure treatment. Technicians use cuticle pushers to 'roll back' the cuticle. It is at this stage that you can actually cut off the excess cuticle using the nipper.



Cuticle Cutter

5. Pumice Stone or Foot File or Foot Scraper

It used to scrub or file of the dead skin of the feet, mainly from the heel portion of the feet.



Pumice Stone

6. Toe separators

Toe separators are positioned between the toes.



Toe Separators

7. Foot Cream/Lotions

Foot creams are moisturizing cream for the feet. Lotions or cream can be applied to the skin with the dry hand or clean cloth or cotton. It is used to provide smooth and soften to the skin.



Foot Cream/Lotions

8. Nail Buffer

A nail buffer helps to give a shine to the nails. It also makes the nail bed even.



Nail Buffer

9. Nail Remover

Used with cotton it is used to remove any nail polish on the nails.



Nail Remover

10. Nail Polish

Coloured solutions that are applied to fingers and toes to beautify the nails and also to protect the nails



Nail Polish

11. Scrubber

These are used to remove any dead skin in the fingers by exfoliating the skin.



Scrubber

Step-by Step Procedure in Basic Pedicure

Step 1: Arrange required equipment, implements, and material. Greet the client cordially.

Step 2 : Soak away. Place foot in a bowl of warm (not too hot) water and add a bit of your gentle face cleanser to the water as well any antiseptic/antibacterial liquid. Remove from water and pat it dry.



1

Step 3 : Lift one of the client's feet from the bath. Wrap the first towel around the foot and dry it thoroughly. Make sure you dry between the toes. Place the foot on the footrest or on a towel you have placed on your lap.



2

Step 4: First, remove polish from the little toe and move across the foot toward the big toe. Complete polish removal is important to a quality pedicure finish.



4

Step 5: Carefully clip the toenails of the first foot straight across and even with the end of the toes.

Step 6: Foot file must be used carefully and only file the nail in one direction. It can be further be used to remove, smoothen and round off any sharp points on the free edges that might leads to further infections. Do not probe with the rasp or point the tip toward the hyponychium. Gently draw it along the side free edge that you have just trimmed. Small, short strokes with the file will accomplish the task.

Step 7: Carefully file the nails of the first foot with an appropriate single-use and prepped abrasive file.

Step 8: Apply callus remover to the calluses, wrap the foot in a towel, and lay it aside. Remove the other foot from the water and perform steps 2 through 7 on that foot.

Step 9: Remove the first foot from the towel wrap; use a wooden pusher to gently remove any loose, dead tissue. Next, scrub the foot skin to remove the dead or dry or scaly skin.

Step 10: Place the first foot in the foot bath and rinse off the cuticle softener and callus remover completely. Then, lift the foot to above the water and brush the nails with a nail brush. Remove the foot and dry thoroughly.

Step 11: Apply cuticle remover. When cutting away the thickened skin around the nail, apply a bit of cuticle remover cream.

Step 12: Remove excess cuticle around the nail. Very gently push the cuticle back away from the nail with a cuticle pushing tool, but don't push it too far because it can damage nail growth or fray the cuticles. Be careful NOT to pull, lift, tear, rip, force, or cut into the cuticle in any way.



5



6



8



9

Step 13: Brushing and scrubbing. Use scrub to massage your feet, legs. Use a metal foot file or flat pumice stone to buff away calluses on the bottoms of your feet. Then rinse the scrub off your feet and legs.



13

Step 14: Moisturize. Massage a rich cream or silky oil into the cuticles and all over the foot and leg to hydrate and replenish skin.



14

Step 15: Prepare for polish. Moisturizing ingredients of any kind left on the nail will prevent polish from adhering properly. Using a cotton swab or pad, apply nail-polish remover over the nail's surface to remove any residue.

Step 16: Buffing. Buff the nails.

Step 17: Paint nails in layers. If you have weak or brittle nails, use a base coat of ridge-filling nail polish to shore up the nail. A base coat also protects nails from staining and prevents chipping. Next, apply your colour polish in layers, allowing each layer to dry between coats. Also Re-apply moisturizer and during the day reapply sunscreen!



17

Safety Rules

As a beautician, you should take precautions to prevent accidents and injury to the client and to yourself. The following safety rules will guide you in your work.

- Keep all containers covered and labelled.
- Make sure your hands are dry when holding or moving containers.
- Handle sharp or pointed implements carefully and avoid dropping them.
- Dull very sharp cutting edges with an emery board.
- Bevel a sharp nail edge with an emery board.

- Do not file a sharp, pointed implement to clean under the nail.
- Avoid excessive friction in nail biffing.
- Immediately apply an antiseptic if the skin is accidentally cut.

Leg and Foot Massage

Performing a good, thorough foot massage is an excellent way to build client loyalty. Be gentle but firm when handling the foot. Too light a touch or hold will produce a tickling sensation, which is not relaxing for most clients.

Here are some techniques and illustrations for the massage of the left foot; make the necessary adjustments for massaging the right foot.

1. Relaxer movement to the joints of the foot. Rest the client's foot on the foot rest. Grasp the leg just above the ankle with your left hand. This will brace the client's leg and foot. Use your right hand to hold the foot just beneath the toes and rotate the foot in a circular motion.



2. Effleurage (light or hard stroking movements) on top of the foot. Place both thumbs on top of the foot at the instep. Move your thumbs, using circular movements in opposite directions, down the centre of the top of the foot. Continue this movement to the toes. Keeping one hand in contact with the foot or leg firmly slide one hand at a time back to the instep and rotate back down to the toes. This is a relaxing movement. Repeat three to five times.



3. Effleurage on the heel (bottom of foot). Use the same thumb movement that you used on top of the foot. Start at the base of the toes and move from the ball of the foot to the heel, rotating your thumbs in opposite directions. Slide your hand back to the top of the foot. This is a relaxing movement. Repeat three to five times.

4. Effleurage movement on toes. Starting with the little toe, place your thumb on the tip and your index finger on the bottom of the foot. Hold each toe and rotate with your thumb. Start at the base of the toe and work toward the end of the toes. This is relaxing and soothing.

5. Joint movement for toes. Start with the little toe and make a figure eight with each toe. Repeat three to five times.

6. Thumb compression (friction movement). Make a fist with your fingers, keeping your thumb out. Apply firm pressure with your thumb and move your fist up the heel toward the ball of the foot. Work from left side of the foot and back down the right side toward the heel. As you massage over the bottom of the foot, check for any nodules or bumps. If you find one, be very gentle because the area may be tender.

7. **Fist twist compression.** Place your left hand on the top of the foot and make a fist with your right hand. Your left hand will apply pressure while your right hand twists around the bottom of the foot. This helps stimulate blood flow. Repeat three to five times up and around foot.

8. **Percussion or tapotement movement.** Use your fingertips to perform tapotement movements, lightly tapping over the entire foot to reduce blood circulation as you complete the massage.



Leg Massage

The foot massage may be extended up to the knee. Do not massage over the shinbone or above the knee. Limit the pressure to the muscular tissue on either side of the shinbone. On the calf area of the leg, you may use kneading movements up to the backside of the knee.

Paraffin Pedicure

Paraffin pedicure is performed in the usual manner and a rich nourishing cream is applied after the cuticle work has been completed. The feet are then completely covered in the wax or by painting the wax directly on to the hand and arm building up several layers until the coating is quite thick. The whole area treated must then be wrapped in foil before being covered by towels. This maintains the heat for a short period allowing the treatment to take effect. The treatment benefits the skin in the following ways:

- The absorption of the nourishing cream which has been applied.
- An improvement in skin colour due to the increase in circulation.
- A softening of the skin texture from the application of the cream and paraffin wax and the increase in sebaceous gland cavity.
- A soothing effect on the joints due to the increased warmth in the area.



French Pedicure

The French pedicure is elegant and traditional. The steps involved are same as the regular one, except that the nail technician polishes the nail with a clear white outline at the tip and then finishes by applying a layer of pale pink polish all over the nails. Then the technician applies a white transparent polish to give a final touch. This procedure improves the appearance of the nails naturally.



Stone Pedicure

Stone pedicure is same as the regular pedicure except that the nail technician keeps the heated stones on the hands and feet that are tired working continuously.

Mini Pedicure

Mini manicure is a type of manicure which mainly focuses on the toes with a quick soak, shaping and polishing of nail. This type of manicure doesn't involve the massage or sole care.



Exercise

A. Assignment

1. Fill in the blanks.

- a) not only improves personal appearance but also adds to the comfort of the feet.
- b) Foot file must be used carefully and only file the nail in direction.
- c) is a fungal infection which affects the spaces between the toes causing a sodden.
- d) is a viral infection causing warts on the soles of the feet.
- e) is a pertissage or kneading movement that promotes flexibility and stimulates blood flow.

2. Identify the pedicure steps given below.





Assessment

A. Answer the following questions:

1. List the steps of basic pedicure.
2. List the steps for foot and leg massage.
3. Name and explain in brief some advance pedicure treatments.
4. What are the different tools and equipment used in pedicure?

B. Answer the following statements in True or False:

1. Taking good care of your feet will prevent you from getting foot conditions such as Athlete's foot or other fungal infections.
2. Metal foot file or flat pumice stone is used to buff away calluses on the bottoms of your feet.
3. Use of moisturizer and sunscreen makes your hands and nail area unhealthy.
4. A condition due to partial or total collapse of one or both arches of the feet is called as callus.

C. Distinguish the following:

1. Paraffin pedicure and French pedicure.
2. Stone pedicure and Mini pedicure.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- a) Paraffin and French pedicure.
- b) Stone and Mini pedicure.

Part B

Discussed the following:

- a) The tools and equipment used in pedicure treatment.
- b) Steps of basic pedicure like: nail shaping, filing, removing of cuticles, scrubbing and buffing etc.
- c) Leg and foot massage techniques and steps.

d) Advanced pedicure treatments- benefits and procedures.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Prepare a client record card for pedicure treatment		
2. Enlist three common foot conditions		
3. Demonstrate steps for paraffin pedicure		

Suggested Reading

- www.wikipedia.org
- <http://www.wisegeek.com/what-are-the-different-types-of-pedicures.htm>
- http://www.alternative-healthguide.com/massage/legs_foot_massage.htm
- Shahnaz Husian's Beauty Book

Glossary

Rapport	A close and harmonious relationship in which the people or groups concerned understand each other's feelings or ideas and communicate well.
Hyponychium	The thickened epidermis beneath the free distal end of the nail.
Metatarsal Bones	The middle part of the human foot that forms the instep and includes the five bones between the toes and the ankle.
Callus	An area of skin that is hard or thick, esp. on the palm of the hand or sole of the foot, as from continual friction or pressure.
Pumice Stone	Light, porous, glassy lava, used in solid form as an abrasive and in powdered form as a polish and an abrasive.
Petrissage	Massage of the skin which is gently lifted and squeezed.
Consent	Give permission for something to happen.
Therapist	A person skilled in a particular kind of therapy.
Amicable	Refers to a friendliness or goodwill between people or groups.
Stance	The way in which someone stands, especially when deliberately adopted.
Pedicure	A cosmetic treatment of the feet and toenails.
Esthetician	A person who is knowledgeable about aesthetics.
Aesthetics	A set of principles concerned with the nature and appreciation of beauty.
Ailment	An illness, typically a minor one.

Unit-5

Face and Beauty II

Introduction

Face is an important part of our body. It is very essential to have a well maintained face by treating it with either natural or artificial products. Especially for women, face acts as the base of beauty.

Naturally human being's first point of contact begins by face recognition. So it becomes very necessary for every individual to maintain their facial beauty. Gone are the days, where the natural products like turmeric powder, lemon, tomato, banana, etc. were being used for face treatment.

The advanced technology has come up with various facial treatments like diamond facial treatment, galvanic treatment, chemical peeling and many more. The process of each facial treatment is different and has certain benefits as well. One can avail facial treatment depending on the type of facial skin one has.

Facial beauty includes eyebrow threading, eye makeup, lip care etc. Today, these facial beauty services are very common in beauty salons. Majority of the women population in India uses these services, thus leading to the growth of beauty industry in the country.

Every individual has been gifted with unique Eigen face values to look different. Also different skin tones and complexes make much more differentiated. Depending on skin tone and facial values eye coloring, eye shading, eyebrow threading is done.

All facial beauty treatments have to be done in a secure way such that it may not affect originality of face. Also, before providing any treatment, it is necessary to perform proper tests to avoid side effects of the treatment.

This unit focuses and provides detailed information on advance techniques of facial treatment such as diamond facial treatment, galvanic treatment and chemical peeling treatment.

It further gives comprehensive information on advance eye make-up, various eyebrow shapes, steps involved in basic eyebrow threading and client interaction & consultation.

Unit Objective

After completing this unit, the student will be able to:

- Perform advanced facial treatments like: Diamond microdermabrasion, Galvanic and Chemical peel
- Apply advanced and occasion specific eye makeup Demonstrate basic eyebrow threading procedure
- Draft client record card for beauty treatment on face



Session-1

Advance Techniques of Facial Treatment

Relevant Knowledge

Diamond Facial Treatment

Diamond facial provides a powerful cure for age control. Very fine Diamond particles easily penetrate to the deepest level of the skin and provide dermal abrasion effect. This eventually facilitates decongestion in the skin and removes toxins. It further oxygenates and purifies the skin. With its microdermabrasion effect Diamond dust rejuvenates the dormant cells and boosts skin rejuvenation.

Products Required for Diamond Facial:

- Diamond Exfoliator or Scrub
- Diamond Skin Nourishing Cream
- Diamond Skin Rejuvenating Mask
- Diamond Rehydrating Lotion
- Diamond Facial Procedure



Cleansing of Face

1. **Cleansing:** Cleanse the skin thoroughly to remove excessive makeup, oil or dirt from the skin. Use a skin appropriate cleansing lotion to perform this step. Once done wipe off the excess cleanser by cotton soaked in cold water.

2. **Toning:** Apply appropriate toner to hydrate the skin cells and clean it further. Toners also restore the pH level of the skin.



Apply Toner After Cleansing

3. **Exfoliation:** After toning, apply exfoliate or scrub on the face with the help of an applicator or brush. Let it dry for 5-6 minutes. Once dried, rub the scrub over the face in circular movement. Then wash off or wipe the exfoliator with a soft and wet cotton towel.



Gently Exfoliate Your Face

4. **Massage:** Apply Diamond Skin Nourishing Cream at the face and neck and massage in circular motion for 15-20 minutes. Use cold water to facilitate massage.



Massage With Diamond Skin Nourishing Cream

5. Follow the same procedure with a vibratory massage.
6. Galvanic gadget could be used for absorption of the cream.
7. Extract black and white heads, if required apply high frequency for 2-3 minutes.
8. Give cold compress with cotton wool pads soaked in chilled skin tone.
9. Apply face mask for 15-20 minutes and wash it off with cold water once it dries completely.
10. Apply SPF or moisturizer in the end.



Apply Face Mask For 15 Mins & Wash With Cold Water



Apply SPF or Moisturizer

Galvanic Facial Treatment

What is Galvanic Treatment?

Galvanic treatment makes use of a constant current to offer various facial treatments:

This can be used in two ways:

1. De-incrustation: Deep cleanses the oil by removing oil and blockages.
2. Iontophoresis: Introduces/active/water/soluble substance into the skin for special effects.

The Galvanic Machine:

The Galvanic machine could be an independent device or one attached with a unit. The common parts of a Galvanic Machine constitutes of:

1. Pilot Light
2. Intensity Control



Galvanic Machine

3. Polarity Charger
4. Milliamp Meter
5. A socket for the Electrode

De-Incrustation using Galvanic Treatment

Galvanic spa facials are found to be truly helpful in providing blackheads and acne treatment. As this facial makes use of steady Galvanic current to flow down the tissues and provide ultra- fine cleaning impact. Galvanic machine thus provides deeper penetration of skin products into the skin. It proves truly beneficial in unclogging the skin cells and reducing congestion.

Galvanic Facial Treatment Procedure:

1. Wash the face with a deep cleansing and foaming gel.
2. Apply cleanser over the face and neckline and clean the face thoroughly. Once done wash off the cleanser with cold water or gently wipe it off using a soft cotton wool.
3. Use toner to restore the pH balance and hydrate the cells. Toning further cleanses any residual impurities or oil left by the cleanser.
4. Exfoliate the dead depositions on face with the help of an exfoliator. To do this, first apply the exfoliator with the help of an applicator over the face and neckline. Wait until it dries and then gently scrub the exfoliator over the skin. Once done wash off your face with cold water and dry or pat dry with a cotton towel.
5. Before using the galvanic machine, apply galvanic gel over the face and neck and the surrounding areas that you want to cover. Move your fingers in upward stroke while applying the gel and push the gel deeper into the skin. It is advised to compulsorily apply the galvanic gel before using the machine as gel makes the effect of galvanic treatment more sound and beneficial. Galvanic gel constitutes of moisturizer, anti-oxidants and peptides and is made up of Sea Kelp, Vanilla Extract and Marigold. Galvanic gel makes the skin dry after application and thus stimulates better absorption of the applied skin products.
6. Galvanic Machine/Treatment/Galvanic/machine consists of two polarities called as positive or anode and negative or cathode. While giving the treatment only one of the electrodes is introduced while other is kept on hold. Initiate the Galvanic application by moving the negative electrode over the gelled portion. The gel molecules contain negative charged particles as does the negative electrode. Due to similar charges the electrode further pushes the negative charged gel particles deep down the pores. The gel binds with the skin impurities and congestion and remains negatively charged in the skin pores. This step of galvanic treatment is called as de-incrustation.

Now the second treatment gel that contains positively charged particles are applied over the treatment area. This gel primarily consists of Vitamin E, Arginine, Magnesium and Aspartate which improves the skin health and pH balance. Now introduce the positive electrode over the gel treated area.

This further pushes the positively charged gel particles into the skin pores where the negatively charged particles are already present combined with impurities. Thereafter the negatively charged impurities get pulled by the positive electrode along with the impurities. Thus leaving the skin pores completely unclogged. This second phase of galvanic treatment is called as Ionotophoresis.
7. Once the process is over wipe off the excess gel with the help of a cotton wool. Apply toner once more to clean the skin surface.
8. Put the mask according to skin type and wash it off with cold water after drying.

Peeling Treatment

Skin peels are excellent for many difficult skin indications. These are good for:

1. Curing acne.
2. Remove acne scarring or breakouts. Reduce fine lines and wrinkles.
3. Provide rejuvenating treatment ageing skin diminish the Sun damage on skin.
4. Reduce Skin bumps.

Skin peel treatment could be taken up by people of all age group i.e. for those who face acne related issues in their early 20s or late teens. Even clients can benefit remarkably by eradicating fine lines or blemishes that occur due to growing age.

Procedure for Skin Peel Treatment

Careful Tips: Skin peel could be chose depending upon the skin condition and types. Clients could be given a single peel exposure for few hours or they might undergo a more stringent treatment that might last for 3-4 days or eventually for one week in case of severe skin troubles.

Step 1:

Cleansing:

Before beginning with the peeling treatment it is necessary to deep cleanse the skin using a good quality cleanser. This is done in order to:

1. Remove the excess make up.
2. Clear the oil deposition over skin surface.
3. Subtract any dust or dirt deposited over the face.

Through deep cleansing we ensure that the peels once applied gives the best result by penetrating deep down the cells.

Toning: Toning is always a second step after cleansing. However, often people neglect toning their face and leave their face half cleansed by merely doing up with a cleanser.

Toning further removes any oil that is left by the cleanser and hydrates the skin. It restores the pH balance of the skin and soothes it. It's vital to apply toner before exposing skin to some chemical treatment. This step prepares the skin for next level of peel application process.

Peeling: Apply the content in the peeling jar with the help of an applicator over the skin. Use the cream sparingly around the mouth and jawline to avoid any intake of the chemical. Leave the peel work over the skin for at least 5-10 minutes.

Note: The client might feel slight tingling sensation over their skin due to the chemical reaction of peel with the skin cells. However, if at all this session becomes uncomfortable immediately take off the peel by spraying cold water and removing it with a soft tissue.

To remove the peel spray ice cold water and clear the peel from skin by using a wet tissue. Also it is imperative to follow the manufacturer's instruction while removing peel from the skin surface.

Toning: Post peeling skin is again toned with a good quality toner to restore the pH level and hydrate the cells.

Massage: Massage the face with a normalizer cream and then remove the excess cream by gently wiping with soft cotton.

Mask: Apply a nourishing mask over the face. Let it dry completely and then wipe off with a soft cotton towel soaked in cold water.

After Care: Post chemical peel client's skin must be applied with serum or SPF lotion to do away with skin damage that might occur due to exposure of Sun rays after treatment.

In many cases of rigorous peeling or deep peel procedure the skin is covered with thick level or protective jelly or Vaseline to protect the crust that forms over the skin.

Chemical peels

A variety of chemical treatments can be used to exfoliate and rejuvenate the skin. Depending on the depth of treatment required, your surgeon may choose one of the following peels:

- Alpha-hydroxy acid peel (AHA)
- Trichloroacetic acid peel (TCA)
- Phenol peel
- Croton oil peel



Exercise

A. Activity

Divide yourself in a group of 4-5 and prepare a list of cosmetic companies that provide facial kit for:

1. Diamond Facial
2. Galvanic Facial
3. Chemical Facial

Also, research on the pricing and components these kits carry.

Assessment

A. Match the following:

Column A	Column B
a) Alpha-hydroxy acid peel	a) Diamond Facial
b) Ionotophoresis	b) Galvanic Machine
c) Diodes	c) Chemical Peel
d) Microdermabrasion	d) Galvanic Facial

B. Distinguish between:

1. Microdermabrasion and Ionotophoresis.
2. Cleansing and Toning.
3. Massaging and scrubbing.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- a) Differentiated between:
- b) Cleaning and toning.
- c) Massaging and exfoliating.

Part B

Discussed the following:

- a) Diamond microdermabrasion.
- b) Galvanic facial.
- c) Chemical peeling treatment.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Perform diamond microdermabrasion treatment		
2. Demonstrate steps of galvanic facial		
3. Demonstrate chemical peeling treatment		

Session-2

Advanced Eye Make-Up

Relevant Knowledge

Make-up Colour Theory

It is imperative to understand the colour chemistry before applying eye make-up. We all perceive colours differently and hence an understanding of basic colour theory is required to provide a colour effect to the eyes as desired by the client.

The entire colour palette could be divided into primary, secondary and tertiary colours:

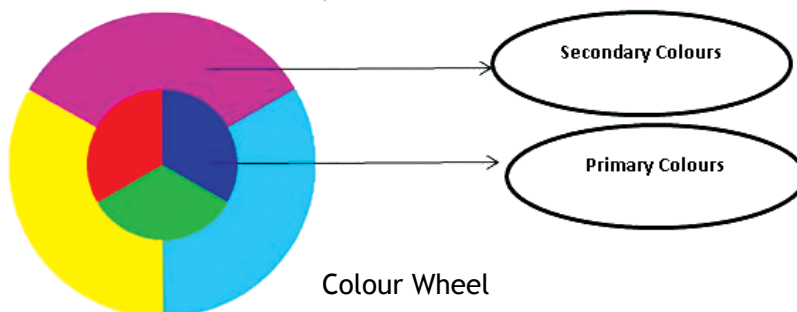
1. Primary Colours are fundamental colours that cannot be derived by mixing two colours. Our colour spectrum has three primary colours viz. Yellow, Red and Blue.
2. Secondary Colours are obtained by mixing two primary colours in equal proportions.

For example:

Yellow + Red makes Orange

Yellow + Blue makes Green

3. Tertiary Colours are obtained by mixing one primary colour in equal amount with its neighbouring secondary colour on the colour wheel.



For example:

Blue (Primary Colour) + Violet (Neighbouring Secondary Colour to Blue) makes Blue- Violet

Warm and Cool Colours

To succeed as a makeup artist it is necessary to distinct between the warm and cool colours.

Warm colours are the range of colours between yellow to orange that gets around oranges, red-orange and even yellow greens. On the contrary cool colours are dominated by blues, greens, violet.

Green forms the distinction line between the warm and cool sets of colours. If a green contains higher proportion of blue its forms a cool colour and if it includes more gold it is warm.

Selecting Make-up Colours

While determining the skin colour you must be first able to decide if the skin is light, medium or dark in complexion. Thereafter one can decide if the skin has warm or cool colours.



A neutral skin contains equal elements of warm and cool colours, no matter it is dark or fair in complexion.

Some common tips of choosing make-up colours based on skin colour

1. If skin colour is light the make-up artist must use more soft and subtle colours. Choosing makeup colours with high contrast will make the face look dramatic
2. For a medium complexion skin tone, prefer applying medium tones. A make-up tone which is very light or dark from the base complexion will appear bolder.
3. For a dark skin colour darker shades of make-up blends better.

Skin Colors	Warm Colors	Cool Colors
Light Skin	Yellow, Gold and Pale Peach	Pink or Slightly Ruddy
Medium Skin	Yellow, Orange and Red	Olive, Yellow Green
Dark Skin	Red, Orange Brown and Red Brown	Dark Olive, Blue, Blue Black Ebony

Table Displaying Various Warm and Cool Colours

While applying colours on eyes it is always safe to use neutral shades as these contain equal elements of cool and warm colours. Neutral colours come in variation of brown and grey. Contrary to matching the eye colour with the eyebrow colour the current make-up trends focuses on bringing out a contrasting effect. By contrasting the eye colour with the makeup colour the eyes look more emphasized.

Complementary Colours for Different Eye Colours:

1. Complementary Colours for Blue Eyes

Orange is the complementary colour for blue. Since orange is a mixture of yellow and red applying it will make your eye appear more blue

Some common choices for blue eyes include: Gold, Warm Orange, Orange-Brown like: Peach and Copper, Red-Brown like Mauves and Plum and neutrals like: Taupe or Camel.

2. Complementary Colours for Green Eyes

Red is the complementary colour to green eyes. Since pure red tends to make the eyes look blood shot. One must use Brown based Red or colours next to Red in the colour wheel. Some common choices could be: Copper, Rusts, Pinks, Plums, Mauves and Purples.



Complementary Make-up Colours for Blue Eyes



Complementary Make-up Colours for Green Eyes

3. Complementary Colours for Brown Eyes

Brown eyes are neutral and could wear any colour.

Suggested colours include: Green, Blue, Greys and Silver.

Corrective Make-up for Eyes

Eyes form the quintessential part of the face. Depending on the make-up style of eyes one can make it appear prominent or smaller and it enhances the overall attractiveness of the eyes.

Round Eyes: Round eyes can be made to appear longer if the shadows are applied towards the corner of the eyes.

Close-set eyes: Close set eyes are closer to each other and hence require a corrective Make-up where the shadows move slightly up from outer edges of the eyes.

Protruding or Bulging Eyes: Protruding eyes could be minimized by blending the eye make-up with the upper eyelid and then merging it with the eyebrows by giving it a slight lift at the edges.

Heavy Lidded Eyes: Apply even and light shadows from the one edge of the eyelash to other. Do not broaden this shade beyond the borderline of eye crease in the eye socket.

Small Eyes: Small eyes could be made to appear bigger by extending the shadow slightly above, below and beyond the eyes.

Wide-Set Eyes: Apply the make-up towards the inner side of upper eyelid towards the nose and blend it evenly.

Deep Set Eyes: These types of eyes must be applied with very light and reflective shades. Apply the lightest of shade at the eye crease and medium light shade sparingly towards the lid and brow bone.

Dark Circles under Eyes: Under eye dark circles are first to be concealed by applying concealer around the dark circles and then blending it evenly with translucent powder.



Round Eyes



Round Eyes with Corrective Make-up



Close-set Eyes



Close-set Eyes with Corrective Make-up



Corrective Eye Make-up for Protruding Eyes



Corrective Make-up for Small Eyes





Heavy Lidded Eyes



Corrective Eye-Make up for Heavy Lidded Eyes



Corrective Makeup for Wide-set Eyes



Corrective Makeup for Deep Set Eyes

Eye-Make up for Special Occasion

1. Striking Contour of Eyes

Step-1: Apply the base colour starting from lashes to the brow and blend it smoothly using a shadow brush or applicator.

Step-2: Take the medium tone and apply it gently between the eye lashes and the crease line with the help of an applicator or eye shadow brush.

Step-3: Take medium deep colour and apply it in the grooves of eye crease, further extend this sheer towards the eyebrow sparingly but stop slightly above the eyebrow.

Step-4: Put highlight shadow below the brow bone with the shadow brush

Step-5: Apply eyeliner with desired thickness at the upper eye lid. Move the eye liner brush starting from outside corner and then moving it inside, narrow down the eye line as you proceed from outside towards the inner side of eyes.

Step-6: Apply same colour shadow as the eyeliner to increase the longevity of the eyeliner.

Step-7: Repeat step 5 and 6 at the bottom eye lash if desired.

2. Dramatic Smoky Eyes

Step-1: Encircle the eyes with dark grey, dark brown or black eye liner.

Step-2: Smudge all over with eye shadow brush or disposable applicator.

Step-3: Using the shadow brush apply dark shadow starting form upper eye lash to the crease, soften the colour and blend it as you move down towards the crease.

Note: The tone of eye shadow must be dark from outer to inner corner.



Corrective Make up for Under Eyed Dark Circles



Step 1



Step 2



Step 3

Exercise

- A. Divide yourself in groups of two. Now both the group members should analyse the eyes of each other and fill in the details. Given below. Once the eyes shape and structure are determined decide a colour code that suits your partner and write the colours of styles you would recommend on your partner.
- B. Identify and categorize these colours as: Primary, secondary, tertiary, warm and cool colours. A colour could either be a primary colour or a warm colour. In such case strike out both the options.

Colours	Primary	Secondary	Tertiary	Warm	Cool
Blue					
Orange					
Purple					
Golden					
Brown					
Olive					
Crimson					
Reddish					
Brown					

Assessment

- A. Answer the following questions:
- List the primary and secondary colours appearing in the colour palette.
 - Name the colours that appear in the warm range and the cool range.
 - What are complementary colours? Identify the complementary colours used for green and brown colour eyes.

B. State the corrective make-up for:

1. Green Eye
2. Blue Eye
3. Brown Eye

C. Match the following:

Column A	Column B
1) Primary Colours	a) Combination of yellow and blue colours
2) Green	b) Range of colours between yellow to orange that gets around oranges, red-orange and even yellow greens
3) Cool colours	c) Yellow, Red and Blue
4) Warm colours	d) Pink or Slightly Ruddy

D. Write the steps to apply smoky eye make-up.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- a) Complementary colours.
- b) Corrective makeups for different types of eyes.
- c) Steps for applying 'smoky eye make-up'.

Part B

Discussed the following:

- a) Make-up Colour Theory.
- b) Complementary colours for different eye shades.
- c) Eye make-up for special occasion

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Identify complementary shades for different eye colours		
2. Demonstrate corrective eye make-up strategy for protruding eyes		
3. Demonstrate corrective eye make-up strategy for round eyes		
4. Perform 'smoky make-up' of eyes		

Session-3

Basic Eyebrow Threading

Relevant Knowledge

Eyebrow Threading

Threading, also known as banding, is a method of hair removal in which the technician maneuvers a looped and twisted cotton thread with his or her fingers. The most common area for threading is on the face.

Threading is used mostly to shape eyebrows and is considered one of the methods that involve less damage to the skin. It is a method of hair removal worth considering for individuals who have skin treatments or use products that prohibit waxing. Threading is a technique that is difficult to self-teach, and hands-on training is recommended.

Contraindications

- Conjunctivitis
- Stye
- Blepharitis

Threading Tools, Materials and Equipment

Threading Kit

- Thread No.40
- Talcum Powder
- Cotton
- Astringent
- Scissors

Tools you need for Threading Eyebrows

- Thin Thread (about 24 inches long) of strong and good quality
- Thick thread is not good for removing hair effectively.
- Eyebrow brush: Used to brush the eyebrow in whichever direction you prefer.
- Scissors: Used for cutting/trimming the eyebrows.



Thread No.40

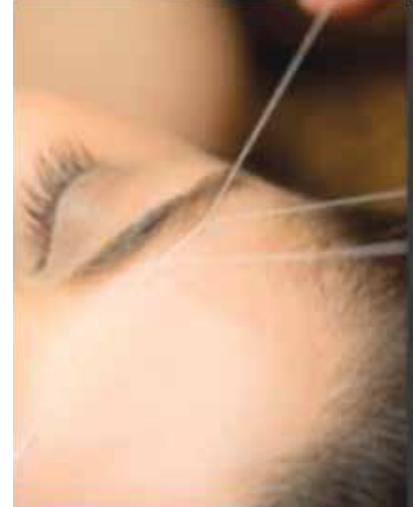


Scissors



Preparation of the Client for Eyebrow Threading

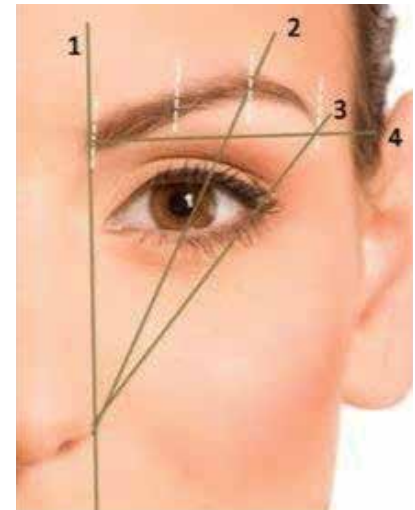
- Protect the client's hair by wrapping it to avoid snagging hairs on his or her head.
- Then wash your hands.
- If the client is wearing make-up, clean it up. Do not apply any cream before threading.
- Use a new and clean thread.



Preparing the client for threading

Determine the Eyebrow Width

An orange stick is used for determining eyebrow width. Place the orange stick against the widest part of the nose and inner corner of the eye. Move the stick to form a diagonal line from the nose across the outer corner of eye.



Determining eyebrow width

Various Eyebrow Shapes

Since all human beings are unique their eyebrow shapes also vary along with their face shapes. It is necessary to determine the shape of eyebrows before shaping it. Before shaping the eyebrows suitable shape has to be given to the clients based on their facial features.



High Forehead

Few eyebrow shapes are given below:

High Forehead

Here the width of the forehead is just about the same as below the cheekbones. Long faces usually have a very narrow chin or a very high forehead. A flat brow will be well suitable for such faces. Here the arch should be slightly elevated.

Low Forehead

First the length of the brows has to be measured and later on based on the length of an individual the arch should be shaped such that it deviated at lower level.

Wide Set Eyes

People with wide set eyes are the most normal looking with unique features of brows. Perfect shaping can make the wide set eyes to look closer, the slightly angled shape can be given while shaping. This shape will make the eyes to appear inward and smaller.

Close Set Eyes

For shaping the individuals having closed set of eyes first draw an imaginary straight line from the outer side of the eye ball in parallel to the nose. To make the eyes to appear wider pluck more from the inner corner and slightly decrease towards the outer corner.

Round Face

A round face will be wide and long with round edges. The nose is the center guide and the widest point is at the cheeks and ears. To shape the client with round face, we have to shape high arched eyebrows with the peak toward the end of the brow and a short tail.



Low Forehead



Wide Forehead



Close Set Eyes



Round Face

Oblong Face

People with oblong face have stretched type of eye brows with lengthy hair growth. So the horizontal shaping would well fit their face. Shaping has to be almost done in parallel to their forehead. To make their brows look more beautiful.

Square Face

For the clients with square face we should consider the jaw line and hairline. To balance jaw line we have to angle the brows with high peak close to being directly above the square of the jaw.

Eyebrow Shaping

Eyes are said to be the main part of our face to have an attractive eyes eyebrow shapes will enhance the grace of the eyes. It is said that the perfect eyebrow shape would give an overall admirable look for your face. To obtain a perfect eyebrow is the desire of every client, in order to satisfy client requirement we must know about exact techniques of shaping eyebrows with relevant to the facial features.

The following points has to be considered before shaping

- Face shape of the client.
- Spacing values of the eyes.
- State of the existing eyebrow.
- Ask clients about which shape they want.
- Age of client.

Threading Procedure

Step 1: First cut a thread into 11 inches long and make a loop with the thread by tying it. Ensure that the thread is strong, clean and knot free.

Step 2:

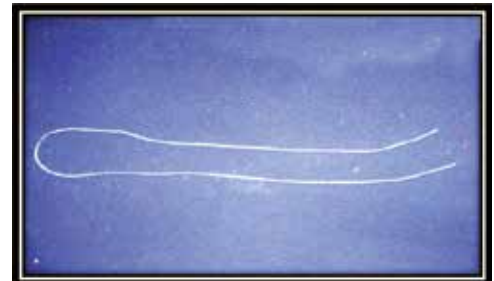
- Insert the thumb and pointer of both hands inside the loop.
- Twist the fingers on one hand forming an 'X'.
- A few more times twist your fingers in the same direction (say, 4 twists)



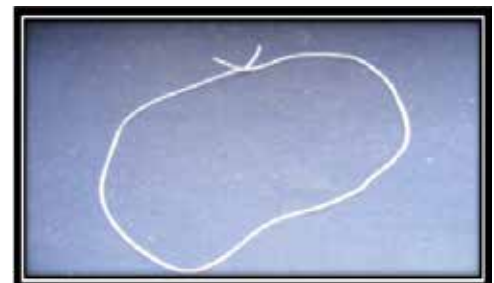
Oblong Face



Square Face



Step 1



Step 2

Step 3: Now keeping fingers of one hand steady open and close the fingers of the other hand so that the twisted part slides back and forth. This movement is for the thread to grip the hair and to pull it out.

Step 4: Apply little powder to the eyebrow area this will help in easy and harmless threading. Also by applying powder the extra grown hairs are highlighted so that can be trimmed easily without much difficulty.

Step 5: Now in one hand take the knotted side of the string and the other side in the other hand. Now keep the twisted section on the hairy area and move your fingers of one hand up and down to create the sliding motion of the twist. This will remove the excess hair.

Step 6: Make sure your fingers do not touch the face of the client while you are threading. Lace the winded section of the thread on the area where the hair needs to be removed. Then perform the open-close movement on one hand. This will trap and remove the hair along with the root.

Step 7:

- Repeat step 7 unless all the unwanted hair is removed ensure that line of eyebrow is maintained correctly according to the shape.
- You can then brush the eyebrow to see if any trimming is required. Then trim the unnecessary hairs using a scissors. Make sure that the trimmers are of tiny size and maintain similarity between two sides.

Step 8: A cold cream or Aloe-Vera or ice can be applied after threading. Also gently massage the surrounding area of the eyebrow for few seconds. This will reduce the stress and pain occurred while threading.

Eyebrow and Eyelash Tinting

Use natural dying tints to give the clients a perfect luscious appearance. If needed by the clients or if you feel that artificial tint is required then you can go with artificial tints. Use suitable tints that complement the clients' skin and hair color perfectly.



Step 2



Step 5



Step 6



Step 7



Step 8

Exercise

- A Write down the procedure to measure the width.
- B Mention some important points to be considered before threading.
- C List all the types of eyebrow shapes and explain each in one sentence.

Assessment

A. Answer the following questions

1. List the tools used in eyebrow threading.
2. What are the different steps to determine eyebrow width?
3. How a client must be treated after threading is completed?

B. Match the following:

Column A	Column B
1) Round face	a) Horizontal shaping
2) Oblong face	b) Slightly angled shape
3) High forehead	c) High arched eyebrows shape with the peak toward the end of the brow and a short tail
4) Wide set eyes	d) Lightly elevated arch shape

- C. List the steps involved in basic eyebrow threading.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- a) Steps to determine width of eyebrow.
- b) Eyebrow shaping and points to be considered before shaping

Part B

Discussed the following:

- a) Tools, materials and equipment used in threading.
- b) Various eyebrow shapes.
- c) Threading procedure.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Determine width of one's eyebrow		
2. Demonstrate the steps of basic eyebrow threading		

Session-4

Client Interaction & Consultation on Face Care and Facial

Relevant Knowledge

Client Consultation for Facial Treatment

The salon should assign a separate area for facial treatments. Facial is a relaxing treatment that calls for a quiet spot to let the client feel pacified and pampered while taking the treatment. All the facial treatments should begin with following consultation:

Record Keeping:

Always keep the record card in your hands while consulting the client. This will help you take notes of all important discussion and plan your treatment accordingly. The record card should be filled with following details:

- Client's name, address and telephone number.
- Client's occupation and date of birth.
- The client's medical history and details of any medication that the client is taking.
- Any contraindications like: a pacemaker, metal implants, pregnancy, diabetes, allergies, epilepsy or high blood pressure.
- Details on previous facial treatments that the client has taken. Also what types of facial treatment did the client take before this.
- Information on various skin care products that the client is currently using.
- A clue of how the client was referred to the salon.
- Observation of the client's skin type and conditions and abnormalities if there are any.

The Estheticians must use the flip side of consultation card to take a note of following:

- The date on which service is being performed.
- What kind of service is being given?
- What products are administered on the client and why?

Do not hesitate to recommend a product and service that could be beneficial to the client. Also, discuss the home care tips to client that they can practice continually to improve their skin condition. However, in doing so, be careful not to make the client feel that the sole purpose of the discussion is to sell the product to them.

Detail the process of treatment to the client and brief them the following:

- Where should they go to change into a dressing gown?
- If they must remove their jewellery.
- If they can receive or make calls on their cell phones.
- How long will the treatment take?
- If they are likely to feel some kind of tingling over their face.

Consultation Card				
Name : _____ Address : _____ _____ _____ _____ City : _____ State _____ Zip : _____ Tel : _____	Date of Consultation: _____ _____ _____ D.O.B _____ Occupation _____ _____ Ref. By _____ Contraindications (if any) _____			
Medical History _____ _____ _____ _____				
Current Medication _____ _____ _____				
Previous Treatment _____ _____ _____				
Home Care Products Used: _____ _____ _____				
Skin Type	Oily	Normal	Dry	Combination
Skin Condition	Clogged Pores	Sensitive	Dehydrated	Mature
Skin Abnormalities: _____ _____				
Remarks: _____ _____				

FACIAL RECORDS

Date	Type of Treatment	By	Product Purchased
2/14	Relaxing Massage	Mary	Moisturizer with sunscreen
3/16	Cleansing peel Madelage Massage	Mary	Cleanser, Toner
4/5	Cleansing Peel - High Frequency Indirect	Mary	Moisturizer, Foundation # 7
4/16	Cleansing Peel - Massage Alginate Mask	John	Night cream for dry skin
5/13	Cleansing Peel- Iontophoresis Paraffin Mask Skin is showing marked improvement	Mary	Lipstick #43
6/1	Cleansing Peel - Relaxing Massage	Mary	Eye Contour Mask

Client Consultation for Advanced Eye Make-up

Consultation Process

The first process in make-up process, as in all the services is the Client Consultation. At this step the client brings their wish and desire to you. Try to listen carefully to the client however do not impose your opinions on her. After you let the client finish completely, suggest your recommendations to her based on your knowledge.

Consultation Area

The consultation area where you interact with the client must be neat and clean. Clean your portfolio in the consultation area that reflects your work and accomplishments. The client could find many styles and looks from your portfolio or else could ask for a similar make-up style or colour.

It is required to keep your consultation area well lit while you are showing colours or makeup styles to the client.

Observe your client's face in even light so that you can assess the actual condition of the skin.

Always engage your client in conversation and try to establish a good rapport with her. Such an interaction will help you to easily understand her expectations and let you convince your points to her.

Take a record of client's preferences like: what colour she likes/dislikes; how much of make-up is she putting and what are her preferences for special occasion makeup.

Record all the information on a client consultation card. Show your client every product that you would be using on her makeup and take her approval on the same.

Assist or brief your clients about:

1. The preparatory process like: putting a headband or clipping the hair.
2. Makeup removal that client is already putting on her face.
3. The process of makeup for example first you would apply foundation, concealer or eye shades.

Client Consultation for Eyebrow Threading

Before any hair removal service, a consultation is always necessary. Ask the clients to fill a consultation questionnaire that discloses all their medications both topical (being applied to the skin) as well as oral (taken by mouth) along with any known skin disorders or allergies.

It is imperative that every client fills out a release form that you provide them during consultation.

Show the eyebrows once shaped to the client and then ask if they want further thinning or lift of their brows.

Discuss with clients following details on threading service:

1. Explain face shape?
2. What shape of eyebrow do they prefer?
3. How much width and length of eyebrow they want?
4. If you think that the clients must try a new eyebrow shape then recommend so?
5. Show the eyebrows once shaped to the client and then ask if they want further thinning or lift of their brows.

Client Assessment Form

Date _____

Name _____ Sex _____

Address _____

City _____ State _____ Zip _____

Have you been seen by a dermatologist? Yes _____ No _____.
If Yes, for what reason?

Please list all medication that you take regularly. Include hormones, vitamins and the like.

Do you have any allergies? If Yes, please indicate _____

Are you pregnant or lactating? Yes _____ No _____

Have you had any of following procedures?

1. Laser resurfacing.

Yes _____ Date _____ No _____

2. Light chemical peel.

Yes _____ Date _____ No _____

3. Medium heavy chemical peel.

Yes _____ Date _____ No _____

4. Do you experience tightness or flaking of your skin?

Yes _____ Date _____ No _____

5. Do you have history of fever blisters or cold sores?

Yes _____ Date _____ No _____

Release form for Hair Removal

I, _____, am _____ not _____

Presently using:

_____ Retin-A

_____ Accutane

_____ Any Alphahydroxy-based products

_____ any medications such as cortisone, blood thinners or diabetic medication

The hair removal process has been thoroughly explained to me, and I have had an opportunity to ask questions and receive satisfactory answers.

Client Signature _____ Date _____

Technician's

Signature _____ Date _____

Face Care Tips

Taking good care of facial skin is very important for it to remain healthy and clear as well as to look youthful. Some of the face care tips are as follows:

1. The basic skin care procedure includes - cleansing, exfoliating, toning and moisturizing. Follow this procedure of skin care regularly to maintain the radiance and smoothness of your skin.
2. Protect your skin from sun. It is in fact one of the most significant ways to take care of your skin. Use sun protection or sunscreen before going out into the sun.
3. Eat a healthy diet to make your skin look beautiful and healthy. Include vitamin rich foods, fruits, green vegetables and lean proteins in your diet.
4. Drink plenty of water to keep your body hydrated and toxin free.
5. Regular exercise helps you to maintain your skin healthy and improves complexion.

Exercise

A. Answer the following question:

1. Explain why is it important to give home care advice?
2. What information should be written in a record card?
3. Explain the importance of Client Consultation with regards to facials

B. Answer the following statements in True or False:

1. It is required to keep your consultation area well lit while you are showing colours or makeup styles to the client.
2. Interacting with client helps you to easily understand client's expectations.
3. Avoid consultation with client before any hair removal service.
4. Client consultation card contains all information related to client.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- a) Client consultation for facial treatment.
- b) What details to be included in a record card?

Part B

Discussed the following:

- a) Client consultation on eye makeup.
- b) Client consultation for eyebrow threading
- c) Face/skin care tips.
- d) Preparing of client record card.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Prepare a client record card for any beauty treatment on the face		

Suggested Reading

- www.wikipedia.org
- http://beauty.indianetzone.com/1/different_types_facials.htm
- <http://www.webmd.boots.com/healthy-skin/guide/chemical-peel-treatments>
- http://makeup.lovetoknow.com/Eye_Makeup_Styles
- <http://www.instructables.com/id/How-to-thread-eyebrows/>
- Shahnaz Husain's Beauty Book

Glossary

Mascara	A cosmetic for darkening and thickening the eyelashes.
Emphasized	Give special importance or value.
Complementary	Combining in such a way as to enhance or emphasize the qualities of each other or another.
Quintessential	Representing the most perfect or typical example of a quality or class.
Protruding or bulging	The abnormal protrusion (bulging out) of one or both eyeballs.
Blend	Mix-together.
Smudge	Cause (something) to become messily smeared by rubbing it.
Enhances	Increase, or further improve the quality.
Concealed	Hide from being seen.
Penetrate	Go into or through (something), especially with force.
Dermal abrasion	The removal of superficial layers of skin with a rapidly revolving abrasive tool.
Decongestion	The process of relieving congestion.
Rejuvenates	Make (someone or something) look or feel better, younger.
Exfoliator	Dead skin removing agent.
Incrustation	A crust or hard coating on the surface of something.
Unclogging	Removal of accumulated matter.
Acne	A skin condition characterized by red pimples on the skin, especially on the face.

Unit-6

Hair Cutting & Styling I

Introduction

In today's diverse workplace, people face a lot of challenges in creating a positive professional image. Professional image reflects your attitude, personal appearance, and ability. It also signifies perceptions of your competence and character. Analyse your character traits and core competencies of the people that you want to connect with as there is always some gap between your desired professional image and perceived professional image. Hence, it is important to take pro-active approach to groom and manage your image.

Personal appearance is an often disregarded part of communication and presentation skills.

Good personal grooming can make a person look polished and well put together. Looking good usually improves a person's self-esteem and confidence. A person that is well-groomed is often better perceived by others than a person that does not take as much care with his or her appearance.

First impressions are very important - they can be about your attitude as well as dress.

Visual impact is at least as important as verbal impact, people will very quickly make assumptions based on your facial expressions, the clothes you wear, how well groomed you are and your body language.

Also, one should dress according to their shape to maintain good personal appearance. Therefore, it is important to learn about various body shapes.

Body language and the way one present themselves plays an important role in the development of one's professional image. Confident, clear, impressive, and comfortable body image imparts positive impression. It is very significant to exhibit positive body language and give an active and confident impression of ourselves when interacting to others.

This unit focuses on the ways to exhibit positive professional image at workplace, various body shapes to help you choose the right attire, how to manage stress and time to meet the requirements and how to behave in a professionally ethical manner at workplace. Further, this unit provides knowledge on how to maintain good relationship with clients.

Unit Objective

After completing this unit, the student will be able to:

- Perform basic haircuts like: blunt, V-shape and U-shape cut
- Apply basic hair styling
- Demonstrate the procedure to apply basic hair colour
- Draft a client record card for a hair treatment



Session-1

Basic Hair Cutting

Relevant Knowledge

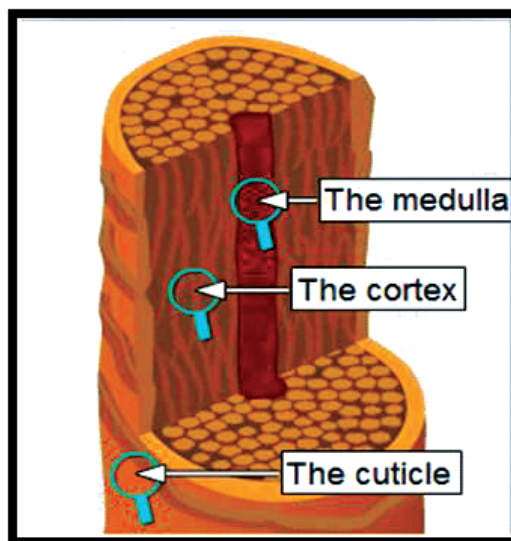
Structure of Hair

The hair can be divided into two parts, the root and shaft. The root is found beneath the scalp. A pouch like structure called follicle surrounds the hair root bulb. Capillaries and nerve fibres indent this bulb. The cells in the hair cells push the previous cells up. The cells, which move up

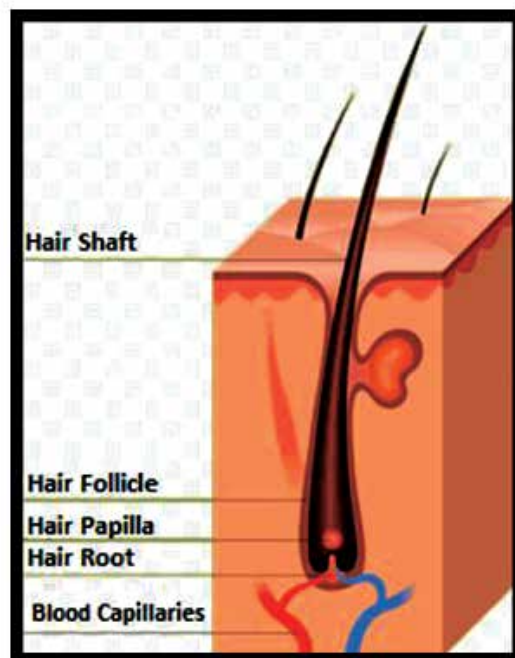
Hair is composed primarily of proteins (88%). These proteins are keratin. The hair shaft has three layers the cuticle, medulla and cortex.

Each hair is made up of three layers. The outside layer, the Cuticle, is the strongest, the Cortex, is the strong, main part of the hair. The central layer, the

- Cuticle:** This is the outermost layer. It consists of a single layer of overlapping cells like the shingles on a roof. It acts as a protective barrier against damage and loss of moisture. It is coated with sebum, a natural lubricant. Sebum is what gives hair its natural shine.
- Cortex:** the cortex is the main part of the hair, lying under the cuticle. It provides the strength, elasticity and texture of the hair. It accounts for 85-90% of the hair's weight. If damaged it will appear fragile and weak and will break easily.
- Medulla:** The medulla is the innermost layer that is sometimes called the marrow of the hair shaft. It is a central core of soft tissue that runs through the center of the hair shaft.
- Hair Root:** The hair root is that portion of the hair found beneath the skin surface. This portion of the hair is enclosed within the follicle.
- Hair Shaft:** The hair shaft is that portion of the hair extending above the skin surface.
- Hair Follicle:** The hair follicle is a tube-like depression or pocket in the skin or scalp encasing the hair root. Follicles vary in depth, depending upon the thickness and location of the skin. There is a follicle for every hair. The funnel shaped mouths of hair follicles are favourite breeding places for germs, sebum, and dirt.
- Hair Papilla:** The hair papilla is a small, cone-shaped elevation at the bottom of the hair follicle that fits into the hair bulb. Within the hair papilla is a rich blood and nerve supply, which contributes to the growth and regeneration of the hair. As long as the papilla is healthy and well nourished, it produces hair cells that enable new hair to grow.



Structure of Hair



Layers of Hair

While hair contains water, lipids, traces of mineral elements and melanin, it is keratin which is its main constituent. Its organisation within the cortex is so reminiscent of a rope or a cable that it is almost worrying.

Hair is incredibly strong. Each hair can withstand the strain of 100 grams, meaning that an average head of 120,000 hair could cope with 12 tons, if the scalp were strong enough! Performance which is due to the amazing way the keratin is organised in the cortex.

Keratin is the essential component of hair. It is a protein formed by the combination of 18 amino acids, among which cysteine deserves special mention, being rich in sulphur and playing an important role in the cohesion of the hair. It is produced by the keratinocytes.

A single strand of hair does not grow continuously throughout its life. Hair follicles grow in repeated cycles. One cycle can be broken down into three phases.

- Anagen - Growth phase
- Catagen - Transitional phase
- Telogen - Resting phase

Each hair passes through the phases independent of the neighbouring hair.

1. Anagen Phase - Growth Phase

Approximately 85% of all hair is in the growing phase at any one time. The Anagen phase or growth phase can vary from two to six years. Hair grows approximately 10cm per year and any individual hair is unlikely to grow more than one meter long.

2. Catagen Phase - Transitional Phase

At the end of the Anagen phase the hair enters into a Catagen phase which lasts about one or two weeks, during the Catagen phase, the hair follicle shrinks to about 1/6 of the normal length. The lower part is destroyed and the dermal papilla breaks away to rest below.

3. Telogen Phase - Resting Phase

The resting phase follows the catagen phase and normally lasts about 5-6 weeks. During this time the hair does not grow but stays attached to the follicle while the dermal papilla stays in a resting phase below. Approximately 10-15 percent of all hair is in this phase at a one time.

At the end of the Telogen phase the hair follicle re-enters the Anagen phase. The dermal papilla and the base of the follicle join together again and a new hair begins to form. If the old hair has not already been shed the new hair pushes the old one out and the growth cycle starts all over again.

Chemical Composition of Hair pH

Balance of Hair:

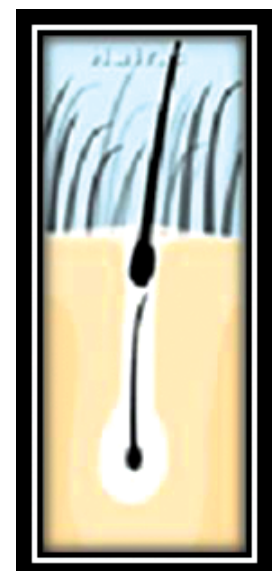
Expressed on a scale of 0 to 14, with 7.0 being the neutral point, where something is neither acidic nor alkaline. Plain Water is neutral.



Anagen Phase



Catagen Phase

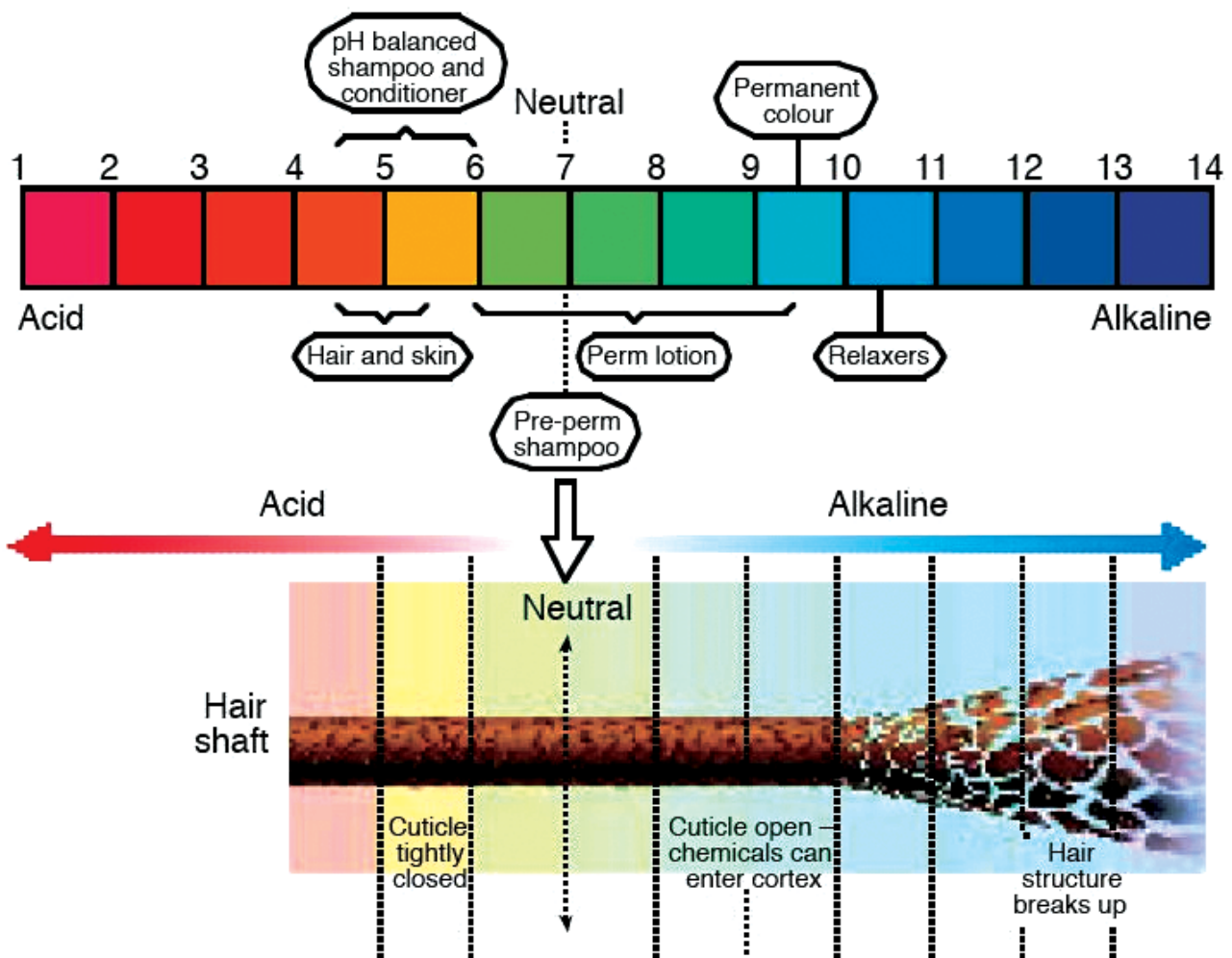


Telogen Phase

1. A substance with a pH less than 7.0 is acidic.
2. A substance with a pH greater than 7.0 is alkaline.
3. The smaller the number, the stronger the acid.
4. The larger the number, the stronger the alkali.

Importance of pH in hairdressing

1. Acids close the cuticles of the hair, which makes it reflect light and appear shiny. A closed cuticle is also less likely to get damaged during brushing and combing. Eg. Conditioners.
2. Alkalis open the cuticles, allowing the chemicals to enter the cortex. Porous hair with open cuticles helps chemicals process more quickly. Eg. Shampoo.

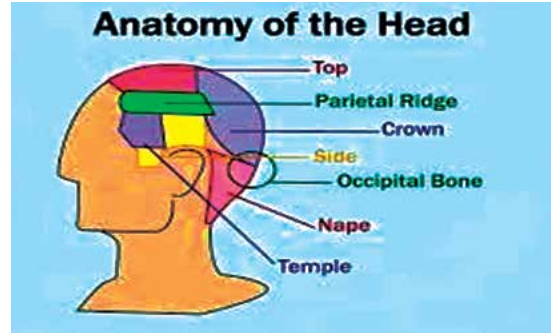


The pH scale. Notice how the hair shaft is damaged by a high level of alkalinity
Hair pH Balance

Anatomy of Head/Skull

1. Reference points: On the head mark where the surface of the head changes, such as the ears, jawline, occipital bone, or apex. These points are used to establish design lines.

2. **Parietal ridge:** This is the widest area of the head, starting at the temples and ending at the bottom of the crown. This area is easily found by placing a comb flat on the side of the head: the parietal ridge is found where the head starts to curve away from the comb. The parietal ridge is also referred to as the crest area.
3. **Occipital bone:** The bone that protrudes at the base of the skull is the occipital bone. To find the occipital bone, simply feel the back of the skull or place a comb flat against the nape and find where the comb leaves the head.
4. **Apex:** This is the highest point on the top of the head. This area is easily located by placing a comb flat on the top of the head. The comb will rest on that highest point.
5. **Four corners:** These may be located in one of two ways. One is by placing two combs flat against the side and back, and then locating the back corner at the point where the two combs meet. The second is by making two diagonal lines crossing the apex of the head, which then point directly to the front and back corners.



Elements of Hair Analysis
Hair Types
1. Normal Hair:
<ul style="list-style-type: none"> • It is neither greasy nor dry. • It has not been permed, straightened or colour treated. • It holds its style well.
2. Fine or Greasy Hair:
<ul style="list-style-type: none"> • It tends to be limp. • It looks flat and packs volume. • It is difficult to manage because it does not hold the style. • It soon gets greasy again after shampooing.
3. Dry Hair:
<ul style="list-style-type: none"> • It looks dull. • It feels rough. • It tangles easily. • It is difficult to comb or brush.
4. Combination Hair:
<ul style="list-style-type: none"> • Greasy at the roots. • Shaft is dry. • Sometimes split-ends.

Hair Texture

Texture - it is the natural movement of the hair or the diameter of single strand of the hair [fine, medium, thick]. The ideal place to check for texture is below the crown check by running your fingers through the lengths & ends of the hair.

There are three main hair textures;

1. Fine: small in circumference.
2. Medium: greater circumference than fine hair.
3. Thick (Coarse): greatest circumference of all. Density of hair

Density Of Hair

1. Sparse: 100 to 150 hair fibres per sq cm.
2. Average: 200 to 300 hair fibres per sq cm.
3. Dense: 400 to 500 hair fibres per sq cm.

Elasticity of Hair

Elasticity - the ability of the hair to stretch without breaking.

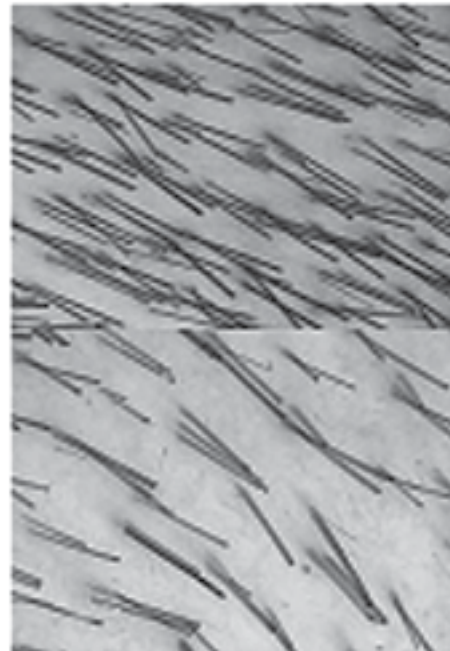
Test: Take 1 strand hair & pull it. If it has good elasticity it will go back to its normal length, if it has poor elasticity it will either break or will not go back to its normal state.



Three Different Hair Textures



Elasticity of Hair



Density of Hair

Porosity of Hair

Porosity - The hair's ability to absorb water or other liquids.

Test: checking the cuticle layer by running your fingers through the hair shower, if it is rough, then the hair is porous if it is smooth then the hair is in good condition.

Various Hair Cutting Lines

1. Cutting Lines

Every haircut is made up of lines and angles. A line is a thin continuous mark used as a guide. An angle is the space between two lines or surfaces that intersect at a given point.

- The two basic lines used in haircutting are straight and curved. The head itself is made up of curved and straight lines. Cutting lines into the hair makes the hair fall into a shape. There are three types of straight lines in haircutting: horizontal, vertical, and diagonal.
- Horizontal lines: These are parallel to the horizon or the floor. Horizontal lines direct the eye from one side to the other. Horizontal lines build weight. They are used to create one-length and low-elevation haircuts and to add weight.
- Vertical lines: These are usually described in terms of up and down and are perpendicular to the floor; they are the opposite of horizontal. Vertical lines remove weight to create graduated or layered haircuts and are used with higher elevations.
- Diagonal lines: These are between horizontal and vertical. They have a slanting or sloping direction. Diagonal lines are used to create fullness in a haircut and to blend long layers into short layers.

2. Partings & sections: This is a method of how the hair is separated or sectioned before the hair cut.

Profile: Centre forehead to centre nape.

Horseshoe: Recession to recession (passing through the lower crown).

Horizontal: Parallel to the floor.

Vertical: Perpendicular to the floor.

Diagonal Forward: Angles forward towards the face.

Diagonal Back: Angles backward away from the face.

Radial: Top of the head to the top of the ear.

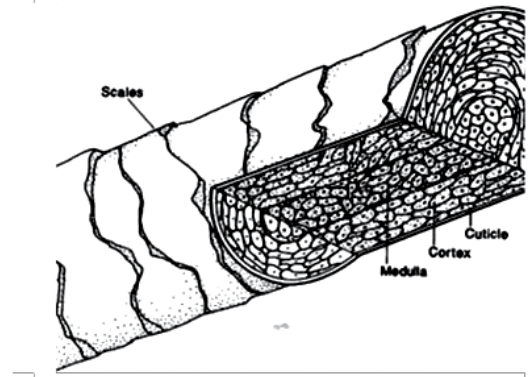
Pivoting: Rotating from a centre point.

90 degree: Perpendicular to the head.

4. Elevation - The level of hair lifting from the head during cutting.

Four terms to describe elevation are:

- 0° in the comb: no elevation
- 1 finger depth: slight elevation



Porosity of Hair

- 45°: midway between 0° and 90° degree [graduation]

- 90°: perpendicular to the head

5. **Cut-** The shape of the line cut

Five terms to describe shape are:

Square: a horizontal line

Visual: a variable line

Parallel: a line maintaining equal distance from the parting.

Vertical: perpendicular to the floor.

Round: following the head shape.

Basic Hair Cuts

Blunt Hair Cut

To have blunt haircut is the desire of many people, blunt haircut is said to be all time favourable and simple haircut. Generally almost all girls would love to have a blunt haircut, as this haircut suites all the dressing pattern. Now let us get to know about how blunt haircut is done.

Procedure:

Step 1: Partition the hair equally according to the clients' hair style. From the front hairline divide the head into two parts and comb thoroughly.



Step 1

Step 2: From the apex of the head divide the hair till back of the ears, now you have divided the head into four sections.



Step 2

Step-3: Starting from the left nape take little section of hair and cut the hair in required length from the hairline. Do the same at the right nape too. Check the cutting line is straight and parallel to the floor on both the sides.



Step 3

Step-4: The crown area is to be paid lot of attention, comb the hair in the natural growth direction and cut the hair to match your haircut line.



Step 4

Step-5: Moving to the side part, first comb the hair to set the haircut line that matches the hairline at the back. With shears pointing towards the back start cutting the hair to align the horizontal line.



Step 5a

Step-6: Ensure that both sides of the haircut are even. Now view the haircut from the backside, if needed make adjustments. Also check the haircut at vertical sections and cut off if any excess hair.



Step 5b



Step 6a



Step 6b

Step-7: Comb thoroughly and blow-dry the haircut, finally give client a finishing touch with spray.



Step 7

V-Shape Haircut

It is clear from the name that this cut is V-shape. V-shaped hair cut looks good on all age groups. It is especially good for straight hair as the shape comes out perfectly in straight hair. Medium to long length hair is suitable for V-shaped haircut.

Procedure

Step-1: The head is tilted forward at a 45-degree angle and the hair is parted down the middle and combed forward on each side



Step 1

Step-2: Hair from the same position on each side is brought together in the center in front of the face and cut to the desired length.



Step 2

Step-3: Carefully work your way from the top to bottom in making these initial cuts for the guide.



Step 3

Step-4: Once the guide cuts have been established, the head can be returned to a vertical/upright position and the hair is then cut into layers working from front to back one each side, elevating the hair to 45-degree elevation and cutting the hair along the established guide.



Step 4

Step-5: Cross check the cut by combing the hair and holding it out horizontally. You can also keep the hair balanced by periodically bringing hair from the same positions on the opposite sides of the head together either at the front or back of the head and confirming that the lengths are the same.



Step 5

U-Shape Hair Cut

U-shape hair cut is a popular haircut. It provides a decent and elegant look. This hair cut is a perfect style for women who want to follow subtle fashion. Simple yet classic, this hair style is perfect for casual look.



Step 1

Procedure

Step-1: Comb the hair smoothly and remove any tangles.

Step-2: Make ear to ear section of the hair.

Step-3: Clip the section around the hair.

Step-4: Take nape section of the hair.



Step 2

Step-5: Cut the hair touching the skin and at 0 degree.

Step-6: Cut the hair along the guide cut to get a perfect U-shape cut.



Step 4



Step 5

Exercise

A. Answer the following:

1. Explain blunt haircut in brief.
2. Describe the steps for V-shaped haircut.
3. Explain the steps for U-shaped haircut.

Assessment

A. Answer the following questions:

1. Explain the features to be considered while analysing hair.
2. Identify the hair cut given in the pictures below:



a).....



b).....

B. Fill in the blanks:

1. Lot of pressure is to be applied through fingers in haircut.
2. The is a small, cone-shaped elevation at the bottom of the hair follicle that fits into the hair bulb.
3. A pouch like structure called surrounds the hair root.
4. ability of the hair to stretch without breaking.

C. Identify the below given image and name the haircut to which it belongs.



D. Name three phases of hair growth.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Described the follow'ng:

- (a) Hair structure.
- (b) Chemical composition of hair.
- (c) Anatomy of head/skull.

Part B

Discussed the following:

- (a) Hair analysis.
- (b) Basic haircuts - blunt, V-shape cut and U-shape cut etc.

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
1. Analyse hair on the basis of hair type, texture, density and porosity.		
2. Demonstrate steps to provide blunt cut.		

Session-2

Basic Hair Styling

Relevant Knowledge

Introduction

We know that now a day's hair styles have lot of demand, many of us are very much interested to know about recent hair styles. There are many advanced type of hair styles in salon which many people like to have. Some of the hairstyling techniques are:

Wet styling

Wet styling is the common process that has attracted lot of people. It acts as a fundamental process in hair styling. It is very simple and gives an astonishing look for the hair.

Procedure

Step-1: Start combing the hair from the front hairline in the direction of setting pattern for several times until it becomes smooth. Use comb with wide teeth.

Step-2: Partition a section of the hair with same length and width of the ruler. Hold the partitioned hair with tension between the thumb and middle finger and slowly wrap the hair around the roller.



Wet Styling Step 1

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Wet Styling Step 2

Step-3: After wrapping, roll the hair towards scalp and clip the roller securely. Roll all the remaining hair in the same way according to the style needed



Wet Styling Step 3

Step-4: Once completed, set the dryer at the required temperature and place the client under hood dryer at comfort level. When the hair is dried on cooling remove the rollers. Lastly comb out and style the hair for final nourishment.



Wet Styling Step 4

Finger Waving

Finger waving is a technique used to obtain curl in the form of waves through fingers. It was initially followed by ancient queens. In present days finger waves have gained lot of demand and turned out as a professional hairstyle. It is one of the excellent and leading hairstyle of present era. Due to its wide demand it is been thought in systematic format. Let us see to the procedures to obtain Finger waving.

Procedure

Step-1: After planning the desired hairstyle, partition and arrange the hair according to the natural growth of hair also as per the requirement.



Finger Waving Step 1

Step-2: Apply waving lotion to the side with an applicator bottle at your working side; comb the lotion through the section. Starting from the hairline move towards the crown using 1 to 2 inches at a section. Begin the process from heavy side and shape and guide the wave using index finger.



Finger Waving Step 2

Step-3: For the first ridge place your index finger of left hand directly above the position with the teeth of comb positioning upward. Once inserted, draw the comb forward about 1 inch along the fingertip.



Finger Waving Step 3

Step-4: With the teeth still inserted in the ridge flatten the comb against the head, place your middle finger on the ridge with the index finger placed aside the teeth of the comb.



Finger Waving Step 4

Step-5: Apply pressure by using two fingers and push the hair in required direction without affecting the originality of the ridge. Follow this procedure section by section entirely to reach the crown maintain evenness between the ridges and waves.



Finger Waving Step 5

Step-6: Now in order to form a ridge at the other side begin at the crown and perform the similar operations as that of the previous one but in reverse pattern. The process is extended toward the back of the head.



Finger Waving Step 6

Step-7: After completing styling all the ridges protect the clients' forehead and ears with cotton, gauze or paper protectors and place them under the hood dryer set at suitable temperature.



Finger Waving Step 7

Step-8: Finally comb out or brush the hair to make it much soft, add spray for the hold and shine.



Finger Waving Step 8

Hair Wrapping

Hair wrapping is technique used to keep the curly hair smooth and straight. It is done by rolling the hair around the head to give the hair shape of head. It can be done both on wet and dry hair.

Procedure

Step-1: Place your hand above the head and in pivot motion wrap the hair on the outer perimeter of the head just roll the hair around in circular motion.



Hair Wrapping Step 1

Step-2: Continue to wrap the hair in clockwise direction and set it by using duckbill clips.



Hair Wrapping Step 2

Step-3: Do the same for remaining hair also and set it with duckbill clips to hold firmly.

Step-4: At last slowly unwrap the hair and give final touch to the hair by brushing and spraying. The longer the hair is wrapped the smoother it will be.

Blow Dry Styling

It is a technique of drying and styling damp hair in one operation. It can be done in less time and also it needs low maintenance. Generally blow drying can be done to obtain different hair styles.

Procedure

Apply styling product throughout the hair using fingers and comb. While the hair is still wet mold the hair. Apply mousse or spray volumizer at the base to get lift and to increase the volume of the hair.

For Curly Hair

Step-1 : By using a round brush curl the hair, set the degree of lift based on your requirement. On obtaining a curl using blow dryer stream the air over the curl in a back and forth motion.

Step-2: Do this section by section, after all the sections are completed cool down the sections using cooling button to make the curl stronger and stiff. Slowly remove the brush and finally completely dry the hair for long lasting curls.



Hair Wrapping Step 3



Curly Hair Blow Drying Step 1A



Curly Hair Blow Drying Step 1B



Curly Hair Blow Drying Step 2

Step-3: To obtain tighter curls attach the diffuser to the blow dryer. Diffuse the hair by adjusting the diffuser button. Use pulsing motion to each section; finally use the finishing hair spray.



Curly Hair Blow Drying Step 3



Curly Hair Blow Drying Step 4

For Straight or Wavy Hair

Step-1: By using vent brush or classic styling brush distribute the hair into desired shape. Build the shape from bottom nape towards the crown.



Straight Hair Blow Drying Step 1

Step-2: Attach the nozzle or concentrator to the blow dryer; using 1 inch sections bend the hair in the preferred direction. After completing all sections cool the hair using cooling button.



Straight Hair Blow Drying Step 2

Step-3: Now allow the hair to dry and direct the airflow towards the top of the brush in desired direction. To obtain rounded edge bend the ends by turning the brush in outward direction.



Straight Hair Blow Drying Step 3

Thermal Waving

Thermal waving is a method in which the hair is treated with thermal irons for waving the hair. We can turn out our hairstyle as per our required style through thermal waving.

Procedure

Step-1: Divide the hair into many subsections of 2 inches wide strands. Comb the section of the hair thoroughly in the direction of its growth.

Step-2: Insert the irons with groove facing forward; close the iron and give a one-quarter forward turn. At the same time draw forward the hair with the comb, position the iron for few seconds with combs away so that the hair gets heated completely.

Step-3: Reverse the movement by simply unrolling the hair from iron and bring it back to resting position. Further open the iron and place just below the ridge or crest, swing the iron rod towards you and close them.

Step-4: Keep the iron very stiff this will result in forming half-circle. Now slide the iron down about 1 inch to accomplish the rolling. It completes waving one strand of hair.

Step-5: Similarly complete all strands with accurate method as used for first strand. Ensure that all strands must match each other. At last, style and finish the hair as required.



Thermal Waving Step 1



Thermal Waving Step 2



Thermal Waving Step 3



Thermal Waving Step 4



Thermal Waving Step 5

Exercise

- Name the four styling techniques? Explain the procedure for any one of the styling technique.
- What is Finger Waving? List the tools used in finger waving technique.
- Name the tool attached to the diffuser to obtain tighter curls.

Assessment

A. Fill in the blanks:

- A teeth comb is used in wet styling.
- In Finger waving we start from and move towards the crown.
- A brushed comb is used in blow dry styling.

B. Answer the following questions:

- Differentiate between two blow dry styling techniques.
- What is thermal waving? Write the step by step procedure for thermal waving.

C. Match the following:

- Differentiate between two blow dry styling techniques.
- What is thermal waving? Write the step by step procedure for thermal waving.
- Describe the hair wrapping technique briefly.
- In your own words, write the step by step procedure of finger waving.

Column A	Column B
1) Finger Waving	Technique of drying and styling damp hair in one operation.
2) Hair Wrapping	Technique used to obtain curl in the form of waves through fingers.
3) Blow Dry Styling	Method in which the hair is treated with thermal irons for waving the hair.
4) Thermal Waving	Technique used to keep the curly hair smooth and straight.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between:

- (a) Wet styling and blow dry styling.
- (b) Finger waving and thermal waving.

Part B

Discussed the following:

- (a) Different types of hair styling techniques.
- (b) Steps involved in - wet styling, finger waving, hair wrapping, blow dry styling and thermal waving.

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
1. Perform finger waving of hair		
2. Perform blow dry styling		

Session-3 Basic Hair Colouring

Relevant Knowledge

Hair colouring is one of the most challenging, creative and well known salon services. It also has the potential for being one of the most remunerative fields in which a stylist can choose to work. Hair colouring is both a science and an art. It can simply be defined as the practice of changing the colour of hair.

For a skilled hair colourist, it is essential to become an expert in the given processes:

- Depositing colour on natural hair colour
- Depositing colour on previously coloured hair
- Depositing colour on hair that has been lightened
- Lightening and depositing colour in one step



Hair colourist is an interesting, artistic and at the same time adventurous job. This area of work is also in great demand these days. If you understand fully about the theory and practical of hair colour, you will have the opportunity to build a significant and loyal client base and earn high income in this field.

Why do People Colour Their Hair?

Many people colour their hair and it is significant to have an understanding of what motivates people to colour their hair.

Following are a few reasons for hair coloring:

- To cover up or blend gray hair
- To enhance an existing hair colour
- To create a fashion statement or a statement of self-expression
- To correct unwanted tones in hair from different environmental exposure like sun or chlorine

A lot of people also experiment with hair colouring. When a client turns to you for advice and service, it is important that you have a thorough understanding of the hair structure and how hair colouring products affect it.

A trained hair professional will know which shades of colour are flattering on the client and which products as well as techniques will achieve the desired look.

Colour Theory

Colour is a form of light energy. Before attempting to apply hair colouring products, it is important to have a clear and good general understanding of how colours work together.

The Law of Colour

The Law of Colour can be defined as a system for understanding colour relationships. When colours are combined, you will always get the same result from the same combination. Equal parts of red and blue when combined together always make violet.

Similarly, equal parts of blue and yellow mixed always forms orange. This system is referred to as the Law of Colour because these relationships have been tested over and over and have proven to be true.

Primary Colours

Primary colours refer to those pure or fundamental colours that cannot be achieved from a mixture or combination. Blue, red and yellow are the primary colours. All colours are created from these primaries.

- **Blue** - Blue is the darkest of the primary colours and is the only cool primary colour. Apart from coolness, blue also brings depth or darkness to any colour to which it is added.
- **Red** - Red is the medium primary colour. Red mixed with blue based colours will cause them to appear lighter. Red mixed with yellow based colours will cause them to become darker.
- **Yellow** - The lightest of the primary colour is yellow. When yellow is combined with other colours, the resulting colour is lighter and at the same brighter in appearance.

When all the primary colours are present in same proportions, the resulting colour is black. It is helpful to think of hair colours in terms of their relative proportions of the primary colours. Neutral colour, for instance, has the primary colours of the following proportions:



Primary Colour Wheel

- Blue - B
- Red - RR
- Yellow - YYY

Secondary Colours

A secondary colour is made or obtained by combining equal parts of two primary colours. Green, orange and violet are the secondary colours.

- **Green** - Green is an equal mixture of blue and yellow.
- **Orange** - Orange is obtained by equal mixture of red and yellow.
- **Violet** - Violet is an equal combination of blue and red.

Tertiary Colours

A tertiary colour is an intermediate colour obtained by combining a secondary colour and its neighbouring primary colour on the colour wheel in equal proportion.

Tertiary colour includes:

- Blue-Green
- Blue-Violet
- Red-Violet
- Red-Orange
- Yellow-Orange
- Yellow-Green

Natural looking hair colour is obtained by combining primary and secondary colours.

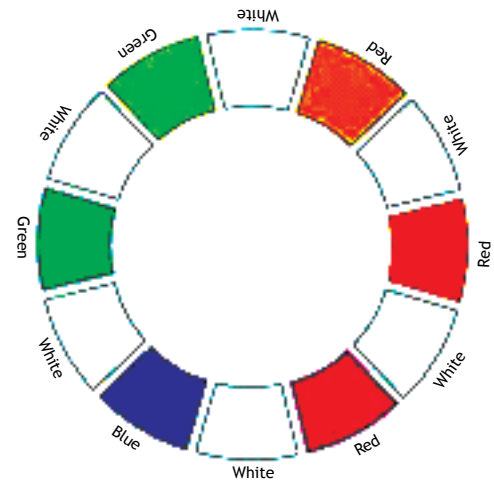
Complementary Colours

Complementary colours are a primary and secondary colour positioned opposite each other on the colour wheel. Complementary colours include:

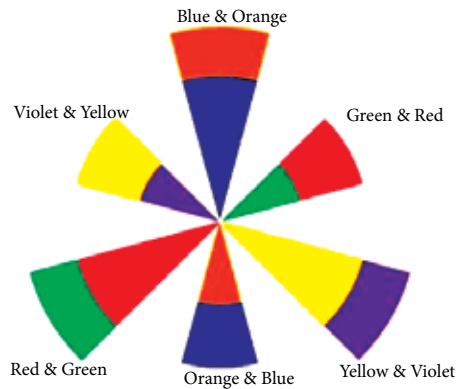
- Blue and orange
- Red and green
- Yellow and violet



Secondary Colour Wheel



Tertiary Colour Wheel



Natural Hair Colour Levels



Complementary Colours

Complementary colours neutralize each other. When formulating hair colour, you will find that it is often your goal to emphasize or distract from skin tones or eye colour. It is important to understand the complementary colours for choosing the appropriate tone for accomplishing your goal.

The Level System

Level is the unit of measurement used for identifying the lightness or darkness of a colour. It is also sometimes referred to as value or depth. Hair colourists used the Level System for analysing the lightness or darkness of a hair colour. Hair colour levels are arranged on a scale of 1 to 10, with 1 being the darkest and 10 being the lightest.

The names of the natural hair colour levels may vary from one manufacturer to another. It is important to be able to identify the degrees of lightness to darkness at each level.

It is important to be able to identify the degrees of lightness to darkness at each level.

How to Identify Natural Level and Tone?

The first step for performing hair service is to identify the natural levels. One of the most significant tools that will help you with your work is the colour wheel.

For determining the natural level, you have to follow and perform the given steps:

- 1) Take a inch V square section in the crown area and hold it up from the scalp, allowing the light to pass through.
- 2) Use natural level finder swatches provided by the manufacture, and choose a swatch that you think matches the section of the hair and place it against the scalp.
- 3) Move the swatch from the scalp area along the hair strand.
- 4) Determine the natural hair colour.

Types of Hair Colour

1. Bleach Dyes

Bleach dyes removes colour from hair by oxidizing the pigment cells present in hair shaft. It is likely that after application of



bleach your hair might appear white in lack of any pigments. Hair is mostly subjected to bleaching before applying very light tints like: golden or blonde.

2. Semi-Permanent Dyes

Semi-permanent hair colours impart more natural appearing hair tinge. These are not to be pre-mixed before applying and hence one can directly use these from the applicator.

It does not bleach your hair and thus you don't lose the natural colour of your hair. On the contrary, these are temporary colours and fade after exposure to shampoo and atmosphere. Though it requires regular application which again could prove detrimental to your hair in longer run.



3. Permanent Dyes

Permanent hair dyes last longer than semi-permanent hair dyes as these work by oxidizing your hair pigments. Also, these cause lesser damage to the hair for these are applied over a longer period of time. In this case an oxidizer like Hydrogen peroxide and Ammonia are mixed with the dye before application.

4. Ammonia Free Dyes

In Ammonia free dyes monoethanolamine (MEA) is used instead of Ammonia to adjust the pH level of the hair. Also this chemical is added in lower concentration and is mixed with various emollients to make this hair colour less damaging for the hair.

Before Care for Hair Colouring

1. Use a pre-shampoo deep conditioning treatment three days in advance and three days after applying the hair colour.
 2. Apply the hair nourishing serum before applying the colour
- An allergic reaction to a skin test
 - Hair damage
 - Scalp damage
 - Existing metallic based colours on the hair

Things to be examined before Applying Hair Colour

Skin Test: A test to assess the reaction of the skin to a chemical product. It is used particularly for colouring

Elasticity test: to determine how much the hair will stretch and then return to its original position. By taking the hair between the fingers and extending it, you can assess the amount of elasticity.

Porosity test: to assess the ability of hair to absorb moisture and liquids. If the cuticles are broken or open the absorption will be quick.

Hair Texture: to assess if the hair is fine, medium or coarse

- **Client's natural level:** Colour ranges from level 1-10. Level 1 is the darkest and Level 10 is the lightest. It is important to know whether you are lifting or depositing the client's natural hair colour level before applying the hair colour.

Desired Colour: While consulting the client it is necessary to understand what colour effect they desire at the end of the treatment.

- **Level of Shift:** Depending upon the base colour and the expected outcome one can formulate the desired level of shift required while applying the hair colour.

Choosing Hair Colour

The choice of colour depends on the following important factors -

- **Client Requirement** - Think of client's age, lifestyle, job, fashion and dress sense. Younger client may want bright colours. Old client may wish to cover the fact that their hair is going grey.
- **Natural Hair Colour** - See the base colour of client's hair. This will help to understand whether the desired colour will be achieved or not.

What is Developer?

There are two major chemicals involved in every hair colouring product. These are:

1. Hydrogen Peroxide

Hydrogen peroxide is also known as 'developer' or 'oxidizing agent' of a hair colour. Varying concentration of Hydrogen peroxide in different colouring products affect the initiation of hair colouring process and longer stay of colour on your hair.

The higher is the concentration of Hydrogen peroxide in a colouring product higher will be its developer strength and higher would be loss of Sulphur from hair.

Loss of sulphur might further make the hair hard and lose weight. This is one reason that most of the manufacturers keep developer strength or hydrogen peroxide concentration less than 30% in a hair colouring product.

Different Volumes and Developer Strength of the Hair Colour

- 10 Volume: This contains 3% peroxide and is used to deposit colour on hair or go a shade darker.
 - 20 Volume: This contains 6% peroxide and is the most commonly used. This developer strength is ideal for covering grey hair.
 - 30 Volume: This contains 9% peroxide and is used to lift up to 3 levels. 30 V is commonly used with lightener.
 - 40 Volume: This contains 12% peroxide and is used to lift up to 4 levels. It also requires lightener or high-lift blondes.
2. **Ammonia:** This acts as a catalyst when Hydrogen peroxide comes in interaction with permanent hair colour. Ammonia has alkaline properties and works by breaking the cuticles for easy penetration of Hydrogen peroxide.

Procedure to Apply Colour:

Preparation:

- Protecting covering for client and therapist
- Barrier creams to protect the skin around the hair line
- Gloves
- Bowl and brush applicator
- Tail comb and clips for sectioning
- Cotton, to soak excess tint
- Chosen product

Mixing of colour:

- Don't mix the colour unless you are ready to start
- Once mixed, it need to be used immediately
- Mix the colour carefully, measuring amounts accurately
- If proportion are wrong, results may not be achieved

Application:

- Place the bowl of colour near client, to minimize the risk of dripping on her or on the floor.
- Make section of hair, and apply with the brush.
- Work methodically, from nape upwards.
- Distribute colour evenly covering every section.
- Monitor processing time after application is completed. Time must be accurate.
- Remove stains from skin, if any.
- Keep eye colour away from eye.
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Patch Test

The method used for determining whether a specific substance causes allergic inflammation or sensitiveness to the substance of one's skin is known as Patch test. Before working with hair colour, it is essential to perform patch test on the client's skin.

Given steps should be followed while performing a patch test:

1. Choose the test area. You can choose behind the ear or on the inside of the elbow. Use a mild soap and clean and dry an area about the size of a quarter.
 - Mix a small amount of product according to the manufacturer's directions.
2. Apply to the test area with a sterile cotton swab.

Leave undisturbed for 24 hours.

- Examine the test area. If there are no signs of redness or irritation, then you can proceed with the colour service.

Lastly, log the results on the client's information card.

A negative skin test will show no sign of sensitiveness, inflammation or irritation and indicates that the colour may be safely used or applied, while a positive skin test will show irritation, redness or inflammation and a slight rash or welt.

A client with these symptoms is allergic to the substance and he/she should not receive a hair service with the substance tested.



Preliminary Strand Test

After you have created a colour formula for your client, it is important that you try it out first on a small strand of hair. This preliminary strand test will let you know how the hair will react to the formula and how long the formula should be left on the hair. This test is generally performed after the client is prepared for the colouring service.

Materials Required for Preliminary Strand Test:

1. Tint cape
2. Plastic clips
3. Glass or plastic mixing bowl
4. Spray water bottle



Tint Cape



Plastic Clips



Mixing Bowl

5. Towels
6. Shampoo
7. Colour brushes
8. Protective gloves
9. Aluminium foil or plastic wrap
10. Tint
11. Tint brush or bottle
12. Hydrogen peroxide developer



Spray Bottle



Towel

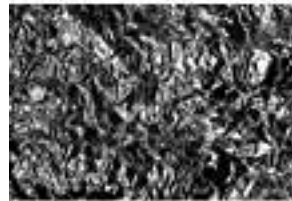


Shampoo



Brush

Gloves



Aluminum Foil



Hydrogen Peroxide Developer



2

Following are the steps to be followed while performing preliminary strand test:

1. Client consultation. Perform a scalp and hair analysis.
2. Drape the client.
3. Part off a inch (1.25 cm) V square strand of hair in the lower crown. Use plastic clips as necessary to fasten other hair out of the way.
4. Place the strand over the foil or plastic wrap and apply the mixture.
5. Check the development at 5 minutes intervals until the desired colour is acquired. Also, note the timing on the record card.
6. When satisfactory colour has developed, you can remove the protective foil or plastic wrap. Then place the towel under the strand, mist it thoroughly with water, add shampoo and massage through. Rinse by spraying w'th water. Dry the strand with towel and see result.
7. Adjust the formula, timing or the application method as necessary and carry on with the colour service.



3



4

Exercise

- A. Visit a nearby hair salon and assist a client in hair colouring.
- B. Prepare a chart on the Law of Colour including - Primary, Secondary, Tertiary and Complementary colours.

Assessment

A. Answer the following questions:

1. Define the Level System. Explain how to determine natural level of hair.
2. List the materials required for performing Preliminary Strand Test. Write the step by step process for performing Preliminary Strand Test.
3. What are the different types of hair colour?

B. Write a short note on the following:

1. Primary Colour
2. Secondary Colour
3. Tertiary Colour
4. Complementary Colour

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity. Part A Described the follow^:

- a) Hair level and process to determine hair level.
- b) How to perform patch test.
- c) Hair colouring mechanism.

Part B

Discussed the following:

- a) Colour Theory.
- b) The Level System.
- c) Steps involved in patch test and preliminary strand test.
- d) Procedure to apply hair colour.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Determine natural level of one's hair		
2. Perform patch test to be done before hair colouring		
3. Demonstrate hair colouring		

Session-4

Client Interaction and Consultation on Hair Care

Relevant Knowledge

Client Consultation

Client consultation is the most important and critical part of the hair service. The consultation is the significant beginning step for establishing a relationship with the client.

The consultation is a fact-finding mission and is the first part of the service you give your clients. An in-depth consultation will allow you to find out what your clients' ideas as well as their needs. This will help you to make the right recommendations and give your clients more confidence in you.

During the consultation, the client will communicate what he or she is looking for in a hair service or hair care service. It is important for you to listen carefully to what the client is looking for and take all the essential information so that you can make or offer appropriate hair care service.

To help ensure the maximum satisfaction of the client, it is important that you allow sufficient time for consultation.

Choose an area with proper lighting to start the consultation. This helps you to determine and assess accurately the hair of the client. If possible, choose the area or a room that has white walls or neutral.

Following steps should be included in the consultation of the client:

- Book 15-30 minutes extra for the consultation.
- Welcome the client with a smile.
- Introduce yourself to the client.
- Offer a beverage.
- Make sure there are no interruptions.
- Have the client fill out an information card. This enables you to compile the history of the hair and to note what kind of hair service he or she is looking for.
- Pay attention to the skin and eye colour, condition and the length of the client's hair.
- Look at the client directly.
- Ask leading questions. Ask him or her, what he or she is thinking of doing with his or her hair.
- Let the client talk. Keep him/her on track by discussing with the recent history of his/her hair problem. Your questions might include:
 - > What do you like/dislike about your hair?



- > What is your least favourite style you have had and why?
- > What products and styling tools do you have at home?
- > What celebrity has your favourite style?
- > Do you have any pictures that inspired you?
- > Are you looking for a temporary or permanent change?

Health history questions:

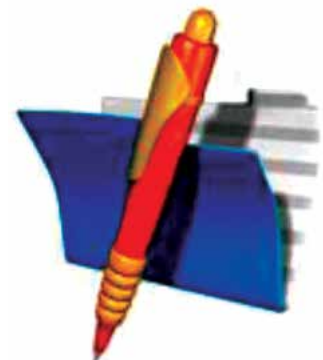
- Are you currently taking any prescribed medications?
- Are you currently taking any vitamins or hormones?
- Have you ever been treated by a doctor for hair problems?
- Recommend different hair service options.
- Show in pictures the different hair services.
- Review the procedure and application technique, the maintenance involved, cost of the service and the follow-up maintenance.
- Be honest and don't promise what you can't give.
- If you are facing with a corrective situation, let the client know what you can do today and how many visits it will take for achieving what he/she is looking for.
- Gain approval from the client.
- Begin the hair service.
- Follow through during the service by telling and informing the client about what kind of product should be using to maintain their hair.
- Let the client know how many weeks it will be before he/she needs to come back for another service.
- Fill out the client's hair service record.

Record-Keeping

Make sure to get the client record and read it before beginning the hair service. If needed keep it with you during the entire treatment.

The client intake form should contain the following information:

- Client's name, home address, and home telephone number
- Client's occupation Client's date of birth
- Client's medical history and current medications, including whether the client is under the care of a physician
- Contraindications—such as a pacemaker, metal implants, pregnancy, diabetes, epilepsy, allergies, high blood pressure—that call for alternative



methods of treatment Information as to whether the client has had hair service before and, if so, what kind of treatments were performed

- Information on any hair care products the client is currently using
- Notation of how the client was referred to the salon Observations on the client's hair type, hair condition etc.

Hair Care Tips

Taking good care of your hair is important to keep your hair healthy and voluminous. Regular cleaning, toning, shampooing and conditioning are essential for keeping your hair healthy. Here we have listed some of the important tips for hair care.

1. Wash your hair with mild shampoo. You can use very little but enough so as to cover your hair fully with lather.
2. Conditioning after the shampoo will keep your hair soft, manageable and moist.
3. Brushing your hair every night before going to bed will help in removing the tangles.
4. Do not brush your hair while it is wet, as this will cause hair breakage.
5. Milk is good for health as well as for hair. If required, take calcium supplements.
6. Do not brush your hair after you have had a perm.
7. Don't pull back your hair tightly as this will weakens the hair root leading to hair breakage.
8. Massaging your hair scalp with oil stimulate circulation.
9. Include iron and minerals in your diet for healthy hair. Eat protein and healthy foods as well.
10. Avoid washing your hair with hot water or very cold water. Use normal temperature water to wash your hair.
11. Stress causes hair loss, so relaxation is important. Practice meditation for relaxation.
12. Eat vitamin rich foods.
13. Drinking plenty of water flushes the toxins giving your hair healthy and shinier.
14. Trimming your hair once in 6 to 8 weeks helps in avoiding split ends.
15. Avoid sleeping while the hair is wet or damp.



Exercise

A. Conduct a play role on client consultation on hair care.

Two participants required: One participant will act as a salon employee and the other participant will act as a client.

The participant acting as a salon employee will ask the following questions to the participant acting as a client:

1. What do you like/dislike about your hair? What is your least favourite style you have had and why?
2. What products and styling tools do you have at home?
3. What celebrity has your favourite style? Do you have any pictures that inspired you? Are you looking for a temporary or permanent change?

Health history questions:

- Are you currently taking any prescribed medications?
- Are you currently taking any vitamins or hormones?
- Have you ever been treated by a doctor for hair problems?

Assessment

A. Answer the following questions:

1. Why is client consultation important?
2. List the steps that should be included in the consultation of the client.
3. Give some important tips on hair care.
4. Define record keeping.

B. Answer the following statement as:

1. An in-depth consultation helps in finding out what your clients' ideas as well as their needs.
2. You should not discuss client's health history while consulting.
3. Filling client intake form is not important.
4. Massaging hair scalp with oil stimulates circulation.
5. Brushing your hair while it is wet will cause hair breakage.
6. Eating healthy foods and drinking plenty of water is important for keeping our hair healthy.
7. Hair trimming once in 6 to 8 weeks avoids split ends.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity. Part A

Described the following:

- a) Client consultation.
- b) Record keeping.

Part B

Discussed the following:

- a) Steps to be included in client consultation.
- b) Importance of record keeping.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Prepare a client record card for any hair treatment.		

Suggested Reading

www.wikipedia.org

<http://www.indusladies.com/forums/hair-care-and-hair-styles/227721-different-haircuts-layered-hair-styles.html> http://www.hairfinder.com/hair2/patch_test.htm <http://www.kentschools.net/peves/files/2011/10/hair-color.pdf>

Glossary

Remunerative	Profitable, well-paid.
Oxidizing agent	The element or compound in an oxidation-reduction (redox) reaction that accepts an electron from another species.
Pigment	A material that changes the colour of reflected or transmitted light as the result of wavelength-selective absorption.
Detrimental	Tending to cause harm.
Monoethanolamine	An organic chemical compound that is both a primary amine and a primary alcohol (due to a hydroxyl group).
Emollients	Complex mixtures of chemical agents specially designed to make the external layers of the skin (epidermis) softer and more pliable.
Contraindication	A condition or factor that serves as a reason to withhold a certain medical treatment.
Nape	Back of a person's neck.

Unit-7

Salon Management

Introduction

In today's diverse workplace, people face a lot of challenges in creating a positive professional image. Professional image reflects your attitude, personal appearance, and ability. It also signifies perceptions of your competence and character. Analyse your character traits and core competencies of the people that you want to connect with as there is always some gap between your desired professional image and perceived professional image. Hence, it is important to take pro-active approach to groom and manage your image.

Personal appearance is an often disregarded part of communication and presentation skills.

Good personal grooming can make a person look polished and well put together. Looking good usually improves a person's self-esteem and confidence. A person that is well-groomed is often better perceived by others than a person that does not take as much care with his or her appearance.

First impressions are very important - they can be about your attitude as well as dress.

Visual impact is at least as important as verbal impact, people will very quickly make assumptions based on your facial expressions, the clothes you wear, how well groomed you are and your body language.

Also, one should dress according to their shape to maintain good personal appearance. Therefore, it is important to learn about various body shapes.

Body language and the way one present themselves plays an important role in the development of one's professional image. Confident, clear, impressive, and comfortable body image imparts positive impression. It is very significant to exhibit positive body language and give an active and confident impression of ourselves when interacting to others.

This unit focuses on the ways to exhibit positive professional image at workplace, various body shapes to help you choose the right attire, how to manage stress and time to meet the requirements and how to behave in a professionally ethical manner at workplace. Further, this unit provides knowledge on how to maintain good relationship with clients.

Unit Objective

After completing this unit, the students will be able to:

- Identify various workplace hazards and health ailments
- Administer first aid
- Develop telephonic conversational skills
- Describe tax computation and book keeping
- Develop basic management and HR skills



Session-1

Occupational Hazards, Salon Hygiene and Safety

Relevant Knowledge

Hazard - A hazard is something that is likely to lead to harm.

Risk - A risk is the condition that exposes a person to the hazard.

Almost everything we are dealing with may lead to a hazard but it may or may not become a risk, for example, by using the hair dryer which contains the compacter lead that can cause the hazard but it is under the control of the operator blow-drying the client hair to minimize the risk of tripping over it.



In the salon the product such as hydrogen peroxide are stored that might lead to the hazard as the substance contains the toxic and flammable results thus posing a huge risk. But if that is properly maintained in the storage area and is handled by a skilled person can reduce the risk.

Health and safety is very important at salon. Employer is responsible for providing a safe working environment. And employees should follow the guidelines and procedure to ensure safety at work place.

Responsibilities

There is an important role regarding whom to approach in case of salon problems or health issues. Most of the salons have their own staff. Some beauticians might be well trained in providing immediate first aid when any mishap occurs. Being a Salon trainee this person must know how to take immediate action if client requires help, how to fill up an accident book, whom to call and ask for emergency help.

Identifying Risks

The workers working in the salon work very hard all the day and are surrounded by clients coming and going all the day. In such circumstances it is the duty of the staff to ensure safety of the clients if they pose some risk or health troubles.

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Identifying Risks

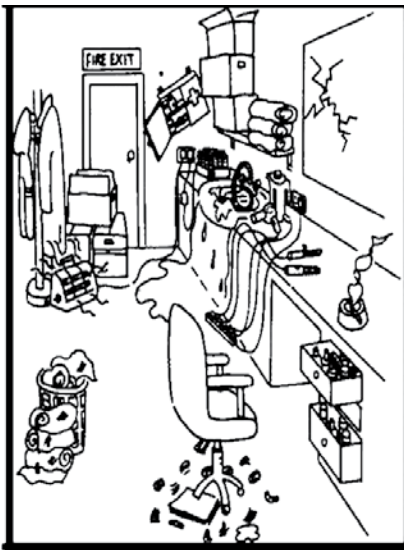
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Reporting and Dealing with Hazards

There are chances of hazards happening in the salon environment these might either be minor or severe. It is the responsibility of staff or concerned person to make sure all members in the working area are safe and least exposed to the risks or hazards.

Salon workers must be well aware of the hazards that might occur and should take required precautionary steps to avoid any accidents at the first place. If there is any fault that could lead to higher risk one must immediately inform their supervisor, lecturer, technician or manageress.

A salon worker should know how to identify the type of hazard and how to handle it.

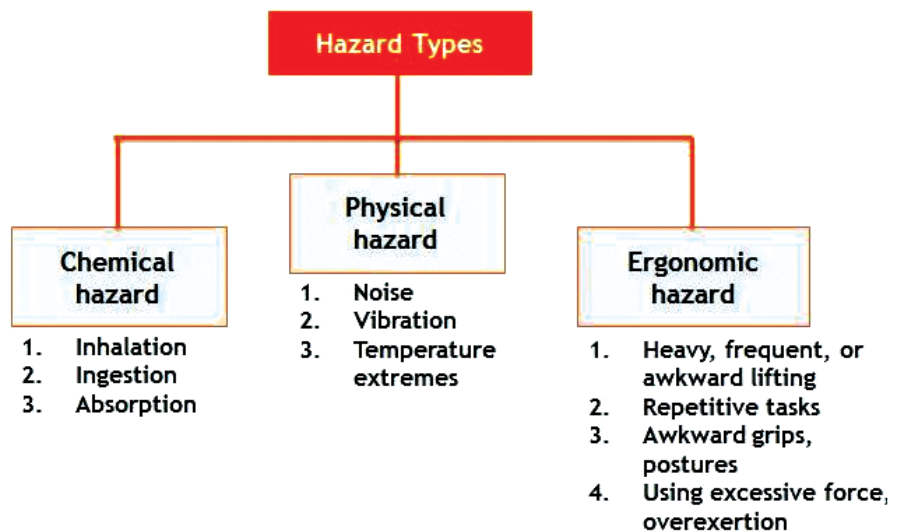


How many hazards can you spot?

Machinery or equipment hazard

How to avoid: It is important to maintain all machines, equipment and tools in good working condition. Every six months all the electrical equipment should be checked and proper training to staff members on handling these equipment and machinery should be provided.

If suppose a hazard is identified then immediately report to the concerned. You will need to convey to a manager if the machinery or equipment is vital to the smooth running of the salon as he or she will need to authorize its repair or the purchase of a replacement.



1. Spillage or leakage

How to avoid: Take care of this while mixing and filling.

When the leakage or spillage material is aggressive or eroding or an irritant.

Safe lifting procedures must be observed

2. Slippery floors

How to avoid: Make sure to avoid any one using the floor until it has been cleaned or swiped by blocking the area with any object indicating to danger to prevent an accident.

When to alert: When the material may be acid, grease or polishes are spilled.

3. Environmental factors

How to avoid: Make sure that the staff members have disposed the chemical products, sharp tools and infected wastes immediately thus checking any risk of accidents.

When to alert: If the staff did not follow the specific guidelines, skin is pierced using sharp objects; when it is infected waste is left undisposed leading to hazardous situations for salon staff and clients.

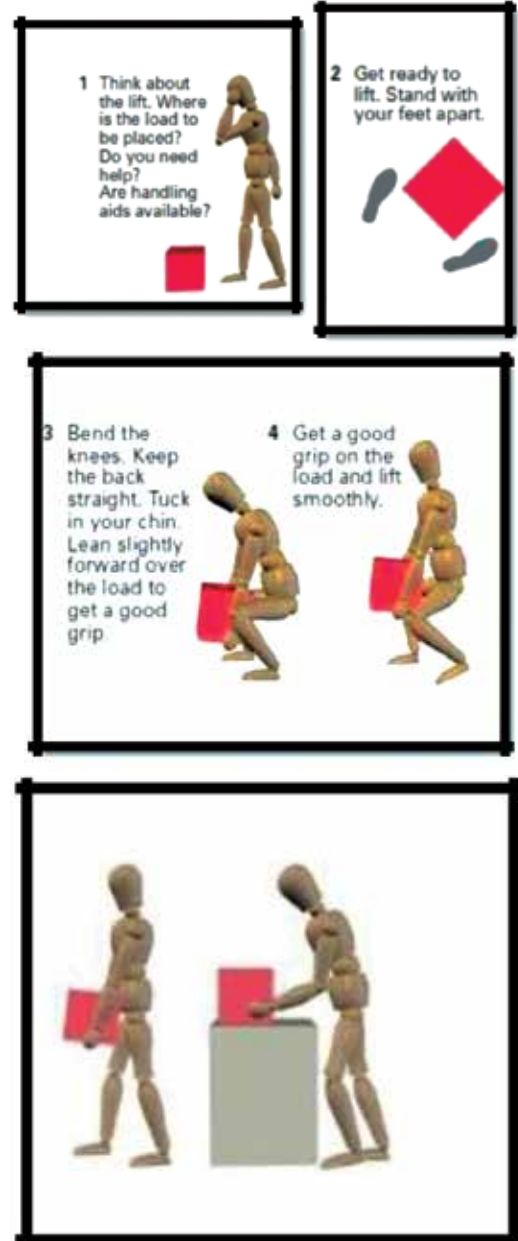
Proper Lifting Methods

Basically there are three methods of lifting, namely: straight back-bent knees, free style, and kinetic. Each has its own advantages and limitations:

Among the following methods, the kinetic method is accepted and widely followed so that it provides the stability to the workers by reduces stress to their back muscles. Below are some instructions on how to lift the material properly.

- Before lifting the object ensure there is no grease, sharp edges, rough or slippery substances that may tend the object to slip.
- The body feet position should be placed correctly as far as possible to equally balance the one foot to the rear of the object and the other foot slightly ahead of the other.
- Bend near to the load to minimize the stress on the back muscles.
- Always maintain the back posture straight as much as possible. Bend from the hips and not from the middle of the back.
- Lift the materials with suitable grip but does not use the fingertip grip and it is preferable to wear gloves when lifting the objects that have sharp or bent edges.

Safe lifting procedures must be observed



- You can use kinetic energy to carry the object using your legs then take it back to a vertical position. While lifting avoid twisting by keeping the object close to the body.

How to Set the Object Down: By using the same technique for lifting, but in reverse, set the object down. By bending the legs lower the object and when discharging just maintain the load to prevent injury to fingers, hands, or feet.

Carrying Methods:

The methods of carrying may differ based on the type or size of the material, distance to carry and number of workers. It is important for salon workers to know how to lift any heavy material, such as, a box of shampoo bottles. The following points need to be kept in mind while lifting and setting heavy material:

- Use proper protection for hands and feet like gloves, shoes, etc.
- Sometimes heavy boxes might be high enough to block your view while you carry it. So ensure that you are able to see your path while carrying such heavy objects.
- Maintain caution always especially if you have to carry the objects up stairs or down stairs
- Follow supervisor instructions.
- If the size of the object can be reduced, try to bring it to a minimum size and then carry it.
- If needed, use help of another person.

Cleaning, sterilizing and general care of salon tools and equipment

Sterilization means destruction of microorganisms namely bacteria, fungi, etc.

Disinfectants: These are affected only when used correctly and tools also must be disinfected for the suitable period of time. Disinfectant solutions, e.g. barbicide.

- Boiling water (60° minimum) - for towels and gowns.
- Wash the brushes and combs with hot water and immerse it in the solution for a minimum of 20 minutes.

Sterilizing Wipes and Sprays

This method is best for the metal based objects, e.g. scissors, clippers and razor handles.

1. Ultra-violet Radiation Cabinet

It is suitable for keeping all types of tools to disinfect by keeping in light for 20-30 minutes. Ensure that the tool has to be cleaned before placing in the cabinet.

2. Autoclaves

It takes 20 minutes for tools to get sterilized in an autoclave.

Brushes and combs must be washed with hot water and immersed in the solution for at least 20 minutes to remove grease and other products.

Other General Instructions

Clean scissors regularly.

After using the razors and hair blower should be brushed to remove any dust particles and dispose the blades once it has been used.

All furniture and equipment such as chairs, beds, hood dryers, hair cutting stations need to be cleaned regularly to prevent and dust and dirt build up.

Sweep the floors at regular basis to avoid any slippery surfaces. All spills must be wiped up immediately. Floors should be bleached at the end of each day.

Safe and Hygienic Waste Disposal

Many treatments tend to generate the waste material that could be contaminated, for example removing hair, pedicure, manicure and waxing. Normally these treatments need disposal of all materials because bleeding might occur due to an accidental skin cut with scissors or blood spotting from waxing.

First Aid

First aid is the immediate and first help given to the person who is injured or hurt or sick. It is usually given before any medical help arrives. If you're at the scene of an accident, or during a medical emergency, you should:

- Stay calm.
- Look for aiding during both to the casualty and yourself.
- Decide whether to call for emergency help.
- Listen to the person and talk quietly to them.
- Keep the person warm with a blanket but do not allow them to get too hot.

First Aid Treatment for Fainting

Fainting - Fainting is the temporary loss of consciousness caused by a reduced flow of blood to the brain.

Treatment:

1) Lie the client down with legs raise slightly to stimulate the flow of blood to the brain or place in the recovery position if there is any difficulty in breathing to maintain an open airway.

2) If client only feel faint sit them down and assist them in leaning forward with their head between their knees. Loosen tight clothing, keep warm and supply fresh air.

Burns and scalds - Injuries to skin tissues, burns are caused by dry heat and scalds are caused by wet heat. A superficial burn causes redness, swelling and tenderness of the epidermis.



1



2

Treatment :

1) Cool the area immediately, with cold water by immersion or holding the part under running water.



3

2) Cover the area with sterile dressing and seek medical attention if it is seriously burnt.



4

3) Always remove rings, watches or constricting clothes from the injured area before swelling occurs.



5

Electric Shocks - Electrical injuries are caused from faulty equipment, loose wires, switches etc. One should avoid handling appliances with wet hands as this will increase the risk of injury.



Treatment :

1) Switch off the current at the mains or unplug the equipment.



1

2) If switching off or unplugging is not possible, then stand on the insulator for instance clothing, paper or rubber mat or using wooden broom and push the equipment or cable away from the injured client or remove their limbs from contact with the source.



2

3) If breathing is normal, place the injured client in the recovery position and send for the medical help and treat the shock.



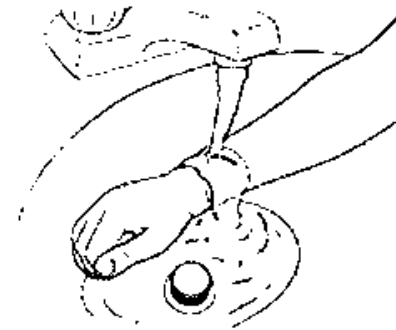
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Cuts and Wounds - A cut is referred to a break in the skin that allows blood to escape, and germs or bacteria may enter and cause infection.

Treatment:

- 1) For a minor cut, clean the affected part with warm water and mild antiseptic.
- 2) Apply slight pressure over a pad of dry sterile gauze for 2 to 4 minutes and the bleeding should stop.
- 3) Apply a clean adhesive dressing.
- 4) For deep cut, seek medical assistance and try to control the bleeding by applying pressure at either side and cover it with a sterile dressing once the bleeding has stopped.
- 5) Use disposable plastic gloves if possible.



1



2



3

Fire Risk Assessment

All workplaces must carry fire drill in which it undergoes the alarm tests to ensure its workers and staff are trained to evacuate the building safely.

To prevent a fire breaking out, you should:

- While leaving unlock all doors wherever possible. Keep flammable products away from heat.
- Report if you notice anything that can cause fire hazard.
- Don't block doorways and exits.
- Avoid smoke inside the work premises.

Emergency Fire Procedures

- Switch off any electrical equipment immediately.
- Clients to be moved by the staff members to a safe area. Wrap wet hair in a towel and water sprays in case any chemicals are near to them.
- If possible, take the belongings of the client's with her but not putting them or client in danger.
- Before evacuations make sure that the treatment performed on the client does not leave any chemical to harm their skin. Dilute the body part or hair to reduce the effect of chemical products you have applied while a treatment. This step must be carefully attended before rescuing the clients out of danger.

Sensible Fire Precautions

- Be informed about what to do or where to go at the time of the evacuation begins.
- Avoid getting in panic and act smartly or be sensible.
- You should be familiar with the location of the fire alarm, extinguisher and exit for the safety of the clients as well as your own safety.
- If you sense the smell of smoke or something burning, do not ignore it.
- Do not misuse or mistreat electrical appliances that pose potential hazard -always treat electrical appliances with due care.
- Highly flammable products are usually mentioned as such on their label. Never ignore this statement and take necessary steps to store them properly.
- Client's health should be taken care of as long as they are in the beauty parlour.
- Do not use a lift for the evacuation - it might happen that the fire affects the electrical mechanism and lift might not operate.

Fire-Fighting Equipment





Fire Extinguishers

Only if you are trained to use a fire extinguisher, you have to use it. First safeguard yourself before saving the tools and materials in the parlour.

The appropriate model of fire extinguisher has to be used according to the purpose. As there are many types, the situation can be made worse by using the wrong one.

Latest extinguishers: Red colour with a zone or panel of colour indicating the contents of the extinguisher.

Older models: The whole fire extinguisher colour marks its use.

Fire Extinguisher Types							
Extinguisher		Type of Fire					
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats	Special Notes
	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.
	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes	Safe on high and low voltages.



1



2



3



4



5

Steps for using fire extinguisher:

1. Locate a fire extinguisher labelled for the fire you intend to attack.
2. Pull the pin on the fire extinguisher.
3. Aim the nozzle at the base of the fire.
4. Squeeze the handle to discharge the extinguisher.
5. Sweep side to side while moving in on the fire.

Exercise

- A. Prepare a chart showing the hazards and risks at salon.
- B. Conduct a role play on first aid treatment for fainting and burns.

Two participants required: One participant will act as a patient and the other participant will act the person treating the patient.

Follow the given steps for the treatment of fainting:

- Lie the client down with legs raise slightly to stimulate the flow of blood to the brain or place in the recovery position if there is any difficulty in breathing to maintain an open airway.
- If client only feel faint sit them down and assist them in leaning forward with their head between their knees.
- Loosen tight clothing, keep warm and supply fresh air.

Follow the given steps for the treatment of burns:

- Cool the area immediately, with cold water by immersion or holding the part under running water.
- Cover the area with sterile dressing and seek medical attention if it is seriously burnt.
- Always remove rings, watches or constricting clothes from the injured area before swelling occurs.

Assessment

A. Fill in the blanks:

- a. _____ means destruction of microorganisms namely bacteria, fungi etc.
- b. The methods of carrying may differ based on the _____, _____ and _____.
- c. _____ is the temporary loss of consciousness caused by a reduced flow of blood to the brain.
- d. It is prime importance to maintain all _____, _____ and _____ in good working condition.

B. Answer the following questions:

1. What is hazard and risk?
2. Write the steps for lifting a weighted item safely and correctly.
3. Explain in brief the treatments for cuts and wounds.
4. Explain in details the treatments for electric shocks.

5. List the steps for using fire extinguishers.

C. Match the following:

	Column A	Column B
1.	First aid	a) Injuries to skin tissues, burns are caused by dry heat and scalds are caused by wet heat
2.	Burns and scalds	b) Temporary loss of consciousness caused by a reduced flow of blood to the brain
3.	Fainting	c) Electrical injuries are caused from faulty equipment, loose wires, switches etc.
4.	Electric shocks	d) Immediate and first help given to the person who is injured or hurt or sick

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Described the following:

- a) Risk and hazard.
- b) Proper lifting methods of weighted items.

Part B

Discussed the following:

- a) Cleaning, sterilizing and general care of salon tools and equipment.
- b) Steps for first aid treatment for electric shocks.
- c) Steps for first aid treatment for cuts and wounds.
- d) Steps to use fire extinguisher.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Identify hazards and risk at salon		
2. Demonstrate the first aid treatments for electric shock		
3. Demonstrate the steps to use fire extinguisher		

Session-2

Communication on Telephone

Relevant Knowledge

What is communication?

Communication is sending a message by speaking, writing or expressing.

Components of a communication:

Sender, Channel, Receiver, Feedback

Sender/Encoder: Sender/Encoder is the person who is delivering the message. The sender begins a conversation by articulating the very thought in his or her mind or reading the information and passes it on to the receiver.

Channel: Channel is the medium through which the information is passed from sender to the receiver. There are various channels available for communication -

Written

- Email, Letter, Memo, Reports Fax, Publications

Verbal

- Face to face meetings
- Telephone
- Video conferencing
- Presentations

Recipient/Receiver: Recipient is the person who is intended to assimilate the message and act upon it after receiving.

Feedback: Feedback refers to the message returned by the receiver in response to the sender's message. It also makes two-way communication effective. Communication is incomplete without feedback.

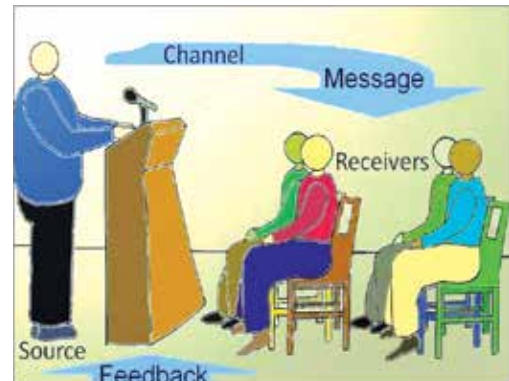
Communication could be broadly divided in three forms:

- Verbal/Oral Communication
- Non-Verbal Communication
- Written Communication

Verbal Communication - The act of communicating a message, idea, feeling or thought by use of mouth is called Verbal Communication.

Few examples of Verbal Communication are:

- Face to Face Speaking
- Speaking on Telephone



Face to face speaking



Speaking on Telephone

- Radio or Television Speaking

Basic Etiquettes for face-to-face conversation:

- Body Language must be polite and positive.
- Maintain eye contact with your audience or listener avoid postures like folded arms, yawning, biting lips etc.
- Speak clear and crisp sentences.
- Speak easy to understand words in short sentences.



Radio or Television Speaking

Basic Etiquettes for telephonic conversation:

Telephone techniques -

- Speak in moderate voice in a professional manner Do not eat, drink or yawn while speaking
- If sneezing say sorry and ask for excuse. Keep receiver 5 cm away from your lips. Speak in clear words.

Verbal Tactics for speaking on telephone -

- Introduce yourself and your company State the purpose of your call.
- Ask politely for the person's time.
- End call for a positive call.
- Take notes of points during conversation.

Undivided Listening while speaking on telephone -

- Listen first before speaking.
- Give time to the receiver to respond to first question and then ask other
- Do not interrupt or correct the replier in between.



Non-Verbal Communication - The communication that is send by facial expressions, body language, eye contact, gestures or any medium other than speaking and writing is Non-Verbal Communication.

Written Communication - Any form of interaction that makes use of written words to communicate either in printed or handwritten form is called as Written Communication.

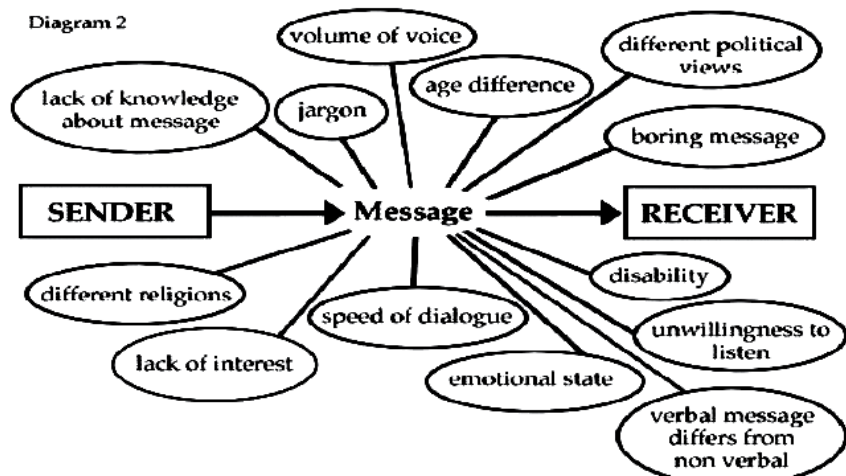
Barriers to Communication

There are various barriers to communication and it may happen at any stage of the communication process.

Some of the common barriers of effective communication are as follows:

1. Usage of jargon - Use of complicated and unfamiliar words.
2. Lack of attention, interest or distractions as well as irrelevant message.
3. Differences in language, not able to understand the language and the message.
4. Differences in view point as well as concept.
5. Poor listening and physical disabilities like problems/ difficulties in hearing.
6. Differences in culture.
7. Emotional barriers.

Barriers to communication



Telephone Etiquettes to be Followed When Scheduling Appointment

The beauty consultant should follow certain etiquettes when booking appointment for client on telephone or answering the telephone. The beauty consultant must have a thorough knowledge of the treatments on offer and the prices charged so that she can answer the queries made over the phone.

There should be up-to-date telephone book close by and the client's record card with their telephone numbers clearly marked.

Given below are some of the basic etiquettes to be followed when answering telephone of the client and booking appointment for client:

- When answering the telephone the caller should be greeted in a friendly and courteous manner, introduced herself at the same time being informed briefly about the business.
- For example: Good morning, Bloom Beauty & Health Salon, Maria Speaking, How may I help you?
- Beauty consultant should speak clearly so that there is no misunderstanding and the caller must be referred by the name only.
- Listens and respects the caller's perspective.
- The enquiry as well as booking should be dealt and made in an interested way making sure that all the information is given to the client and the booking is made accordingly.
- If the query of the client cannot be answered immediately then, ask politely to hold a while and sought help of another member of the staff who will be able to answer the query.
- Take notes when speaking to the client on telephone.

Booking Appointments

- Employee at the salon should know how to book appointment for their client. An efficient system is advisable for making use of the time of the therapist as this is how bookings are made for the treatments.

Here are some important steps and things to know about booking appointments:

- Beauty consultant should speak clearly so that there is no misunderstanding and the caller must be referred by the name only.
- A certain length of time will be booked according to the treatment the client is having.
- An appointment book with half an hour blocks is necessary.
- Book appointments in a regular order from the beginning of the day to the end.
- If a therapist is engaged or busy all morning and a client rings for an appointment, then it is more efficient to book the appointment in the first available slot after lunch rather than later in the afternoon.
- Ensure that the regular's client appointments are put in the appointment book as the new pages for each month is put in. This avoids any problems occurring when their appointment slot is given away, particularly if they are having a course of treatments like slimming or special facials.



- Make sure to take telephone number of a new client while booking the appointment in case you need to contact them for any reason, as there will be no record available.
- For those clients who have the habit of cancelling appointment at short notice or just not turning up, make sure to confirm their appointment by calling the day before the appointment. If the client cancels then, give client the opportunity to re-book the appointment.

Exercise

- Prepare a chart showing the examples of verbal communication along with images.
- Tabulate the basic etiquettes for telephonic conversation.

Assessment

A. Answer the following questions.

1. What is communication?
2. Describe basic etiquette for speaking in telephone.
3. List 8 important steps and things to know about booking appointments.

B. Distinguish between the following:

1. Sender and channel.
2. Receiver and feedback.
3. Verbal and Non-verbal communication.

C. Match the following:

Column A	Column B
1) Sender/Encoder	a) Medium through which the information is passed from sender to the receiver
2) Channel	b) Communication through written words
3) Verbal communication	c) Person who is delivering the message
4) Written communication	d) Communication through the use of mouth

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between:

- a) Sender and Channel.
- b) Receiver and Feedback.

c) Verbal and Non-verbal communication.

Part B

Discussed the following:

- a) Communications and its components.
- b) Basic etiquettes for speaking in telephone.
- c) Important steps and things to know about booking appointments.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Identify components of communication		
2. Demonstrate basic etiquettes for telephonic conversation		

Session-3 Invoice, Taxes and Book Keeping

Relevant Knowledge

What is an Invoice?

A document sent by a buyer to a seller is called as an invoice.

- An invoice outlines the sale's details and the amount charged as well as the terms of the sale as follows:
- There will be an order number for you to check the goods received match the goods on the other form.
- Terms of payment, for instance cash discount for immediate payment or the length of time to pay.
- Carriage, which is the cost of transporting the goods, it is sometimes paid by the supplier if the order is above a certain amount, and it will be indicated by the words,
- 'Carriage paid'.
- Errors or omissions in the order which will be corrected.
- VAT
- The VAT registration number.
- The invoice number allowing the supplier to identify the invoices immediately.

Proforma Invoices

A proforma invoice is normally used when the credit of the customer worthiness has not yet been established. This invoice requires the customer to pay for the good before they have been dispatched.

Credit Notes

The supplier sent a credit note if:

The invoice price has to be reduced because of a mistake on the invoice.

Faulty or defective goods have been returned. The wrong goods were delivered.

An incomplete order.

These notes are often printed in red for making them easily distinguishable.

Debit Notes

The supplier sent a debit note if:

- The price has to be increased because of a mistake on the invoice.
- More goods have been sent than were ordered.

What is a Tax?

A tax can be defined as the fee charged by the government on an income, an activity or a product of individuals and organizations.

Payment of tax can be in different ways:

- Tax on individual earnings
- Tax on profits as a sole trader or partnership
- Corporation tax on the profits of a limited company
- A director in a limited company pays income tax on his or her salary and also on any money withdrawn from the company
- Value Added Tax
- National Insurance

The following example shows how income tax is calculated:

Let's assume that Mr. Y earns an annual income of Rs 60,000. And the tax rates of the income between Rs 50,001 and Rs 60,000 is 10% and Rs 0 and Rs 50,000 is 'No tax'.

Income	Tax rates	What it means for the tax payer
Rs 0 - Rs 50,000	No tax	--
Rs 50,001-Rs 60,000	10 %	Since no tax is levied up to Rs 50,000, tax in this case is calculated on Rs 10,000 (Rs 60,000 - Rs 50,000). $\text{Rs } 10,000 \times 10\% = \text{Rs } 1,000$

VAT (Value Added Tax)

Value added tax (VAT) is a tax which is levied on most business transactions. Business transactions which are liable to VAT are known as 'taxable supplies'. A salon owner will charge VAT on:

- The services provided
- The products sold

And will pay VAT on:

- Equipment and stock bought from VAT registered supplies.

The tax given to the clients or customers and excise is the difference between the tax charged to your clients and the tax you have paid to your suppliers.



Inputs - Inputs refers to your purchases.

Outputs - Outputs refers to your sales (products and treatments).

How to Calculate VAT?

The simple formula to calculate VAT is:

$$\text{VAT} = \text{Output Tax} - \text{Input Tax}$$

Now let's find out how Input and Output Tax are calculated:

Input VAT: This refers to the amount paid by a buyer as a percentage of cost price for goods/services used to make a final product.

For instance, the cost price of goods/services is = Rs 100

Assuming the VAT rate to be 12.5%.

Input VAT (VAT paid during buying) = Rs 12.50

Output VAT: This refers to the amount received by a seller as a percentage of the selling price of the final product.

For instance, the selling price of the product is = Rs 200

Output Tax (VAT collected during resale) = Rs 25

VAT Payable:

$$\text{VAT Payable} = \text{Output VAT} - \text{Input VAT} = \text{INR } (25 - 12.50) = \text{INR } 12.50$$

VAT is hence calculated by deducting tax credit from tax collected during the payment period.

Maintaining Book Keeping

Keeping of records is very much important in salon business. In fact, it is vital for any type of business. Accounts must be properly prepared for the auditor if you are into salon business.

Detailed accounts as well as regular stock taking will give you an immediate picture of the state of the business and at the same time enabling you to plan ahead or recognize any financial problems that may exist.

Any book keeping system must be backed up by keeping all receipts or evidence of payments made. These include:

The bank paying in book.

- The bank statements.



- Cheque book stubs.
- Copies of invoices, receipts and delivery notes received or given.
- Petty cash receipts.

The Books

Cash Book - This will record all receipts as well as payments made on a daily basis. At regular intervals the cash book should be added up and checked against the bank statement and this is referred to as bank reconciliation.

The receipts section should have column with the following headings and the information of the given headings should be entered for maintaining a cash book.

- Date Received
- Invoice Number
- Client
- Amount
- Paid into Bank

The payments column should contain columns with the given headings and the details should be entered:

- Date Paid, Cheque No Ref, Supplier, Petty Cash, Money from Bank

You should include a column for VAT wherever applicable.

Petty Cash Book - This book is mainly used for recording minor transactions and would be used in conjunction with a petty cash box. The receipt of the petty cash book should include:

- Transaction date
- Amount of the cash taken
- Reason for the transaction

Sales Day Book - This book gives you the record of money owned to you for goods already issued. The invoice will have been sent and a copy retained for your records which will be used to fill in details of the transaction in the sales day book. The details and steps for maintaining sales book should include the following:

- Date
- Name of client, Invoice number, Net Amount
- VAT
- Invoice total
- Date it was paid Any remarks

Purchases Day Book - This book records the money that you owe, when goods have been supplied to you and you have to pay for them within a given amount of time. It is essential to enter all details into the purchases book immediately and the invoice filed away with a note of the date on which the bill must be paid.

Exercise

- The cost price of goods/services is Rs 300 and the selling price is Rs 400, assuming that the VAT rate is 12.5%, calculate the VAT payable for the goods/services.
- Prepare a soft copy of cash book.
- Prepare a soft copy of sales day book.

Assessment

A. Answer the following questions:

1. What is an invoice?
2. What is a tax? How tax is calculated?
3. What is VAT and how it is calculated?
4. How to maintain book keeping?

B. Differentiate the following:

1. Debit notes and credit notes.
2. Input and output.
3. Cash book and petty cash book.
4. Sales day book and purchases day book.

C. Match the following:

Column A	Column B
1) Invoice	a) Used when the credit of the customer worthiness has not yet been established.
2) Proforma invoice	b) Refers to your purchases.
3) Sales Day Book	c) Document sent by a buyer to a seller.
4) Inputs	d) The amount received by a seller as a percentage of the selling price of the final product.
5) Output VAT	e) Book that gives you the record of money owned to you for goods already issued.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between:

- a) Debit notes and credit notes.
- b) Input and output.
- c) Cash book and petty cash book.
- d) Sales day book and purchases day book.

Part B

Discussed the following:

- a) Invoice.
- b) Tax and calculation of tax.
- c) VAT and its calculation.
- d) Maintaining book keeping.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Perform calculation of VAT		
2. Develop soft copy of cash book		
3. Develop soft copy of sales day book		

Session-4

Basics of HR and Marketing

Relevant Knowledge

Today, acquiring management and marketing skills have become increasingly significant for those who are in beauty industry including hairdresser, beauty and holistic therapist. Such skills enable an individual to improve their position within an organization or to begin a business of their own.

The functions of management are basically the same for any type of organization although they may be applied differently. The main management functions include:

Planning

Organizing Controlling Monitoring

Planning - Planning can be defined as a management function of setting the objectives of a business, determining how to achieve them, and making decisions regarding:

- Policies
- Strategies
- Systems
- Procedures
- Standards
- Budgets
- Resources

Planning may also be:

- Short term
- Medium term
- Long term



Good planning is essential for satisfactory service and production as well as making use of the best resources available.

Types of Plan

There are basically three types of plans. They are:

Strategic plan - Plan that establishes the nature of the mission, objectives and strategies of the organization is termed as strategic plan.

Standing plan - This plan includes policies, procedures, rules and regulations that fixed for a long period of time.

Single use plan - Plan serving a specific purpose for a short amount of time is termed as single use plan.

Following things should be taken into consideration when planning:

- What, who, where, when
- To be flexible when making plans
- To produce plan in reasonable time enabling for consultation and familiarization before implementing.
- To provide precise directions in their accomplishment.

Contents of a Business Plan

A business plan should content the following:

Business details - These details must include:

- Business's name and address
- Telephone number
- Legal status (sole trader, partnership, limited company)
- Kind of business
- Activities and services of business
- Business starting date etc.

Personal details - These details should include:

- Name, address, work's and home's telephone number.
- Qualifications held, work experience and earlier business experience.
- Course attended in relation to the setting up of the business.
- Present and planned role in the business.

Staff details - Details should include name, address, position in business, qualifications and relevant work experience.

Staff costs - This refers to an estimate cost of employing staff as well as purchasing new skills, to include your own salary and any partners in the business.

Services - Details of all services on offer emphasizing anything that is different or unique about multiple treatments and why this business should succeed.



Market - Having a positive idea about the market you are aiming your business at and the services you are providing will sell is important.

Financial details - This will keep you informed about the details needed by a bank manager or investor when you like to borrow money.

Organizing - Organizing refers to the management function of determining resources as well as activities needed for achieving objectives of the organization, combining them into formal structure, assigning responsibility for accomplishing the objectives to the capable individuals, and providing them the authority required to function their assignments.

Controlling - Controlling can be defined as the management function of implementing plans and ensuring the activities of the employees are achieving the set objectives.

Monitoring - Monitoring is the management function of determining methods to measure performance, carry out appraisal systems, procedures and staff, compare performance with formed standards and take the necessary and appropriate action.



Staff Recruitment

Staff recruitment is also a significant part of salon business management. In fact, the success of salon business highly depends on the quality of its staff. Recruiting staffs with appropriate and correct skills helps in adding value to the business. It is important to follow the proper recruitment process so as to select the correct candidate for the post.

There are various avenues open to you when looking for staff:

- Advertising
- Recruitment agency Local college
- Asking colleagues, business contacts or clients



Interviewing: An interview is communication with someone to achieve a specific objective or goal, which could be selecting staff, counselling, disciplinary, assessment, grievance etc.

Some important things to take into considerations which are common to all interviews include:

- Preparation - Have available all the necessary details and information needed and any relevant documentation. Make sure to confer beforehand with other parties with an interest in the result of the interview.



- **Objective** - It is important to know precisely what you are hoping to accomplish by the end of the interview. This will enable you to complete the business in hand without further time being wasted.
- **Conducting the Interview** - Move the interview towards your objective, making sure that you elicit a constructive response from the interviewee while retaining control as well as deciding on the action to be taken, informing the interviewee of any follow-up procedures.
- **After the Interview** - Once you have made the decision which applicant matches up to the criteria you originally set out, by assessing all their strength and weakness, it is important for you to check their references before finally making an offer of a job. Then, the job offer should be put in writing and it should be on the condition that the references are satisfactory.
- **Induction** - Having an induction programme will help the new employee to settle to the new job and provide information about the business and how it works.

Management and Employer's Role

Setting Objectives

Setting objectives is an important management role. Objectives are the end outcome towards which all organizational activities are aimed. It is important to analyse the business before establishing objectives. An analysis of the business will provide information about the business regarding:

Strength, Weaknesses, Opportunities, Threats

Establishing Objectives: The prime objectives for hairdressing, holistic and beauty employer are:

- To provide efficient and effective service
- Make the best use of resources
- To increase profit
- To benefit the workforce
- Provide safe and healthy working environment

Quality Control

Quality control can simply be referred to as the process by which management will make sure that its service meets the expectations of the clients and the consumers.

For maintaining quality control standards, all employees should be involved and the given procedures should be followed:

- Identify any problems
- Discuss problems with employees
- Plan for improvement
- Implement changes and solutions
- Evaluation of outcomes
- If successful make the change permanent

Working as a Team

Working as a team is very much important for making the business successful. Most of the successful businesses will certainly have a hard working and effective team or numbers of teams depending upon how many members are there. A team can be most effective when each member understand his or her own role and fulfils the role to the best of their ability.



To be most effective, there are certain things to take into consideration. Some of them are as follows:

- Regular meetings for group discussion and decision making
- Work must be allocated fairly and evenly using the skills available
- Give feedback to another members immediately when problem occurs
- Remedial action must be taken or problems must be referred to higher level when not resolved
- Requirement of flexibility to cope with the changes

Duties of an Employer:

Employment procedures - It is the duty of the employer to give a written contract or document of employment to the employee within eight weeks of starting the job.

Once the employee starts to work, a contract of employment exists as the employee has accepted the employer's terms and conditions of employment.

Change of terms - Any changes in terms of employment should be informed and updated to the employee by the employer.

Radius clause - This clause is to prevent a member of staff who leaves to set up in opposition, or to work for an already established salon, from taking any of your clientele.

Payment of Wages - Most employees have the right to an itemized pay statement. The details to be included are laid down by law and these briefly consist of the following:

- Gross pay.
- Any fixed deductions and the reason they are itemized separately on the salary slip along with the reason for each deduction.
- Net pay.

Maternity Entitlements - There are certain duties of the employer towards an employee who becomes pregnant.

- Allowing paid time off work to attend antenatal classes.
- Employee may not be dismissed due to pregnancy except in certain circumstances.
- Giving the employee statutory maternity pay. Allowing the employee to return to work after maternity leave.

Sickness Entitlements - Sick pay must be paid to an employee if this has been agreed or laid down in the employment's contract.

Redundancy - There is also possibility or become necessary to make an employee redundant if the employer requires cutting the workforce, move the business or closing it down completely.

When an employee is dismissed from the service due to redundant, he or she is entitled to a lump sum of payment. However, redundant payments depend upon:

Age, Length of continuous service, Weekly pay

Dismissal of an Employee - There should be a very good reason for dismissing an employee. And it is significant to behave in a reasonable manner and the give the correct notice to prevent the employee accusing you of an unfair dismissal.

Health and Safety Management - It is important for an employer to devise a health and safety policy and promote within the business to provide healthy and safe environment for both employees and clients. It is the duties of the employer to:

- Provide and maintain a safe and healthy working place without any risk to health.
- Ensure safety when storing as well as using equipment and substances.
- Provide necessary information, instructions, training or supervision ensuring health and safety.

Motivating Staff

The process of encouraging an individual or group for achieving the objectives of an organization or business when also working to accomplish their own objectives and ambition is referred to as motivation. Motivation helps in encouraging employees or staff to perform more effectively and become more productive.

A salon employer should ensure that the employee has the following. Given are some of the good techniques to motivate staff:

- 1) A fair and acceptable wage system.
- 2) Job security.
- 3) Generous holidays.
- 4) Varied work experience.
- 5) Flexibility in working hours.
- 6) Training to develop further skills.
- 7) To be given responsibility with a certain amount of independence.
- 8) The opportunity for personal growth and accomplishment.
- 9) Compatibility with colleagues.



- 10) An opportunity to be a part of successful team.
- 11) Safe and secure working conditions.
- 12) Provide good staff facilities.
- 13) Recognition and praise for good work.
- 14) Prospects of promotion.

Appraisal of Staff

Appraisal means an evaluation of an individual staff in terms of their performance or skills. When conducting appraisal for staff, it is important that the appraisal process is conducted in fair and accurate manner and it may be necessary for many reasons which include:

- For identifying standards of job performance. For identifying strength and weakness.
- For identifying training and development needs. For identifying possibilities for promotion.
- For reviewing salary and responsibilities. For providing staff motivation.
- For formulating business plans.



A systematic appraisal approach should be adopted and the given steps should be taken:

1. Design an appropriate appraisal form.
2. Conduct an appraisal interview and observe performance in practical skills.
3. Complete an appraisal form.
4. Review the appraisal with the employees
5. Agree on plan of action which could be further training, promotion, an increase in salary or job improvement.

Appraisal Form Sample

Appraisal Form

Name of the employee:

Position:

Period of Assessment:

Assessment Criteria	1 Unsatisfactory	2 Average	3 Above Average	4 Outstanding	Score
1. Organization Skills					
2. Quality of Work					
3. Reaching sales targets					
4. Initiative					
5. Teamwork					
6. Communication Skills					
7. Adaptability					
Total					
Score : 1-12 (Unsatisfactory), 13-18 (Average), 19-25 (Above Average), 26-28 (Outstanding)					
Action:					
Assessor: _____					
Employee: _____					
Date: _____					

Training

Training is important for the growth and development of an organization as well as for employees. Training may be for induction purposes, the training of a new staff in the organization or the general and specialist training for existing employees.

Some reasons for training are as follows:

- Induction of new employees.
- Training in health and safety procedures to comply with present legislation.
- For introducing a new product or service. For providing product knowledge.
- Updating existing skills.
- Developing knowledge or skills of employment.



There are also certain methods of trainings. Given here are some of the training methods:

- Coaching or supervision - Explaining and supervising methods of works, procedures and systems etc. by supervisor or manager.
- Planned progression - Moving the staff or employee through a well-ordered series of jobs into increasing greater levels of activity.

- Demonstrations - Learning from an expert's demonstrations as well as performing under the supervision of an experienced individual or mentor.

Process of Training

The process of training is as follows:

1. Identify training requirements.
2. Establish training objectives.
3. Plan the content.
4. Arrange a time for training.
5. Provide the training.
6. Monitor and review.

Benefits of Training

There are certain benefits of training. Some of the benefits of training are:

- Accomplishment of great standards in performance. Staff motivation.
- Satisfaction of job.
- Higher and greater quality production.
- Flexibility in workforce with transferable skills. More efficient utilization of human resources. Improvement in status or salary.

Marketing

Marketing is important in health and beauty business to increase profits and turnover. Health and beauty business is highly customer-oriented and it is essential to:

- Assess needs and wants of the client.
- Monitor changes in the marketplace.
- Anticipate future trends.
- Promote the business.

Business can be marketed or advertised in different ways. Some of the ways of advertising or marketing are:

1. **Newspapers:** Newspapers is a great way to advertise treatment packages, beauty services and products.
2. **Local Radio:** Advertising about the business, beauty services and products in local radio is one of the forms of marketing.
3. **Magazines:** Placing an advertisement in the advertisement section in beauty magazines will ensure that the people who are going to read the advert will be those most interested in the services you are offering.



1



2



3

4. Specialist brochures: This is another way of marketing or advertising. In fact, this can be a certain way to ensure that the target audiences are all interested in the treatments or services advertised.



4

5. Leaflets/Posters: Advertising leaflets is also another form of marketing. However, this type of advertising or marketing is often considered as second rate form of advertising unless they are of a high quality.

Generations
Hair Salon



5

Redefine the way you look

6. Mail Shots: By keeping a record of the addresses of all the clients and any person who may have requested information from you, or names passed on through personal contact, a mailing list can be made up. Then, you can inform about new products or services by mailing them.



6

7. Word of mouth: This is also a valuable form of advertising or marketing. Ask your client to recommend your business to their friends, relatives and colleagues. Give them business card as well.



7

8. Demonstrations: An ideal way to bring people or attract customers to your business is also through demonstrations.



8

9. Directory: Entering the name, address and telephone number in a directory like Yellow Pages is a useful form of advertising or marketing.



9

Exercise

A. Role play - Conduct an interview.

Two participants required: One will act as an interviewer and another will act as an interviewee.

The interviewer will ask the interviewee the following questions:

- Please introduce yourself?
- How do you see yourself after five years?
- Why do you want to join as _____?
- What are your greatest personal strengths?
- What are greatest strengths as a Hairdresser, therapist, barber? etc.
- What values or qualities do you think that you can bring to our salon?
- What is your greatest weakness?

B. Prepare a soft copy of staff appraisal form.

C. Prepare a chart showing various ways of marketing along with images.

Assessment

A. Answer the following questions:

1. Explain in detail the functions of management.
2. Describe staff recruitment and its process in detail.
3. What is the importance of training? List 8 benefits of training.
4. What are the various ways of marketing?

B. Differentiate the following:

1. Planning and organizing.
2. Controlling and monitoring.

C. Write a short note on the following:

1. Employer's duties and role.
2. Motivating staff.

3. Staff appraisal.

D. Answer the following statements as True or False:

1. Appraisal means an evaluation of an individual staff in terms of their performance or skills.
2. There should be a very good reason for dismissing an employee.
3. Most employees do not the right to an itemized pay statement.
4. Working as a team is insignificant to make the business successful.
5. Marketing is important in health and beauty business to increase profits and turnover.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between:

- a) Planning and organizing.
- b) Controlling and monitoring.
- c) Motivating staff and staff appraisal.

Part B

Discussed the following:

- a) Functions of managements.
- b) Staff recruitment and its process. c) Importance and benefits of training. d) Various ways of marketing.
- e) Employer's duties and role.

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
1. Demonstrate an interview		
2. Develop a soft copy of staff appraisal form		
3. Identify various ways of marketing		

Suggested Reading

www.wikipedia.org

<http://work.chron.com/workplace-hazards-hairdressing-10526.html> <http://work.chron.com/salon-safety-procedures-6992.html>

<http://www.flceo.com/do1/sec7a/sec7.htm>

<https://www.salonbuilder.com/salon-business-startup.asp>

Glossary

Cost price	Cost price represents the specific value that represents unit price purchased.
Selling price	The actual final price of a product or service that company charges a purchaser to buy the item.
Policies	A policy is a principle to guide decisions and achieve rational outcomes.
Strategies	Strategies are a high level plans to achieve one or more goals under conditions of uncertainty.
Procedure	A step-by-step instruction to achieve a desired result.
Standard	Any norm, convention or requirement.
Budget	A budget is a quantitative expression of a plan for a defined period of time.
Resource	A resource is a source or supply from which benefit is produced. Typically resources are materials, energy, services, staff, knowledge, or other assets that are transformed to produce benefit and in the process may be consumed or made unavailable.
Redundancy	Termination of employment of a person whose post becomes unnecessary.
Marketing	Marketing is "the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.
Maternity	The state of being motherhood.
Profit	A financial benefit that is realized when the amount of revenue gained from a business activity exceeds the expenses, costs and taxes needed to sustain the activity.
Induction	Introduction of an individual into a body.
Turnover	Financial ratio that measures the efficiency of a company's use of its assets in generating sales revenue.



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