

BEAUTY AND WELLNESS

JOB ROLE: Assistant Beauty Therapist

(QUALIFICATION PACK: Ref. Id. BWS/Q0101)

STUDY MATERIAL

CLASS 10



COURSE OVERVIEW

An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic depilation, manicure, pedicure and basic face care services, mehendi application and also assist the Beauty Therapist in providing advanced services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon.

COURSE OUTCOMES: On completion of the course, students should be able to:

- ☐ Explain the anatomical structure of the skin;
 - ☐ Describe functions of skin;
 - ☐ Carryout skin analysis;
 - ☐ State skin care techniques;
 - ☐ Identify skin types;
 - ☐ Name muscles of face, eyebrows, nose, mouth, ear and neck;
 - ☐ Perform bleaching treatment;
 - ☐ Identify type of hair;
 - ☐ Explain the structure of hair;
 - ☐ Describe the “Growth cycle of hair”;
 - ☐ List equipment and products required for waxing;
 - ☐ Prepare work area for waxing;
 - ☐ Perform skin sensitivity test;
 - ☐ Perform waxing treatment;
 - ☐ Explain the importance of threading;
 - ☐ Perform eyebrows and upper lips threading;
 - ☐ State the importance of makeup;
 - ☐ Assess the client for suitable makeup;
 - ☐ Suggest suitable makeup based on the assessment;
 - ☐ Prepare the work area for makeup as per salon standards;
 - ☐ Identify various types of makeup brushes and state their suitability;
 - ☐ Identify equipment required for makeup;
 - ☐ Adhere to standard guidelines to clean equipment used in the makeup;
 - ☐ Carryout makeup as per standard procedure;
 - ☐ Explain the importance of providing good services at a salon;
 - ☐ Communicate in a professional manner with clients;
 - ☐ Handle telephone calls effectively;
 - ☐ Describe code of conduct at a salon; and
 - ☐ Explain the importance of teamwork.
-

CONTENTS

UNIT 1: BASIC SKIN CARE SERVICES	14
○ SESSION 1: ANATOMY AND PHYSIOLOGY OF THE SKIN	16
○ SESSION 2: SKIN CARE	24
○ SESSION 3: ACTIONS OF THE FACIAL, NECK AND SHOULDER MUSCLES	30
UNIT 2: BASIC DEPILATION SERVICES	40
○ SESSION 1: WAXING PROCEDURE	43
○ SESSION 2: THREADING PROCEDURE	52
○ SESSION 3: BLEACHING PROCEDURE	56
UNIT 3: MAKEUP SERVICE	67
○ SESSION 1: TREATMENT PLANNING FOR MAKEUP	69
○ SESSION 2: PREPARATION FOR MAKEUP	72
○ SESSION 3: MAKEUP APPLICATION	77
UNIT 4: CREATING POSITIVE IMPRESSION AT WORK PLACE	90
○ SESSION 1: CREATING POSITIVE IMPRESSION AT WORK PLACE	92
GLOSSARY	
FURTHER READING	

Sector: Beauty & Wellness
Job Role: Assistant Beauty Therapist

UNIT 1: BASIC SKIN CARE SERVICES

UNIT 1: BASIC SKIN CARE SERVICES

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Explain the structure and function of Epidermis, Dermis and Subcutis;
- State functions of skin;
- State the importance of skin analysis;
- Explain the method of skin analysis;
- Describe commonly used skin care techniques;
- Identify skin types and state their features;
- Explain effects of voluntary movement of muscles;
- State muscles involved in the movement of face, eyebrow, nose, mouth, ear and neck;
- Explain various body movements such as 'Flexion', 'Adduction' and 'Abduction';
- State various unwanted hair removal methods;
- State the importance of 'Patch test';
- Carryout 'Patch test' and analyse results; and
- Perform bleaching treatment.

INTRODUCTION

The Beauty and Wellness Industry in India is growing at a CAGR of 18.6 % and is likely to reach the 100,000 crore mark soon. The sector is thriving on the increasing section of the affluent and middle-class population that has started considering beauty and wellness as a necessity. Increased emphasis on a holistic wellbeing with people's desire to look good and young are other motivators for the Beauty and Wellness Industry. Employment in Beauty and Wellness sector is expected to grow at a CAGR of 20%, with 23% in organised and 15% in unorganized segments with a shortage of over 600,000 skilled personnel by the end of 2016. With a shift in focus towards the quality of service, the industry has been looking to hire skilled workforce to sustain growth.

This Participant Handbook is designed to enable theoretical and practical training to become an Assistant Beauty Therapist.

The Qualifications Pack for an Assistant Spa Therapist includes the following National Occupational Standards which have all been covered in this Trainee Manual:

1. Provide basic skin care services
2. Carry out basic depilation services
3. Perform simple make-up services
4. Create a positive impression at the workplace

A beauty therapist is a professionally trained individual who specialises in beauty services of both the face and body. A beauty therapist performs various duties such as providing skin care, applying makeup, removal of unwanted hair, manicure and pedicure services. The Beauty Therapist needs to be knowledgeable on health, safety and hygiene, beauty products, and a range of beauty services.

In this unit, we will study the undermentioned topics that will help a beauty therapist to perform his duties effectively.

- Anatomy and physiology of the skin
- Skin care techniques such as:
 - Cleansing
 - Application of toners and skin fresheners
 - Application of moisturizers
 - Identification of skin types
- Effect of voluntary movements of facial, neck and shoulder muscles
- Bleaching procedure

To provide an effective skin care service, a beauty therapist is required to know the basic anatomy and physiology of the skin. He is also required to understand the effects of voluntary movements of face, neck and shoulder muscles.

A makeup should be suggested based on the skin type. A beauty therapist should be in a position to identify skin type correctly to suggest a best makeup and range of products to be used in providing skin care services. This unit will help the potential learners to identify the skin type correctly.

This unit also describes basic skin care services such as Cleansing, application of toners and skin fresheners and application of moisturizers.

SESSION 1: ANATOMY AND PHYSIOLOGY OF THE SKIN

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Explain the structure and function of Epidermis ,Dermis and Subcutis; and
- State functions of skin.

Anatomy and Physiology of the Skin

Skin

A Beauty Therapist should be aware of basic Anatomy and Physiology of the skin to provide effective skin care services. The skin acts as a protective shield for the body.

Anatomy

Anatomy describes the structure of a human body and relationship of body parts with one another.

Physiology

Physiology is the study of the function of the body parts and the body as a whole.

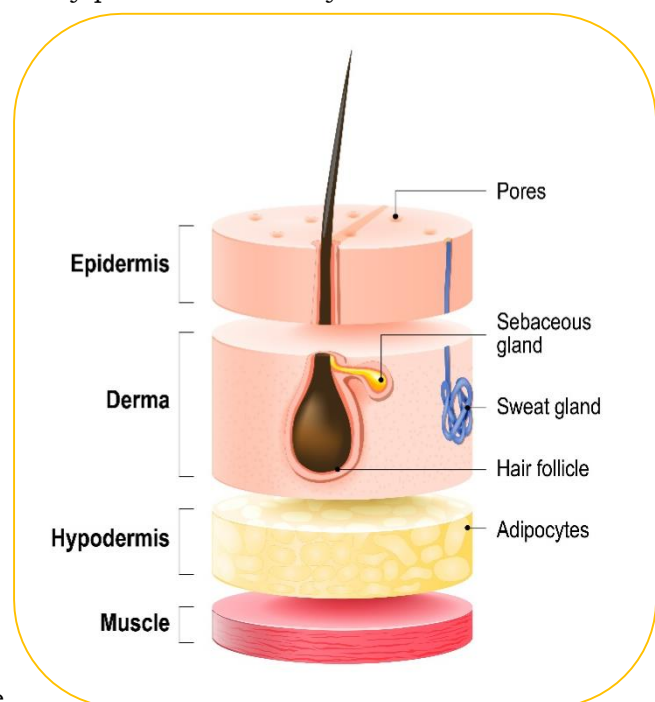
Layers of the Skin

From top to bottom, skin consists of 3 layers:

- Epidermis
- Dermis
- Hypodermis or Subcutis

A. Epidermis

The epidermis is the uppermost or epithelial layer of the skin. It acts as a physical barrier, preventing loss of water from the body and preventing entry of substances and organisms into the body. Its thickness varies according to a body site.



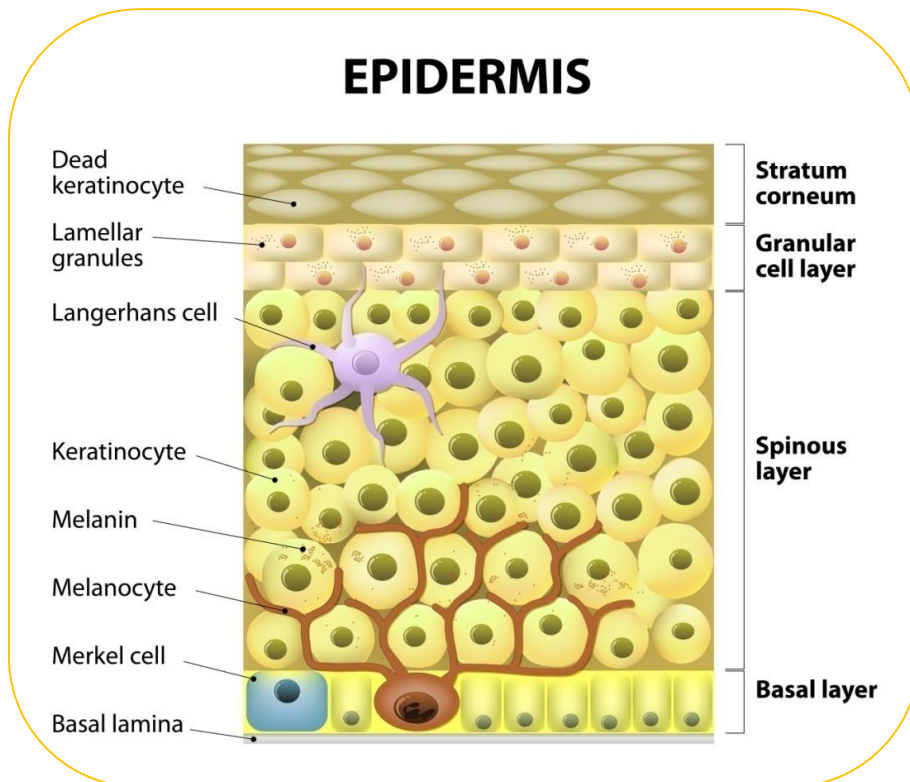
The epidermis consists of a stratified squamous epithelium. That means it consists of layers of flattened cells.

- Skin, hair and nails are keratinized, meaning they have a dead and hardened impermeable surface made of a protein called keratin.
- Mucous membranes are non-keratinized and moist.

The epidermis has three main types of cell:

- Keratinocytes (skin cells)
- Melanocytes (pigment-producing cells)
- Langerhans cells (immune cells)

Special stains are often required to tell the difference between Melanocytes and Langerhans cells.



The Merkel Cells is a fourth, less visible, epidermal cell.

Layer	Cell type
Stratum corneum (horny layer)	• Called corneocytes or squamous. • Dead, dried-out hard cells without nuclei.
Stratum granulosum (granular layer)	• Cells contain basophilic granules. • Waxy material is secreted into the intercellular spaces.
Stratum spinulosum (spinous, spiny or prickle cell layer)	• Intercellular bridges called desmosomes link the cells together. • The cells become increasingly flattened as they move upward.
Stratum basale (basal layer)	• Columnar (tall) regenerative cells. • As the basal cell divides, a daughter cell migrates upwards to replenish the above.

The epidermis forms an undulating appearance, with intermittent regular protrusions of the epidermis layer (rete pegs) into the upper layers of the underlying dermis. In some areas of the body such as the palms and soles, the rete pegs are less pronounced. The pillars of dermis next to the rete pegs form the rete ridges. The small area of epidermis between rete pegs is called the suprapapillary plate.

Keratinocytes

The keratinocytes become more mature or differentiated and accumulate keratin as they move outwards. They eventually fall or rub off.

Immediately below the epidermis is the basement membrane, a specialised structure that lies between the epidermis and dermis. It includes various protein structures linking the basal layer of keratinocytes to the basement membrane (hemidesmosomes) and the basement membrane to the underlying dermis (anchoring fibrils). The basement membrane has an important role in making sure the epidermis sticks tightly to the underlying dermis.

The epidermis gives rise to a number of specialised appendages also called adnexal structures or adnexae. Hair and nails are both examples, i.e. they are specialised structures formed by direct extension of the epidermis. The hair follicles are associated with sebaceous (oil) glands and arrector pili smooth muscle. This muscle is responsible for goose bumps appearing on the skin in response to cold.

The epidermis also gives rise to eccrine (sweat) glands, a tangle of tubules deep within the dermis that secrete a watery salt solution into a duct that ends on the skin surface. Larger apocrine sweat glands are found in the armpits and groin.

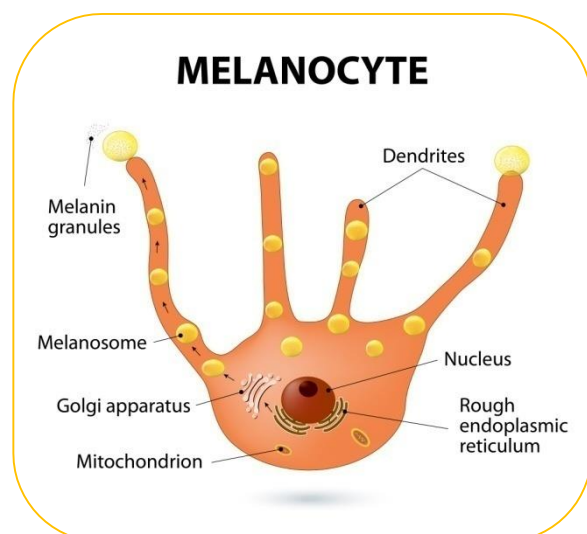
Different areas of the body have different proportions of the adnexal and hair follicle structures present.

For example:

- Dense hair on the scalp and none on the palms.
- Intense sweating from armpits, palms and soles compared with elsewhere.

Melanocytes

Melanocytes are found in the basal layer of the epidermis. These cells produce a pigment called melanin, which is responsible for different skin colour. Melanin is packaged into small parcels (or melanosomes), which are then transferred to keratinocytes.



Langerhans cells

Langerhans cells are immune cells found in the epidermis and are responsible for helping the body learn and later recognise new 'allergens' (material foreign to the body).

Langerhans cells break the allergen into smaller pieces then migrate from the epidermis into the dermis. They find their way to lymphatics and blood vessels before eventually reaching the lymph nodes. Here they present the allergen to immune cells called lymphocytes. Once the allergen is successfully 'presented', the lymphocytes initiate a sequence of events to (1) initiate an immune reaction to destroy the material, and (2) stimulate proliferation of more lymphocytes that recognise and remember the allergen in the future.

Merkel cells

Merkel cells are cells found in the basal layer of the epidermis. Their exact role and function is not well understood. Special immunohistochemical stains are needed to visualise Merkel cells.

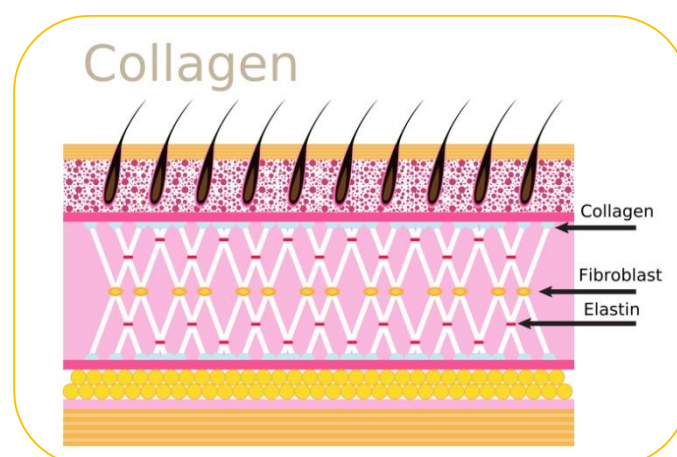
B. Dermis

The dermis is the **fibrous connective tissue or supportive** layer of the skin.

The major fibres are:

Collagen fibres: This type of fibre predominates in the dermis. Collagen fibres have the enormous tensile strength and provide the skin with strength and toughness. Collagen bundles are small in the upper or papillary dermis, and form thicker bundles in the deeper or reticular dermis.

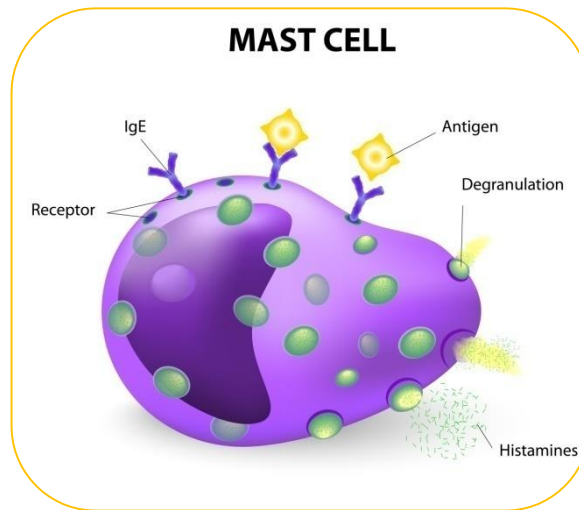
Elastin: This type of fibre provides the properties of elasticity and pliability to the skin.



The **Collagen** and **Elastin** fibres are bound together by ground substance, a mucopolysaccharide gel in which the nutrients and wastes can diffuse to and from other tissue components. The dermis also contains nerves, blood vessels, epidermal adnexal structures (as described above) and cells.

The normal cells in the dermis include:

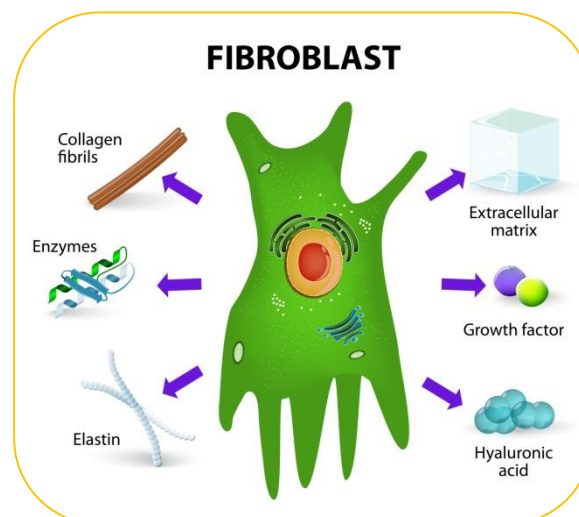
Mast Cells: These contain granules packed with histamine and other chemicals, released when the cell is disturbed.



Vascular smooth muscle cells: These allow blood vessels to contract and dilate, required to control body temperature.

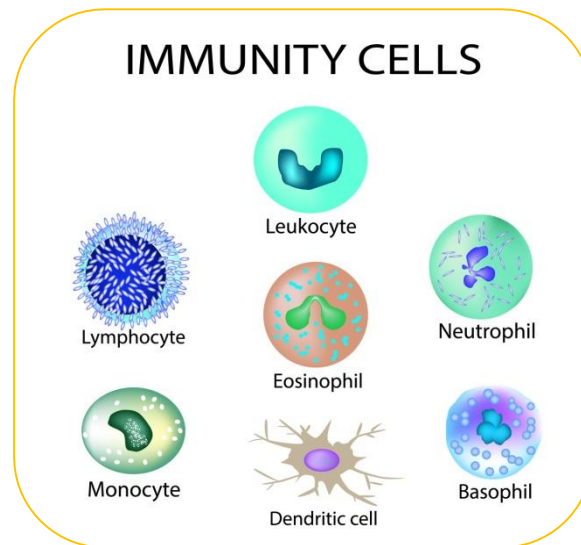
Specialized muscle cells: For example, myoepithelial cells are found around sweat glands and contract to expel sweat.

Fibroblasts: These are cells that produce and deposit collagen and other elements of the dermis as required for growth or to repair wounds. A resting fibroblast has very little cytoplasm compared with an active cell and appears to have a 'naked' nucleus.



Immune Cells: There are many types of immune cell. The role of tissue macrophages (histiocytes) is to remove and digest foreign or degraded material (this is known as phagocytosis). There are also small numbers of lymphocytes in the normal dermis.

Transient inflammatory cells or leukocytes are white cells that leave the blood vessels to heal wounds, destroy infections or cause disease.



Neutrophils (polymorphs): These have segmented nuclei. They are the first white blood cells to enter tissue during acute inflammation.

T and B Lymphocytes: These are small inflammatory cells with many subtypes. They arrive later but persist for longer in inflammatory skin conditions. They are important in the regulation of immune response. Plasma cells are specialised lymphocytes that produce antibody.

Eosinophils: These have bilobed nuclei and pink cytoplasm on an H&E stain.

Monocytes: These form macrophages.

The skin cells communicate by releasing large numbers of biologically active cytokines and chemotactic factors that regulate their function and movement. These are too small to see on light microscopy.

C. Subcutis

The subcutis is the fat layer immediately below the dermis and epidermis. It is also called subcutaneous tissue, hypodermis or panniculus.

The subcutis mainly consists of fat cells (adipocytes), nerves and blood vessels. Fat cells are organised into lobules, which are separated by structures called septae. The septae contain nerves, larger blood vessels, fibrous tissue and fibroblasts. Fibrous septae may form dimples in the skin (so-called cellulite).

Functions of skin

Skin is the largest organ of the body. skin performs a set of key functions resulting from multiple chemical and physical reactions taking place within it.

The basic functions of the skin are:

1. Protection

The most important function of the skin is protecting the body from injury, heat, radiation, chemicals and microorganism. Due to constant shedding of stratum corneum, it acts as a mechanical barrier and does not allow organisms to stay or penetrate into the skin. Melanin produced by melanocytes present in the basal layer of the epidermis protects the body from ultraviolet radiation. Langerhans cells present in the epidermis phagocytose agents, which invade the skin.

2. Thermoregulation

The skin also acts as a temperature regulator, enabling the body to adapt to different ambient temperatures and atmospheric condition by regulating moisture loss. It is done by, controlling the secretions & excretion of sweat in sweat glands.

3. Hormone Synthesis

An active form of vitamin-D is synthesized in this skin in the presence of sunlight.

4. Excretion

Through the secretion of sweat and sebum, the skin performs an excretory function, eliminating a number of harmful substances resulting from metabolic activities of the intestines and the liver.

5. Immunological Role

The skin plays an immunological role, due primarily to the Langerhans cells that can pick antigens from the skin and carry them to the lymph nodes.

6. Sensory Function

The skin has an intricate network of numerous fine nerve terminals in between the epidermal cells and also as specialized nerve endings in the dermis and around cutaneous appendages. These nerve endings carry the sensation of touch, pain, temperature, wetness, and itch.

7. Appearance

The colour, elasticity & thickness of skin are responsible for the general appearance of the human being and skin can be regarded as a decorative media for the human body.

SESSION 2: ACTIONS OF THE FACIAL ,NECK AND SHOULDER MUSCLES

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Explain effects of voluntary movement of muscles;
- State muscles involved in the movement of face, eyebrow, nose, mouth, ear and neck; and
- Explain various body movements such as 'Flexion', 'Adduction' and 'Abduction'.

Effect of voluntary movement of muscles

A beauty therapist or a cosmetologist should be aware of location and function of voluntary muscles of face, neck, hands and arms.

In this section, we will study some of the voluntary muscles of face, neck, hands and arms. This will help in providing proper massage.

We will study the effects of voluntary movements of the following muscles.

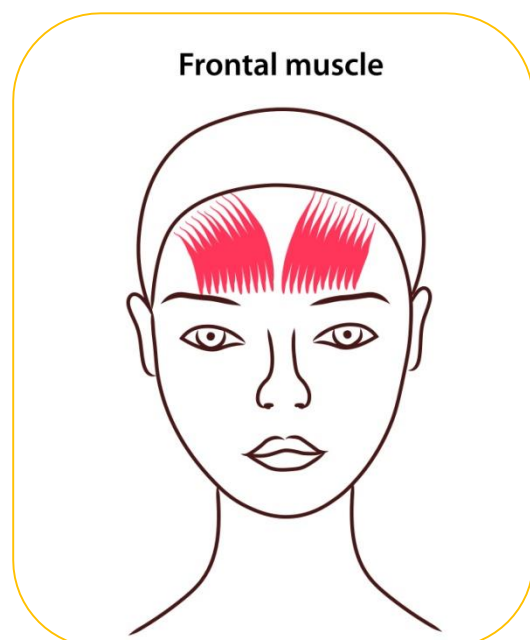
- Facial muscles
- Eyebrow muscle
- Muscles of Nose
- Muscles of Mouth
- Muscles of Ear
- Muscles of Mastication
- Muscles of Neck

1. Facial muscle

The top of the skull is covered by **Epicranius or occipitofrontalis** muscles. This muscle has two parts namely:

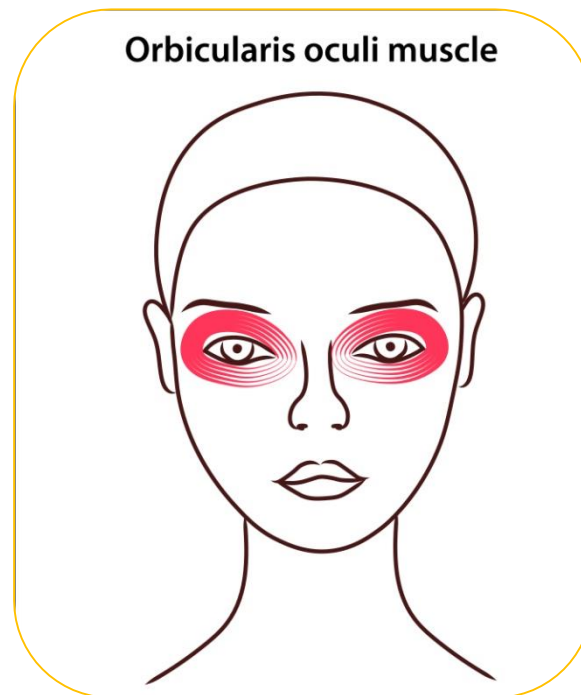
- Occipitals (back part)
- Frontalis (front part)

The voluntary movement of frontalis helps in the movement of eyebrows and skull. Occipitals and frontalis are connected by the tendon.



2. Eyebrows muscles

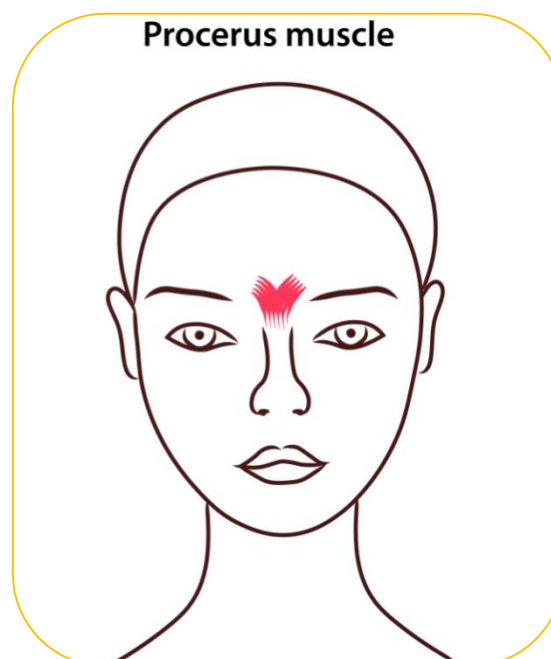
Orbicularis oculi: Orbicularis oculi completely surround the margin of the eye socket. This muscle helps in blinking.



3. Muscles of the nose

Procerus: This muscle covers the bridge of the nose and top of the nose between eyebrows. Wrinkles are created across the bridge of the nose by depressing the eyebrows.

Nasalis: Nasalis muscle of the nose compresses nose causing wrinkles.



4. Muscles of mouth

Quadratus Labii Superioris: This muscle surrounds the upper part of the lip and helps in opening of the mouth by lifting the upper lip.

Quadratus Labil inferiors: This muscle surrounds the lower part of the lip and results in expression of the sarcasm.

Buccinator: It is a thin flat muscle between the upper and lower jaws. The shape of the cheek is attributed to this muscle. It puffs out cheeks when blowing, keeps food in the mouth when chewing.

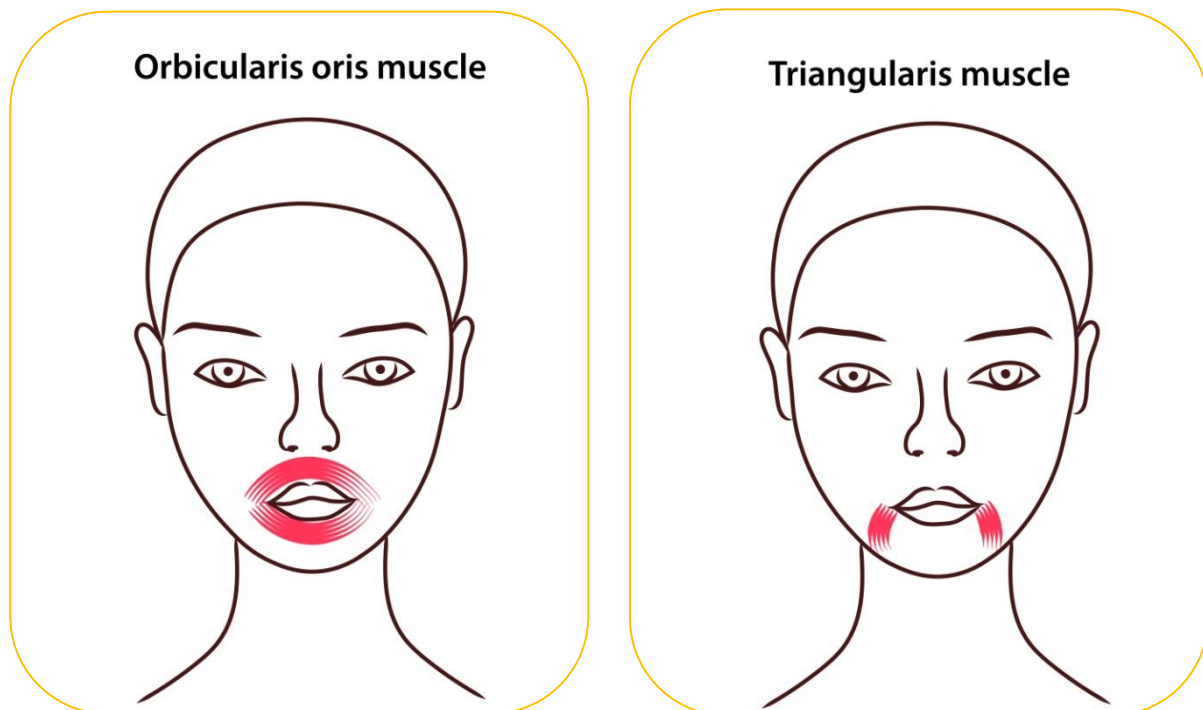
Caninus: This muscle is located under the Quadratus Labil Superioris. It raises the angle of the mouth at the corner.

Mentalis: This muscle is situated on the chip of the chin. The movement of the lower lips is controlled by this muscle.

Orbicularis Oris: Flat band around the lower and upper lip is formed because of the presence of the muscle.

Zygomaticus: This muscle extends from the zygomatic bone and continues into the orbicular oris to the angle of the mouth. It elevates the lip while laughing.

Triangular: This muscle extends along the side of the chin. The corner of the chin is pulled down by this muscle.



5. Muscles of the ear

Auricularis superior: This muscle is present above the ear.

Auricularis posterior: This muscle is present behind the ear.

Auricularis anterior: This muscle is present in front the ear.

6. Muscles of mastication

Temporalis and Mastication: This muscle coordinates the opening and closing of the mouth. These are also called as chewing muscles.

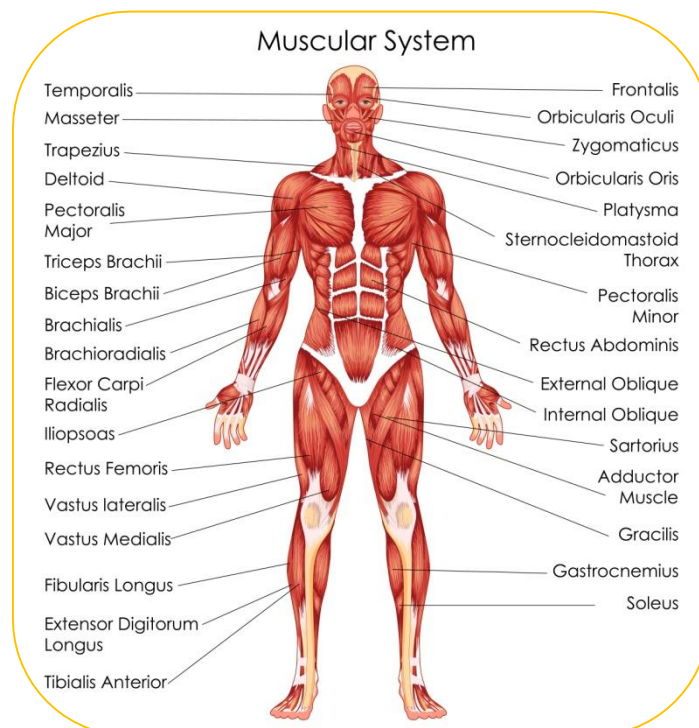
7. Muscles of the neck

Platysma: This muscle is located in front of the throat. It pulls down the lower jaw and angles of the mouth, so the expression of sadness will be seen.

Sterno-cleido-mastoid: It is the largest cervical muscle and extends on either side of the neck. The movement of the head is because of this muscle.

Latissimus dorsi: This muscle covers the upper and middle region of the back and the back of the neck. They rotate the shoulder blade and control swinging movement of the arm.

Pectoralis major and pectoralis minor: This muscle covers the front of the chest. These muscles help in the arm movement.



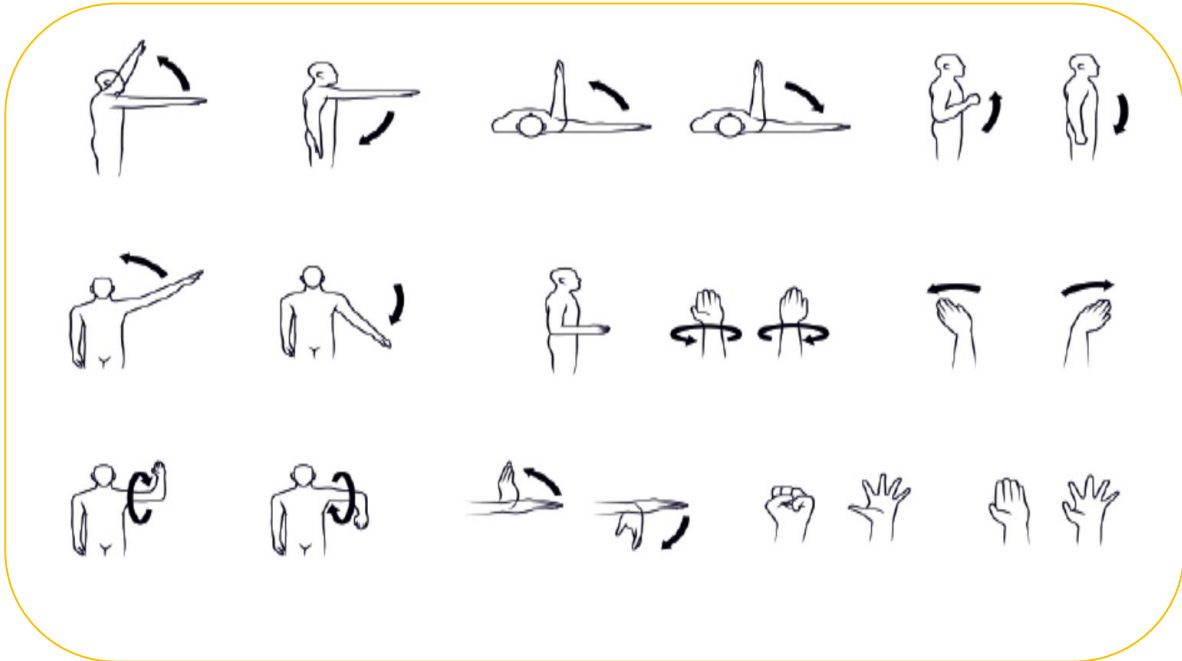
Various body nomenclature

movements

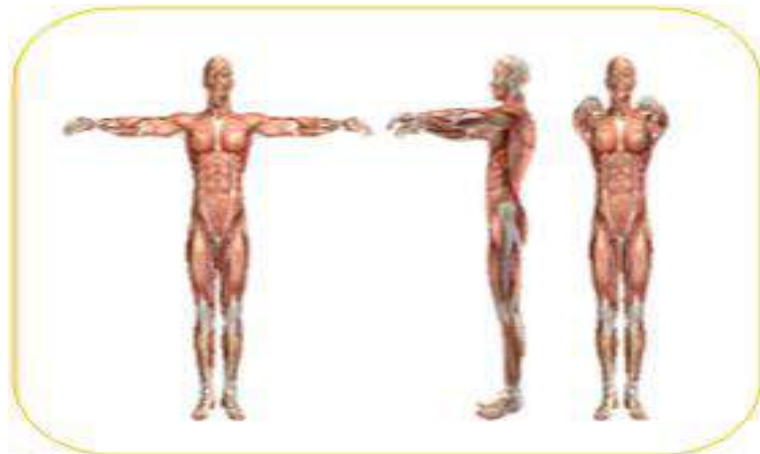
Some of the most common body movements are:

Flexion

- Flexing is defined as the movement to decrease the angle between parts.
- Flexing one's muscles usually, result in bringing bony parts closer together.
- For example, forward flexion brings the shoulder girdle and pelvis closer together.

**Adduction**

- Adduction is a movement which brings a limb — arm or leg — closer to the sagittal plane of the body.

**Abduction**

- Abduction is opposite to adduction i.e. taking a limb away from sagittal plane.

Prone position

- Lying with the front or face downward.

Supine

- Lying with the front or face upwards.

Dorsiflexion

- The turning of the foot or the toes upward.

Plantar Flexion

- The turning of the foot downwards.



SESSION 3: SKIN CARE

LEARNING OUTCOMES

On completion of this unit the student will be able to:

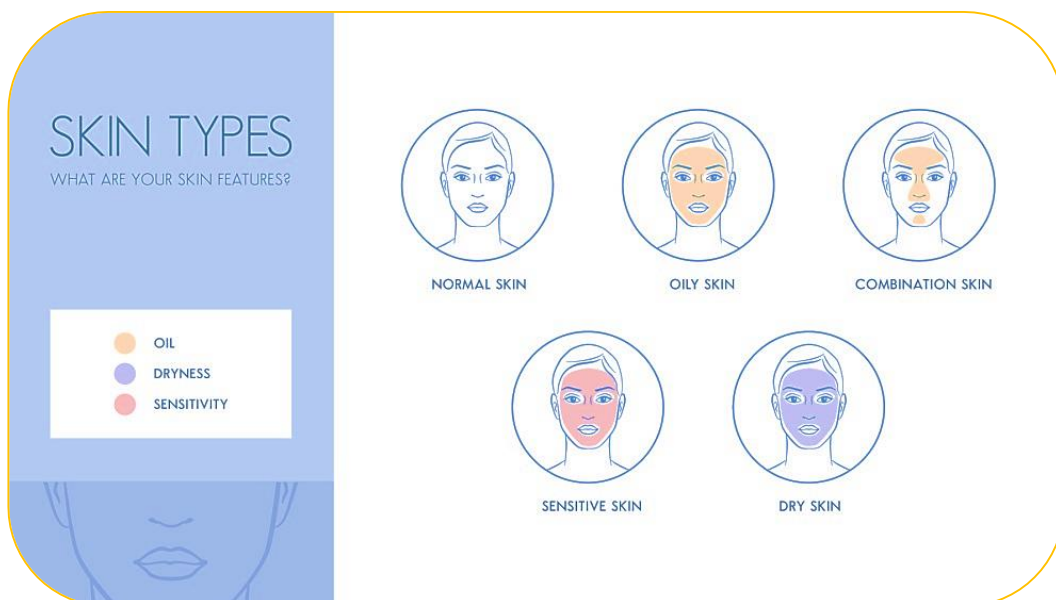
- Identify skin types and state their features;
- State the importance of skin analysis;
- Explain the method of skin analysis; and
- Describe commonly used skin care techniques.

Skin types

A Beauty Therapist should be aware of basic skin types before suggesting suitable types of treatment to the client.

The following are the general types of skin:

- Normal skin
- Dry skin
- Allergic and Sensitive skin
- Matured skin
- Oily skin
- Combination skin



Normal skin

- Generally the pH of skin ranges from 5.5 to 5.8.
- Very rare to find such type of skin.
- It is a balance between dry and oily skin.

- Normal skin has healthy colour and is soft.
- The skin has a translucent glow and soft.

Dry skin

- Dry skin is due to lack of lubrication from the sebaceous glands.
- Dry skin can be identified by the fine lines around the eyes and the mouth.
- Skin loses elasticity slowly with the age.

Allergic and Sensitive skin

- Very sensitive to cold, heat and wind.
- The skin becomes allergic and sensitive because of broken capillaries and results in rashes or irritation through strong preparation.

Matured Skin

- It is very similar to dry skin in appearance.
- Appears parched, saggy and dehydrated.
- Skin is deeply lined and loose.

Oily skin

- This type of skin is thicker and coarser than other types of skins.
- It has a tendency develop open pores, pimples, blackheads, papules and pustules.
- Oily skin can be found around the nose and chin.
- Oily skin is the result of clogging of sebaceous glands causing sluggish circulation.

Combination skin

- This type of skin is very common.
- This can be identified by the oily centre panel or T- zone with pores and slight oil.

Skin analysis

Skin analysis is carried out to understand the condition of the skin and suggest suitable treatment to the client. The analysis is to be carried out keeping in mind the age and general health of the client.

How to perform skin analysis?

The following procedure should be followed to perform skin analysis:

Step 1: Cleanse the skin by following the recommended procedure.

Step 2: Protect client's eye from the magnifying lamp using eye pads.

Step 3: Inform client on the steps being performed for the skin analysis.

Step 4: Using the magnifying lamp, study the skin of the face and neck.

Step 5: Slightly stretch small section of the skin using middle and index fingers.

Step 6: Observe skin texture and size of pores and other problems using a magnifying glass.

Skin care techniques

Three important techniques of skin care are:

1. Cleansing
2. Application of Toners and Skin Fresheners
3. Moisturising



1. Cleansing

Cleansing is performed to remove all the impurities accumulated in the pores. Cleansing Lotion/ Milk can be used for deep cleansing.

The Cleansing cream is used for cleansing and removing the face makeup. This cream melts as it comes in contact with the skin thus allowing penetration into the pores for deep cleansing. These creams also prevent the occurrence of blackheads.



2. Application of Toners and Skin Fresheners

'Toner' is applied to refresh and cool the skin. Traces of grease on the skin are removed with the help of toners. Freshener provides the soothing effect on the skin. Toner and Freshener are used as finishing agents for cleansing.

3. Moisturizing

Moisturizers are used to keep the skin soft and supple. These are made up of NMF (Normalizing Moisturizing Factor) ingredients. Moisturizers delay the formation of wrinkles.



PRACTICAL EXERCISE**Activity 1: Perform skin analysis****Materials Required:**

The following resources are required for the patch test:

- Cleansing agent
- Eye pads
- Magnifying glass

Step by Step Procedure:

The following procedure should be followed to perform skin analysis:

Step 1: Cleanse the skin by following the recommended procedure.

Step 2: Protect client's eye from the magnifying lamp using eye pads.

Step 3: Inform client on the steps being performed for the skin analysis.

Step 4: Using the magnifying lamp, study the skin of the face and neck.

Step 5: Slightly stretch small section of the skin using middle and index fingers.

Step 6: Observe skin texture and size of pores and other problems using a magnifying glass.

CHECK YOUR PROGRESS

1. Name three layers of skin.
2. List functions of the skin.
3. Explain the procedure perform skin analysis.
4. Explain the following skin care techniques.
 - a. Cleansing
 - b. Application of Toners and Fresheners
 - c. Moisturising
5. Name general types of skin.
6. Name few hair removal techniques.
7. Fill in the blanks:
 - a. _____ is the uppermost layer of the skin.
 - b. Mucous membranes are _____ and _____.
 - c. _____ and _____ are found in the basal layer of epidermis.
 - d. _____ have segmented nuclei.
 - e. An active form of _____ is synthesised in the skin in the presence of sunlight.
 - f. _____ and _____ coordinates the opening and closing of the mouth.
 - g. _____ is the movement to decrease the angles between parts.
 - h. _____ is applied to refresh and cool the skin.
 - i. pH of normal skin ranges from _____.
8. Match column 'A' with column 'B'

Column 'A'	Column 'B'
1.Langerhans cells	a.enormous tensile strength
2.Collagen fibres	b.appears parched, saggy and dehydrated
3.Monocytes	c.Buccinator and caninus
4.Mouth muscles	d.Immune cells found in the epidermis
5.Mature skin	e.6These form macrophages

9. Choose the correct option. The epidermis has following types of cell:
- a. Keratinocytes
 - b. Melanocytes
 - c. Langerhans cells
 - d. All of the above
10. Which of the following are the functions of the skin?
- a. Protection
 - b. Excretion
 - c. None of the above
 - d. Both a and b
11. Which of the following is the muscle of the neck?
- a. Latissimus dorsi
 - b. Temporalis
 - c. Caninus
 - d. Supine
-

GLOSSARY

Term	Description
Abduction	Abduction is opposite to adduction i.e. taking a limb away from sagittal plane.
Adduction	Adduction is a movement which brings a limb — arm or leg — closer to the sagittal plane of the body.
Allergic or sensitive skin	The skin becomes allergic and sensitive because of broken capillaries and results in rashes or irritation through strong preparation.
Anatomy	Anatomy describes the structure of a human body and relationship of body parts with one another.
Cleansing	Cleansing is performed to remove all the impurities accumulated in the pores.
Dermis	The dermis is the fibrous connective tissue or supportive layer of the skin.
Dry skin	Dry skin can be identified by the fine lines around the eyes and the mouth.
Epidermis	The epidermis is the uppermost or epithelial layer of the skin.
Flexion	Flexing is defined as the movement to decrease the angle between parts.
Matured skin	Skin is deeply lined and loose.
Moisturiser	Moisturizers are used to keep the skin soft and supple.
Normal skin	Normal skin has healthy colour and is soft.
Oily skin	Oily skin is the result of clogging of sebaceous glands causing sluggish circulation.
Physiology	Physiology is the study of the function of the body parts and the body as a whole.
Skin	The skin acts as a protective shield for the body.
Skin analysis	Skin analysis is carried out to understand the condition of the skin and suggest suitable treatment to the client.
Subcutis	The subcutis is the fat layer immediately below the dermis and epidermis.
Toner	'Toner' is applied to refresh and cool the skin.

Summary

1. The skin acts as a protective shield for the body.
 2. Anatomy describes the structure of a human body and relationship of body parts with one another.
 3. Physiology is the study of the function of the body parts and the body as a whole.
 4. Skin consists of 3 layers:
 - a. Epidermis
 - b. Dermis
 - c. Subcutis
 5. The epidermis has three main types of cell:
 - a. Keratinocytes (skin cells)
 - b. Melanocytes (pigment-producing cells)
 - c. Langerhans cells (immune cells)
 6. Skin analysis is carried out to understand the condition of the skin and suggest suitable treatment to the client.
 7. The following procedure should be followed to perform skin analysis:
 - a. Cleanse the skin by following the recommended procedure.
 - b. Protect client's eye from the magnifying lamp using eye pads.
 - c. Inform client on the steps being performed for the skin analysis.
 - d. Using the magnifying lamp, study the skin of the face and neck.
 - e. Slightly stretch small section of the skin using middle and index fingers.
 - f. Observe skin texture and size of pores and other problems using a magnifying glass.
 8. Three important techniques of skin care are:
 - a. Cleansing
 - b. Application of Toners and Skin Fresheners
 - c. Moisturising
 9. Skin types are:
 - a. Normal skin
 - b. Dry skin
 - c. Allergic and Sensitive skin
 - d. Matured skin
 - e. Oily skin
 - f. Combination skin
 10. Some of the hair removal treatments are:
 - a. Bleaching
 - b. Threading
 - c. Waxing
-

Sector: Beauty & Wellness
Job Role: Assistant Beauty Therapist

UNIT 2: BASIC DEPILATION SERVICES

UNIT 2: BASIC DEPILATION SERVICES

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Identify type of hair;
 - Explain the structure of hair;
 - Describe the “Growth cycle of hair”;
 - List equipment and products required for waxing;
 - Prepare work area for waxing;
 - Perform skin sensitivity test;
 - Perform waxing treatment;
 - Explain the importance of threading; and
 - Perform eyebrows and upper lips threading.
-

INTRODUCTION

We are aware that hair grows all over our body and become visible during and after puberty. Men have thicker and visible body hair. Both men and women have hair on the head, eyebrows, eyelashes, armpits, pubic region, arms and legs. Men and women are looking at ways to get rid of unwanted body hair and look beautiful. Hair removal is also called as 'Epilation' or 'Depilation'.

What are the available options to get rid of unwanted body hair?

Over the years many methods of hair removal are in practice. Some of the methods of hair removal are:

- Use of over the counter depilation creams
- Shaving
- Tweezing
- Waxing
- Laser treatment
- Electrolysis
- Bleaching etc.

Depilation creams: This is the cheapest temporary hair removal method. A depilation cream is applied to the hair to be removed.

Shaving: Blades are used to trimming or cutting the hair. Shaving doesn't affect hair growth.

Tweezing: A pair of tweezers are used to pull out the hair at the root level.

Waxing: It is considered as one of the oldest methods of hair removal. Since waxing removes extra hair, a skin may become red or pink.

Laser treatment: This treatment helps in 80% improvement in permanent hair reduction.

Electrolysis: This is the only permanent hair removal method as it destroys the hair follicle.

Bleaching: It is actually not a hair removal method. Chemical agents are used to discolouring hair.



In this unit, we will study waxing, threading and bleaching procedures in detail.

SESSION 1: WAXING PROCEDURE

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Name two commonly used methods to remove unwanted hair;
- Explain anatomy of hair;
- Explain the function of ‘Cuticle’, ‘Cortex’ and ‘Medulla’;
- Explain the different stages of hair growth;
- Explain the precautions to be taken for waxing treatment;
- List equipment and product required for waxing;
- Prepare working area for waxing;
- Conduct skin sensitivity test;
- Identify general contra – indications;
- Maintain client records; and
- Perform waxing treatment.

Types of hair

A beauty therapist providing treatment such as ‘Waxing’ and ‘Threading’ should understand the basic anatomy and physiology of hair.

The different types of hair are:

- Scalp hair
- Eyelashes
- Body hair
- Underarm and pubic hair

Scalp hair: Acts as the heat insulator and protects the head.

Eyelashes: Hair present on the eyelashes prevents any dust particle entering the eye.

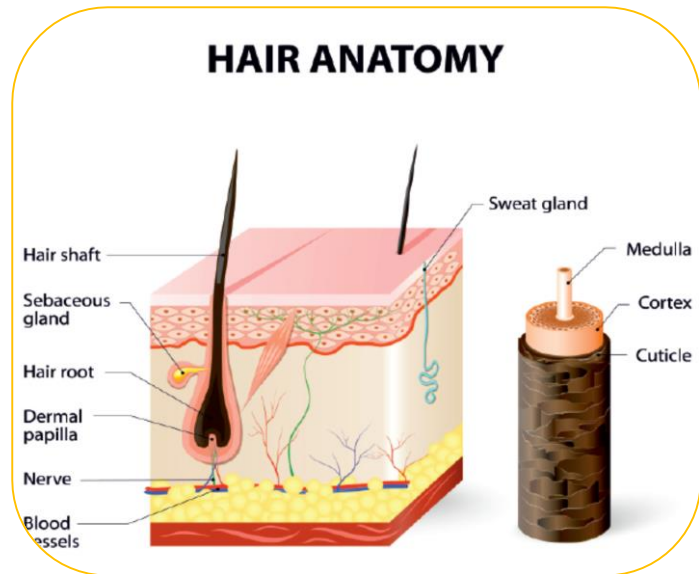
Body hair: Acts as heat insulators.

Underarm and pubic hair: Provide cushion against the friction caused by the movement

Structure of hair

A single hair is referred to as 'hair shaft'. Hair shaft consists of:

- the cuticle
- the cortex
- the medulla



Cuticle

- It is the outermost layer of the hair.
- The cuticle protects everything underneath.
- The cuticle is made up of many layers of overlapping scales.

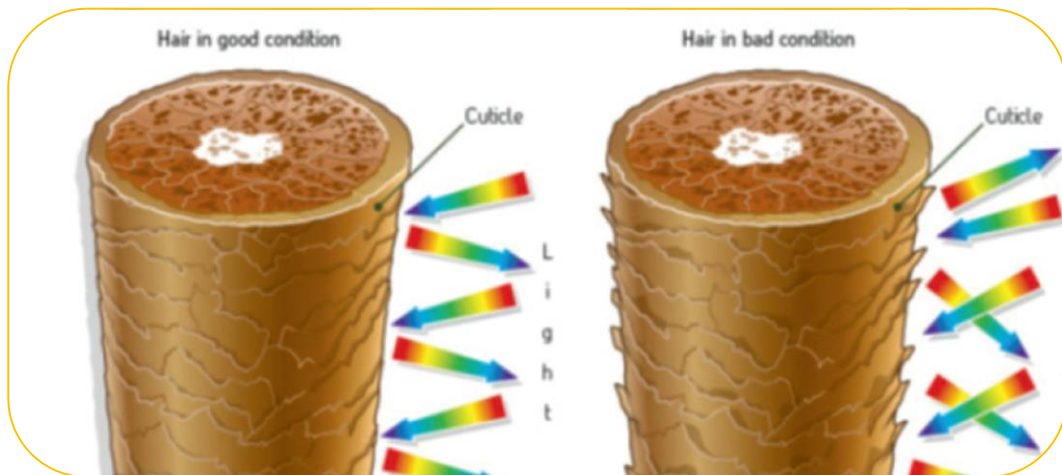
Cortex

- The cortex lies underneath the cuticle.
- The cortex is made up many twisted strands.

Medulla

- The centre part of the hair shaft is called as Medulla.
- The actual colour of the hair is determined by the colour pigments present in the medulla.

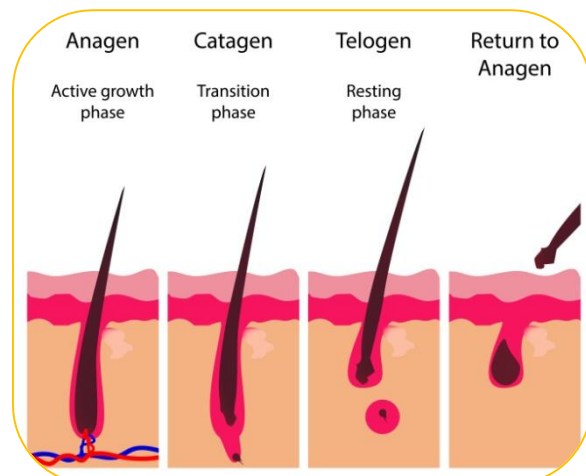
The amount of reflection determines the condition of the hair. Healthy hair looks shiny and the bad hair looks dull.



The growth cycle of hair

An average, hair grows 1.25 cm ($\frac{1}{2}$ inch) per month. It is also estimated that on an average we lose 80-100 hair a day. A single strand does not grow continuously throughout its life. The stages of the life cycle of hair are:

- anagen
- catagen
- telogen
- exogen



Anagen

During the anagen phase, the hair follicle is active and the hair is growing continuously. New hair in early anagen grows faster than old hair, the average growth being 1.25 cm per month.

Catagen

The next phase of the hair growth cycle is called as 'catagen'. During this cycle, hair follicle undergoes a period of change and do not grow. This phase lasts for about 2 weeks. New cells are formed. At any time only about 1% of follicles are in the catagen stage.

Telogen

This is the period of rest for hair follicles. This stage lasts for about 3-4 months. Approximately 13% of the follicles are in the telogen state at any one time.

Exogen

After the resting period, follicles begin to lengthen. When the follicle reaches full length, a new hair begins to grow.

Waxing

Definition

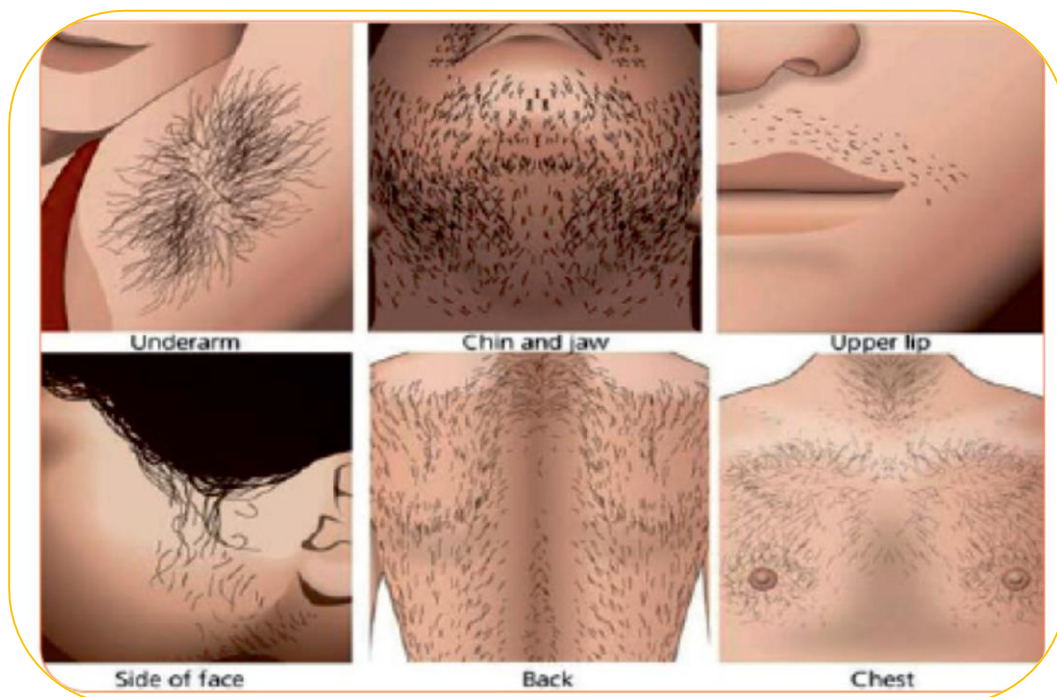
Waxing is a temporary hair removal method that uses a warm wax to remove hair from the desired area. The wax is applied directly to the skin and then removed once the wax has cooled and attached to the hair. Waxing can be uncomfortable depending on the area being treated and your sensitivity. Most popular areas for waxing are eyebrows, upper lip, bikini, backs, legs and underarms but can generally be done on any area of the body. Waxing is usually performed by a well-trained Aesthetician or Cosmetologist.

Importance of Waxing

There are many benefits to waxing versus other forms of hair removal. It is an effective method to remove large amounts of hair at one time. Hair in waxed areas will not grow back for two to eight weeks. When hair is shaved or removed by depilatory cream, the hair is removed at the surface rather than the root. Within a few days, the hair can be seen at the surface. With these methods, hair tends to grow back in rough stubble. Areas that are repeatedly waxed over long periods of time often exhibit regrowth that is softer.

Drawback

There are many drawbacks of waxing as well. Waxing can be painful when the strip is removed from the skin. Although the pain is not long-lasting, it can be intense, particularly in sensitive areas. Another drawback to waxing is the expense: waxing is usually performed by a licensed esthetician, and in some cases the cost can be high, depending on the area waxed the number of sittings necessary. Another drawback of waxing is that some people experience ingrown hairs, red bumps, and minor bleeding. This is more likely to occur when waxing areas with thick hair, especially the first few times when follicles are strongest. While usually impossible to eliminate, ingrown hairs can be reduced by regularly exfoliating, and applying an astringent or a solution of astringent and oil.



A beauty therapist should discuss with the client about the following precautions to be taken before going for the waxing treatment.

24 to 48 hrs before the Treatment

Appraise the client on the following precautions. These precautions have to be conveyed to the client before at least two days.

- Don't apply body lotion to the waxing area
- Never take bubble bath
- Baby oil or body oil must not be used
- Hair must not be shaved for at least three days before treatment

Working area preparation

Working area preparation plays a very vital role in any spa treatment. A beauty therapist is required to set the treatment area as per standards of the spa. This will help in providing effective service.

Any waste resulting from the waxing should be considered as contaminated waste. Certain guidelines should be followed to dispose of waste.

The following guidelines may help to dispose of wastes:

- Used strips should be put into small lined bins.
- Put all small bins into larger lined clinical waste bins.
- Use industrial gloves to dispose of clinical wastes.

The following guidelines should be adhered to prepare the working area:

- Cover the couch properly to avoid any spillage.
 - Place the paper couch roll over the top.
 - To dispose of general waste and wax waste, use two separate bins with inner lining.
 - Place the bins behind or under the couch.
 - Select suitable heating unit as per the type of wax.
 - Heat the wax before hand as it takes at least half an hour to attain the s temperature.
 - Make sure that tan antiseptic cleaner is available.
 - Choose fabric or paper strips as per the manufacturer's recommendation.
 - Wear disposable gloves to prevent any infections.
 - Use only recommended applicator or disposable wooden spatula.
 - Place cotton wool, tissues and jewelry bowl for the client.
 - Sterilize pair of scissors or tweezers.
 - Ensure availability of aftercare leaflets given to the client.
-

Consult, plan and prepare for waxing with the client

Follow the below mentioned procedure to provide the consultation:

- Provide a thorough and professional consultation explaining the procedure, after care precautions and time required to provide the treatment.
- Ensure that the consultation and treatment are provided in a private room.
- Make the client feel comfortable.
- Encourage client to ask questions without any hesitation.

Conducting a skin sensitivity test

As discussed in the previous sections, it is mandatory perform skin sensitivity test before proceeding with any treatment involving chemicals. Obtain written permission from the client before proceeding to the treatment.

Follow the below guidelines for the wax treatment:

- **Analyse** the skin condition by performing the sensitivity test. The sensitivity test should be performed on the forearm as it is free from hair, clean and dry.
- **Perform** skin sensitivity test 24 hours before the treatment.
- **Record** observations on the client record card.
- **Check** that wax for operating temperature by applying the wax on to your forearm.
- **Observe** for any reactions on the skin after removing the wax.
- **Inform** the client to observe for any redness, swelling, and irritation for the next 24-48 hours.
- If any reactions are observed, then inform politely that this treatment is not suitable for their skin.

Contra-Indications to Treatment:

Make sure that area is free from contra-indications before beginning and wax treatment.

General contra-indications

Some contra –indications are:

- Recent scar tissue
 - Hypersensitive skin
 - Cuts or abrasions
 - Bruising in or around the area to be treated
 - Allergy to any products you will be using (such as rosin, found in sticking plasters and wax)
 - Blood diseases (HIV, hepatitis)
 - Use of skin-thinning drugs such as Retin A or Accutane
 - Diabetes
 - Defective circulation
 - Inflamed or aggravated skin
-

- Some conditions, such as moles, infected in growing hair and skin tags, will mean the treatment may need adapting to and you would avoid the area

Client records

You are supposed to note down each and every detail of the client as per the standard format. Note any contra-actions, reaction, client preferences for products and homecare products sold on the record card.

The client's record should contain the complete information of the client and should be legible.

Preparing the client for treatment:

- Inform the client to take bath before the treatment.
- Request the client not use any other form of hair removal before the treatment as this will hamper waxing treatment.
- Request the client to wear clean undergarments and a cotton T-shirt if they want their back to be waxed so that the area is not too sweaty before the treatment.
- Ask client about any allergies or inform the client to consult their doctor.

Maintaining client modesty:

- Make the client feel comfortable during the process of treatment.
- Offer a hand towel over the lap to the client; provide the client with some personal space to get undressed.
- The treatment room must be located in an area which is not accessed by the general public, and the privacy of the client must be taken care of.

Waxing

Equipment and Products Required for Waxing

The following equipment and products are required for waxing.

- Heating unit and sufficient amount of sugar
- Plastic and paper sheeting in order to protect the couch and area surrounding the couch
- Paper to protect client clothing
- Antiseptic lotion – to clean and degrease skin
- Purified, unperfumed powder – to dry skin and hair
- Cotton wool – for application of products
- Scissors – to cut long hair or strips
- Tweezers – for removal of stubborn hair
- Spatulas
- Tissues
- Soothing lotion
- Barrier cream
- Orange stick
- Two bins and bin liner



- Disposable gloves and protective apron
- Pillow
- After sugaring lotion
- Cleanser
- Towels
- Strips – muslin, fibre
- Jewellery bowl

Preparation

1. Position the client according to the area being waxed, taking into account the mobility and comfort of the client.
2. Protect the client's clothes with towels and disposable paper.
3. When waxing the eye brows, you may apply eye pads to protect the eyes and petroleum jelly to control the amount of hair being removed.
4. Remove all Jewellery in the areas to be waxed.

Waxing procedure

The step by step process of waxing is explained below:

Step 1: Make the client feel comfortable.

Step 2: Choose most appropriate pre-wax application product.

Step 3: Identify the area to be waxed.

Step 4: Heat the wax in a warmer until it is just melted.

Step 5: Dust the area with baby powder before applying the wax. Baby powder or cornstarch will absorb body oils and moisture, allowing the wax to stick to the hair (not your skin), making the process much less painful.

Step 6: Test the temperature of the wax by applying on to your wrist.

Step 7: Apply warm wax to skin with a small wooden spatula. Check the length of the hair that you want to remove. Your hair should ideally be between 1/8-inch and 1/4-inch (3 mm and 6 mm) long.

If your hair is too short, then the wax won't pull the hair out by the roots.

If your hair is too long, you may experience significant discomfort.

Step 8: Press the fabric into the wax. Take a strip of cloth, place it on the wax, and smooth it in with the direction of hair growth. Place cloth strip over wax and allow the wax to cool.

Step 9: Once the wax is cooled and slightly hardened pull the wax in the opposite direction of the hair growth. Remove the strip. Hold your skin taut by pulling at it from a point underneath the edge of your fabric strip and pull the strip off against the direction of hair growth. Do this very quickly. Do not pull it off at a 90° angle, but at a shallower angle.

Step 10: Once the strip is removed, hand pressure can be applied to the area you've waxed to minimize discomfort.



The treatment can be concluded with the following steps.

- Remove stray hairs with tweezers.
- Request the client to check the waxed area with the help of a mirror.
- Apply after wax- lotion on to the body.
- Brief aftercare treatment to the client.



Aftercare advice

Provide the following advice to the client after the treatment:

- Keep the skin clean for 24 hours after the treatment.
- Wash hands and then apply any soothing or antiseptic cream and avoid touching the area with unclean hands.
- Avoid using any fragranced deodorants, sprays, or powders.
- Avoid taking hot or bubble shower as it can cause irritation.
- Avoid going to the gym or any kind of workouts or sports for 24 hours as it would increase perspiration in the area.
- Avoid wearing dirty clothes. Wear cotton clothes in order to avoid irritation.

SESSION 2: THREADING PROCEDURE

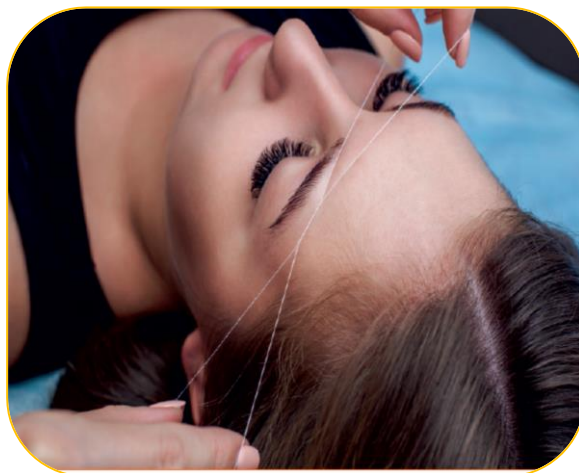
LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Explain the necessity of threading;
- List benefits of threading; and
- Perform eyebrows and upper lip threading.

Threading

Threading is the most common method of removing facial hair. The disadvantage is that the effect is temporary and the procedure has to be repeated periodically. It is useful for areas like the upper lip and the eyebrows. In fact, threading is done to shape the eyebrows. Frequent threading can cause skin irritations. On sensitive skins, there can be redness or a rash. Avoid threading on areas with eruptions, like pimples or acne. A zinc ointment or ice can be applied to soothe the skin.



Benefits of threading

The following are the benefits of threading.

- Less painful.
- Less time- consuming.
- Threading is quicker as more hair is removed in each go
- Suitable for more skin types.
- No harmful chemicals are required.
- Precise and perfect for a smooth, completely hairs free look.
- Hair grows back finer and slower when threading has been used.
- Suitable for short hair, long hair, fine and coarse hair.

Threading technique

A cotton thread is required for threading treatment. The length of the thread should be between 24 to 30 inches. A beginner is required use shorter length of thread for practising. An expert can use the longer length of thread.

Threading is mostly done on the eyebrows, the area above it, the upper lip, the sides of the face, the chin and under the jaw. A cotton thread must be used to perform the threading of these areas.

Thread length should range from 24 to 30 inches (60 to 75 centimetres). As a beginner, you must start practising with shorter length of the thread then as you gain the skills and confidence you will be able to manage larger loop of thread.

Tools required for threading eyebrows

The following tools are required for eyebrows threading:

- Thin Thread (about 24 inches long) of strong and good quality
- Thick thread will not remove hair effectively enough. Thin fine thread will grip from its root better.
- Eyebrow brush; to brush your eyebrow hair along the same direction before and after
- Scissors (for trimming your brows)

Preparation of the client

Protect the client's hair by wrapping it to avoid snagging hair on his or her head. After the hair is wrapped, thoroughly wash your hands and wear gloves. Cleanse the area to be treated with any makeup, wipe it with a mild liquid antiseptic and allow it to dry. Avoid creams, as they will remain on the hair and reduce the gripping effectiveness of the threading.



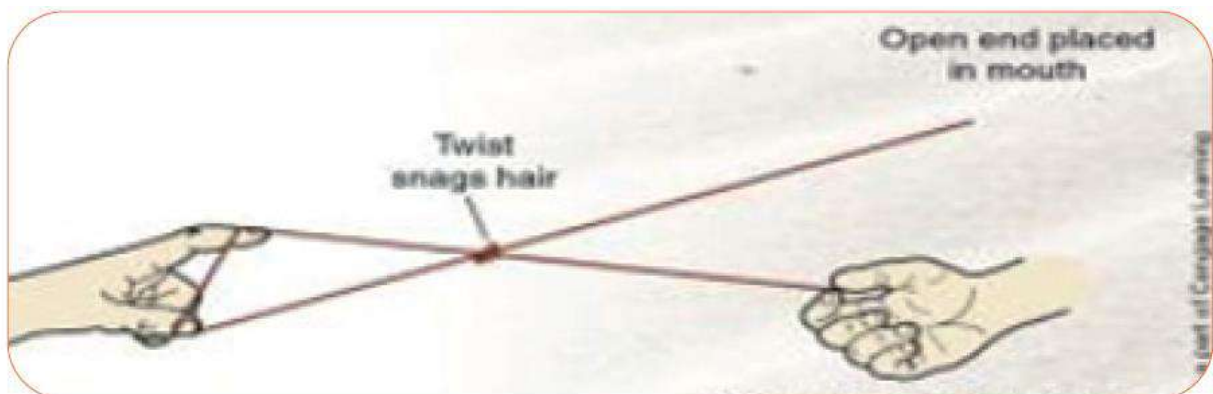
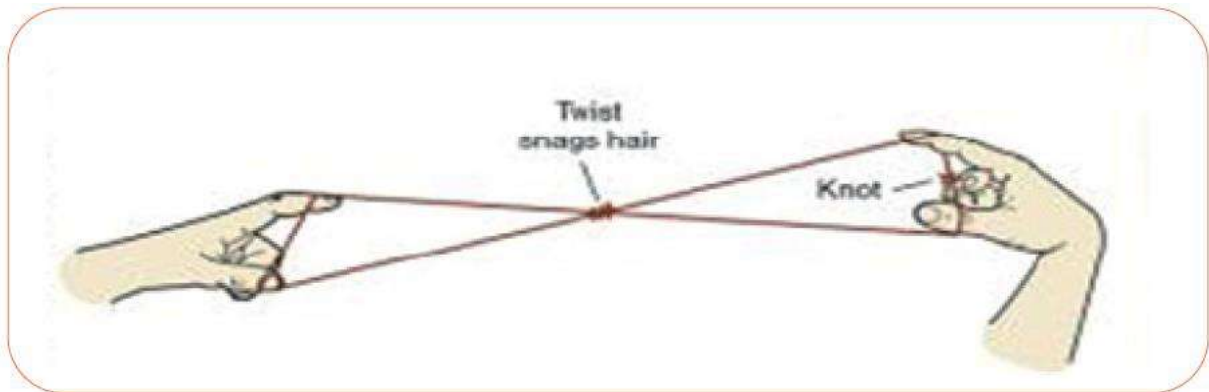
Process of eyebrow threading

Step 1: Knot the ends of the thread together forming a loop.

Step 2: Place forefinger, middle finger and thumbs through each end of the loop in a “cat’s cradle”.

Step 3: Twist the loop at one end approximately a dozen times.

Step 4: Coax the twist into the centre of the loop making sure the knot is at one end near the finger so it doesn’t interfere with the twisting.



Step 5: To start threading, place the upper end of the twist under the unwanted hair, so that they hang over the twisted thread. Spread the lower finger to manipulate the twist in an upward direction, thus entrapping and snagging the unwanted hair and plucking them out.

Step 6: Move the twist towards the lower finger by spreading the upper finger. and dropping some of the plucked hair. Shift your focus to another area of unwanted hair. The fingers of an Assistant Beauty Therapist must move quickly, at the rate of one movement every 1/4 seconds.



As the twist becomes congested with hair, the rapid movement of the twisting is inhibited. So twist a new part of the loop or use a new thread.

Step 7: Once the service complete, apply a soothing solution to the skin.

Upper lip threading

Procedure for upper lip threading

Step 1: Use a good quality cotton thread which is about 2 feet long.

Step 2: Ensure that the thread is strong enough and doesn't snap easily.

Step 3: Hold one end of the thread in the mouth and the other in the hand.

Step 4: Wind the thread at the centre around ten times.

Step 5: To remove oiliness, apply talcum powder on the upper lip.

Step 6: Place the thread on the upper lip of the client.

Step 7: Ask the client to place the tongue under the lip in order to tighten the skin on the lip.

With your hand movement, shift the wound-up portion to the other side making sure that it holds the hair while moving forward. The hair will be lifted from the root and plucked out as it moves back and forth.

Step 8: After the upper lip is done, massage the upper lip of the client with a lotion or apply astringent.



SESSION 3: BLEACHING PROCEDURE

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- State various unwanted hair removal methods;
- State the importance of 'Patch test';
- Carryout 'Patch test' and analyse results; and
- Perform bleaching treatment.

Introduction

We are aware that our body has fine hair all over the body such as the stomach, back etc. It is recommended to remove the unwanted hair by undergoing suitable hair removal treatment.

Some of the hair removal treatments are:

- Bleaching
- Threading
- Waxing

It is worth to note here that bleaching process doesn't remove hairs like threading and waxing. It only destroys the colouring pigment 'melanin'. When the light ray passes through them, they appear pale golden.

A number of chemicals such as **H₂O₂** and **Ammonia** are used as bleaching agents.



As chemicals are being used in the treatment, it is always recommended to perform the test only after the 'Patch Test'.

Patch test

How to prepare the required agent for patch test?

- Take a tea spoon of bleaching cream.
- Add two to three grains of ammonia to the bleaching cream.
- Mix well.

Patch test procedure

Step 1: Apply the mixture on to a small patch of the skin behind the ear.

Step 2: Wait for 10-15 minutes.

Step 3: Ask the client about any discomfort such as itching, pain etc.

Step 4: If the client complains of itching or pain, immediately remove the bleach, place ice cubes all over and apply Lacto calamine.

Step 5: In case of no complaints from the client, proceed with the bleaching treatment.

Bleaching procedure

Resources required for Bleaching

The following resources are required for bleaching treatment:

- Headband
- Medium and small size towel
- Cleansing milk
- Eye pads (tea bags, cucumber slices)
- Cotton pieces (2"x 2")
- Plastic, glass or ceramic bowl, plate along with the spatula
- Bleaching cream and Ammonia
- Moisturiser, Lacto Calamine, ice cubes, chilled water



Bleaching Procedure

The following procedure is recommended for the bleaching treatment.

Step 1: Collect required information such as the age of the client, condition, time gap etc.

Step 2: Offer a comfortable chair to the client.

Step 3: Wrap a headband and cover clothes with a large towel.

Step 4: Apply and spread cleansing milk all over the face and neck.

Step 5: Massage neck and face in upward and outward direction with moist cotton.

Step 6: Prepare the paste required for bleaching.

- Two to three spatula of bleach cream.
- Two to three granules of Ammonia.
- Blend well.

Step 7: Apply the paste to the upper lip first and then to the rest of the face.

Step 8: Place eye pads to protect the eyes from watering.

Step 9: Wait 5-7 minutes for the bleach to process.

Step 10: Remove little bleach from few spots and observe for the colour of the hair.

Step 11: If hair is not properly bleached, wait for another five minutes.

Step 12: Again check for the effectiveness of the bleach as per step 10.

Step 13: Remove bleach with a spatula from all over the face and neck.

Step 14: Using an ice cube, rub all over the face and neck for relaxation.

Step 15: Apply moisturizer/sunscreen lotion /Oil.

Step 16: Lay a thin layer of Lacto calamine.

Advantages of Bleach:

The following are the advantages of bleaching:

- Instant /quick result within 10 minutes.
- Lightens skin tone.
- Helps to remove sun tan.

Disadvantages of Bleach:

- Prolonged use of chemicals may have harmful effects on skin and hair.
- Require post bleach care.
 - Dryness
 - Texture
 - Wrinkles
 - Appearance

PRACTICAL EXERCISE

Activity 1: Perform waxing

Materials Required:

- Heating unit and sufficient amount of sugar
- Plastic and paper sheeting in order to protect the couch and area surrounding the couch
- Paper to protect client clothing
- Antiseptic lotion – to clean and degrease skin
- Purified, unperfumed powder – to dry skin and hair
- Cotton wool – for application of products
- Scissors – to cut long hair or strips
- Tweezers – for removal of stubborn hair
- Spatulas
- Tissues
- Soothing lotion
- Barrier cream
- Orange stick
- Two bins and bin liner
- Disposable gloves and protective apron
- Pillow
- After sugaring lotion
- Cleanser
- Towels
- Strips – muslin, fibre
- Jewellery bowl

Step by Step Procedure:

Step 1: Make the client feel comfortable.

Step 2: Choose most appropriate pre-wax application product.

Step 3: Identify the area to be waxed.

Step 4: Heat the wax in a warmer until it is just melted.

Step 5: Dust the area with baby powder before applying the wax. Baby powder or cornstarch will absorb body oils and moisture, allowing the wax to stick to the hair (not your skin), making the process much less painful.

Step 6: Test the temperature of the wax by applying on to your wrist.

Step 7: Apply warm wax to skin with a small wooden spatula. Check the length of the hair that you want to remove. Your hair should ideally be between 1/8-inch and 1/4-inch (3 mm and 6 mm) long.

If your hair is too short, then the wax won't pull the hair out by the roots.

If your hair is too long, you may experience significant discomfort.

Step 8: Press the fabric into the wax. Take a strip of cloth, place it on the wax, and smooth it in with the direction of hair growth. Place cloth strip over wax and allow the wax to cool.

Step 9: Once the wax is cooled and slightly hardened pull the wax in the opposite direction of the hair growth. Remove the strip. Hold your skin taut by pulling at it from a point underneath the edge of your fabric strip and pull the strip off against the direction of hair growth. Do this very quickly. Do not pull it off at a 90° angle, but at a shallower angle.

Step 10: Once the strip is removed, hand pressure can be applied to the area you've waxed to minimize discomfort.

Activity 2: Perform upper lip threading

Materials Required:

- Cotton thread
- Talcum powder
- Lotion or astringent

Step by Step Procedure:

Step 1: Use a good quality cotton thread which is about 2 feet long.

Step 2: Ensure that the thread is strong enough and doesn't snap easily.

Step 3: Hold one end of the thread in the mouth and the other in the hand.

Step 4: Wind the thread at the centre around ten times.

Step 5: To remove oiliness, apply talcum powder on the upper lip.

Step 6: Place the thread on the upper lip of the client.

Step 7: Ask the client to place the tongue under the lip in order to tighten the skin on the lip.

With your hand movement, shift the wound-up portion to the other side making sure that it holds the hair while moving forward. The hair will be lifted from the root and plucked out as it moves back and forth.

Step 8: After the upper lip is done, massage the upper lip of the client with a lotion or apply astringent.

Activity 3: Perform patch test

Materials Required:

The following resources are required for the patch test:

- Bleaching cream
- Ammonia

Step by Step Procedure:

Step 1: Apply the mixture on to a small patch of the skin behind the ear.

Step 2: Wait for 10-15 minutes.

Step 3: Ask the client about any discomfort such as itching, pain etc.

Step 4: If the client complains of itching or pain, immediately remove the bleach, place ice cubes all over and apply Lacto calamine.

Step 5: In case of no complaints from the client, proceed with the bleaching treatment.

Activity 4: Carryout bleaching procedure**Materials Required:**

The following resources are required for bleaching treatment:

- Headband
- Medium and small size towel
- Cleansing milk
- Eye pads (tea bags, cucumber slices)
- Cotton pieces (2"x 2")
- Plastic, glass or ceramic bowl, plate along with the spatula
- Bleaching cream and Ammonia
- Moisturiser, Lacto calamine, ice cubes, chilled water

Step by Step Procedure:

Step 1: Collect required information such as the age of the client, condition, time gap etc.

Step 2: Offer a comfortable chair to the client.

Step 3: Wrap a headband and cover clothes with a large towel.

Step 4: Apply and spread cleansing milk all over the face and neck.

Step 5: Massage neck and face in upward and outward direction with moist cotton.

Step 6: Prepare the paste required for bleaching.

- Two to three spatula of bleach cream.
- Two to three granules of Ammonia.
- Blend well.

Step 7: Apply the paste to the upper lip first and then to the rest of the face.

Step 8: Place eye pads to protect the eyes from watering.

Step 9: Wait 5-7 minutes for the bleach to process.

Step 10: Remove little bleach from few spots and observe for the colour of the hair.

Step 11: If hair is not properly bleached, wait for another five minutes.

Step 12: Again check for the effectiveness of the bleach as per step 10.

Step 13: Remove bleach with a spatula from all over the face and neck.

Step 14: Using an ice cube, rub all over the face and neck for relaxation.

Step 15: Apply moisturizer/sunscreen lotion /Oil.

Step 16: Lay a thin layer of Lacto calamine.

CHECK YOUR PROGRESS

1. List two most commonly used methods for unwanted hair removal.
 2. List different types of hair.
 3. Name stages of hair growth cycle.
 4. List equipment required for waxing treatment.
 5. How will you conduct skin sensitivity test?
 6. List some of the contra indications of the skin sensitivity test.
 7. Rearrange waxing sequence
 - a. Make the client feel comfortable.
 - b. Apply and remove the hair in small sections.
 - c. Ensure that you have lifted the hair from the skin completely and they are all caught up in the wax.
 - d. Test the temperature of the wax by applying on to your wrist.
 - e. Choose most appropriate pre-wax application product.
 - f. Identify the area to be waxed.
 - g. Apply thick coat of the wax on a small area with the help of a thick rim.
 8. What aftercare advices will you provide to the client after waxing?
 9. List benefits of threading.
 10. Explain the process of threading.
 11. Rearrange upper lips threading sequence.
 - a. Place the thread on the upper lip of the client.
 - b. Use a good quality cotton thread which is about 2 feet long.
 - c. Ensure that the thread is strong enough and doesn't snap easily.
 - d. After the upper lip is done, massage the upper lip of the client with a lotion or apply astringent.
 - e. With your hand movement, shift the wound-up portion to the other side making sure that it holds the hair while moving forward. The hair will be lifted from the root and plucked out as it moves back and forth.
 - f. Hold one end of thread in the mouth and the other in the hand.
 - g. Wind the thread at the center around ten times.
 - h. To remove oiliness, apply talcum powder on the upper lip.
 - i. Ask the client to place the tongue under the lip in order to tighten the skin on the lip.
-

12. Say True (T) or False (F)

- a. Telogen is the first stage of hair growth cycle. (T/F)
- b. Hair follicle undergoes a period of change in the Catagen stage. (T/F)
- c. The rest period for hair follicles is called as Telogen. (T/F)
- d. Threading is technique to remove unwanted body hair. (T/F)

13. Match column 'A' with column 'B'

Column 'A'	Column 'B'
1.Scalp hair	a.Acts as heat insulators
2.Eyelashes	b.Hair present on the eyelashes prevents any dust particle entering the eye
3.Body hair	c.Provide cushion against the friction caused by the movement
4.Underarm and pubic hair	d.Acts as the heat insulator and protects the head

14. Fill in the blanks:

- a. _____ lies underneath the cuticle.
 - b. _____ is the period of rest for hair follicles.
 - c. A _____ is required for threading.
 - d. Chemicals such as _____ and _____ are used as bleaching agents.
-

GLOSSARY

Term	Description
Anagen	During the anagen phase, the hair follicle is active and the hair is growing continuously.
Catagen	During this cycle, hair follicle undergoes a period of change and do not grow.
Cortex	The cortex lies underneath the cuticle.
Cuticle	It is the outermost layer of the hair.
Medulla	The centre part of the hair shaft is called as Medulla.
Telogen	This is the period of rest for hair follicles.

Summary

1. The two techniques which are used to remove unwanted hair are 'waxing' and 'threading'.
 2. A single hair is referred to as 'hair shaft'.
 3. Hair shaft consists 'cuticle', 'cortex', 'medulla'.
 4. The stages in the life cycle of hair are:
 - a. anagen
 - b. catagen
 - c. telogen
 - d. exogen
 5. A beauty therapist is required to set the treatment area as per standards of the spa. This will help in providing effective service.
 6. Any waste resulting from the waxing should be considered as contaminated waste.
 7. Use industrial gloves to dispose of clinical wastes.
 8. Provide a thorough and professional consultation explaining the procedure, after care precautions and time required to provide the treatment.
 9. Analyse the skin condition by performing the sensitivity test. The sensitivity test should be performed on the forearm as it is free from hair, clean and dry.
 10. General contra-indications
 - a. Recent scar tissue
 - b. Hypersensitive skin
 - c. Cuts or abrasions
 - d. Bruising in or around the area to be treated
 - e. Allergy to any products you will be using (such as rosin, found in sticking plasters and wax)
 - f. Blood diseases (HIV, hepatitis)
 - g. Use of skin-thinning drugs such as Retin A or Accutane
 - h. Diabetes
 - i. Defective circulation
 - j. Inflamed or aggravated skin
 11. Some conditions, such as moles, infected in growing hair and skin tags, will mean the treatment may need adapting to and you would avoid the area
 12. Adhere to the recommended procedure for waxing
 13. This treatment removes the entire hair follicle
 14. Threading is often done on the eyebrows, the area above it, the upper lip, the sides of the face, the chin and the under jaw
 15. A cotton thread is required for threading treatment
 16. The length of the thread should be between 24 to 30 inches.
-

Sector: Beauty & Wellness
Job Role: Assistant Beauty Therapist

UNIT 3: MAKEUP SERVICE

UNIT 3: MAKEUP SERVICE

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- State the importance of makeup;
 - Assess the client for suitable makeup;
 - Suggest suitable makeup based on the assessment;
 - Prepare the work area for makeup as per salon standards;
 - Identify various types of makeup brushes and state their suitability;
 - Identify equipment required for makeup;
 - Adhere to standard guidelines to clean equipment used in the makeup; and
 - Carryout makeup as per standard procedure.
-

INTRODUCTION

As per the report by Confederation of India Industries (CII), the total Indian beauty and cosmetic market size stands at US\$950 million and showing a growth between 15-20% per annum.

The Indian cosmetic industry includes:

- Skin care
- Haircare
- Colour cosmetic
- Fragrance and
- Oral care

Urban population is availing beauty service for various occasions. Makeup enhances facial features, boost confidence and self-esteem.

The makeup requirement may vary from day to day office makeup to special occasion makeup. To provide an effective makeup, the client's requirement should be understood correctly and the makeup service should be provided in a defined sequence.

In this unit, we will study the following topics in detail:

- Client assessment
- Organizing the work area for the makeup
- Correct sequence of various makeup services
- Various types of products and their suitability for a particular type of the skin
- Application of foundation
- Application of concealer
- Application of blusher/shader and highlighter
- Application of face powder/loose powder
- Application of eyeshadow and eyeliner



SESSION 1: TREATMENT PLANNING FOR MAKEUP

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Assess the client's needs and suggest suitable makeup;
- Interact with the client to understand the makeup requirement; and
- Identify various contra-indications of makeup.

Assessing the client

The assessment can be performed on a cleansed, toned and dry face. It is recommended not to over stimulate the skin.

Adhere the following steps to start the assessment process.

- Inform the client to remove jewellery and earrings.
- Secure the hair off the face.
- Apply a light application of moisturizer on to the skin.
- Analyse client's facial features and bone structure in an upright position.
 - Colour, type and tone of the skin
 - Skin blemishes
 - Muscle tone, lines and wrinkles
 - Bone structure, contour and facial shape
 - Colour and shape of eyes and lips

It is to be noted that the assessment should be performed in good lighting only. Warm white fluorescent light is the best substitute for natural daylight and the best for matching up colours.

Gathering information

To understand the client's needs a beauty therapist may use the following questions.

- What are the colour preferences?
- Is this makeup for a special occasion?
- Are you diagnosed with any allergies?
- How much makeup do you usually wear?

After gathering relevant information, a beauty therapist can suggest suitable makeup plans and ask the customer for their views.

Contra –indications

During the visual assessment, a therapist may discover that a client has a contra – indication. In case of such situations, suggest the client speak to their doctor for advice. Discuss the best way to deal with the problem related to skin condition without causing any unnecessary anxiety to the client.

Some of the contra-indications are:

- Bacterial, viral, or fungal infection of the eyes, lips, or face.

- Open cuts or abrasions.
- Broken bones.
- Severe Eczema or Psoriasis.
- Acute Acne.

Perfumes – particularly those containing bergamot, lavender and cedarwood.

Alcohol – A grease solvent and astringent used in cosmetic and skin care products.

Cobalt Blue – A pigmentation used to produce eye makeup colours.

Pearlised Agents – Ingredients which give products a shimmering effect.

Gums – Adhesives and binding agents in cosmetics.



If the client has sensitive/allergic skin, use hypoallergenic products having no perfume, fewer pigments and preservatives.



SESSION 2: PREPARATION FOR MAKEUP

LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Prepare the work area as per salon guidelines;
- Identify various types of brushes used for makeup and state their suitability; and
- Clean equipment as per standard guidelines.

Organizing the work area

After the visual assessment and consultation, a beauty therapist is required to organize the work area as per the treatment suggested by the client.

The work area should be:

- Clean
- Tidy
- Well organized



A beauty therapist is required to follow professional standards relating to:

- Appearance
- Work area
- Equipment
- Health
- Safety
- Hygiene

Some general guidelines for a beauty therapist:

- Keep the work area clean and tidy.
- Use only sterilized tools and equipment.
- Wash hands thoroughly before and after the treatment.
- Never apply makeup over infected areas.
- Dispose of waste safely and hygienically in an appropriate container.

Types of makeup brushes

A good set of brushes is essential in the application of any makeup. Each makeup application required a unique type of brush.

Good quality makeup brushes made from high quality fibre or hair can be pricey. You can either purchase all your brushes from your favourite brand or mix and match those you prefer or to get better value. Foundation, eyeshadow and lip brushes should be cleansed after each use to stop bacteria spreading and therefore keep your skin clear; whilst other types of brushes such as powder and blusher can be cleansed once a week.

Some of the commonly used brushes required for makeup are:

- Face Powder Brush
- Blusher Brush
- Contour Brush
- Eyebrow Brush
- Eyeliner Brush
- Angled Eyeshadow Brush
- Eye-shadow Brush
- Fluff Brush
- Sponge Applicator
- Lip Filler Brush

Face powder brush:

Designed to achieve a smooth and flawless finish, the bristles are tightly packed with a tapered tip for fluid application. Dampen the brush first in warm water and firmly squeeze the excess into a towel or tissue, this will help achieve a more even distribution. You can also blend any brush strokes as you go with a damp natural or wedge sponge.



Blusher brush:

Made with fine, gentle fibres the blusher brush has a rounded head which is perfect for giving a pop of colour to the apples of your cheeks. Sweep and blend along your cheekbone drawing the brush up into your hairline.



Contour brush

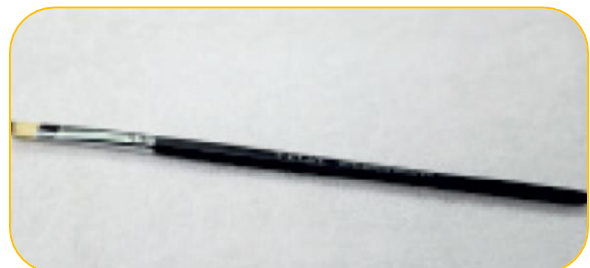
Used to apply contour powder under the cheekbones, shade the face and to highlight.

**Eyebrow brush**

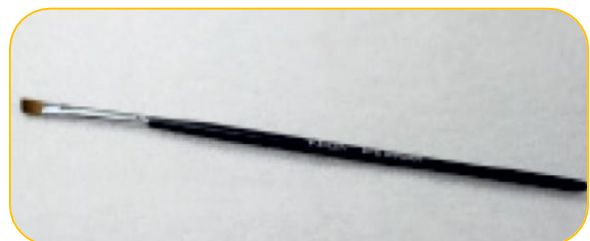
Eyebrow brushes are primarily used to shape eyebrows. Eyebrow brush has small nylon bristles.

**Eyeliner brush**

This allows eyeliner to be applied deep into the lash line for a richer and more distinct eye. Gently brush upwards to soften and blend the line for a smokey eye.

**Eye-shadow brush**

The foam tip is used to soften the harsh line of the pencil giving a smouldering finish. Larger ones can also be used for applying eye shadow.



Lip filler brush

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

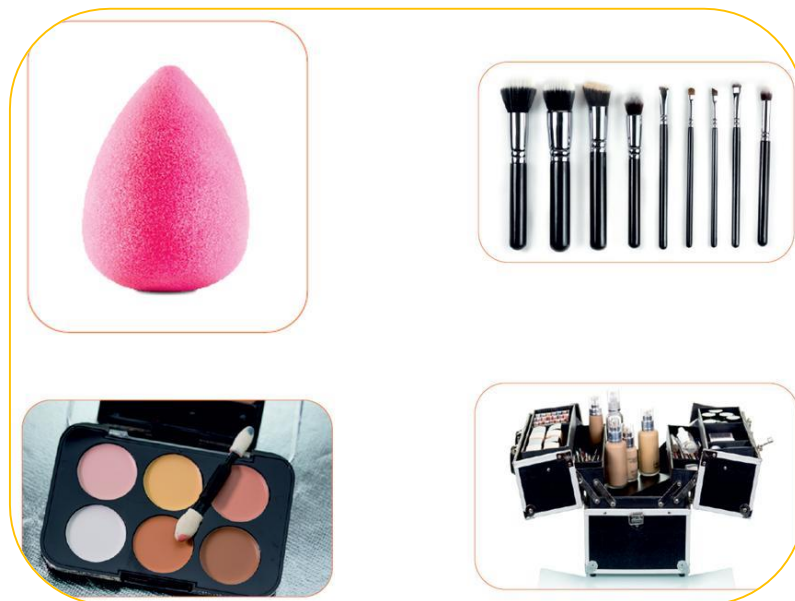
**Equipment cleaning**

A beauty therapist requires much equipment for performing the makeup treatment. All the equipment used should be clean to avoid contamination.

All the equipment should be sterilized before and after the treatment.

Some of the equipment used by a makeup artist are:

- Brushes and Sponges
- Palettes
- Makeup containers



Brush

Step 1: To be cleaned in hot soapy water and worked into the fibres.

Step 2: Rinse under running water.

Step 3: Finally clean in an alcohol solution or suitable brush cleaner.

Step 4: Dry brushes as per procedure recommended by the manufacturer.



Sponge

Step 1: Soak sponges in a suitable disinfectant for at least one hour.

Step 2: Rinse thoroughly.

Palettes

Step 1: Scrub with antibacterial/ disinfectant or a mild bleach to remove all waxy deposits.

Step 2: Dry thoroughly as recommended by the manufacturer.

Makeup container

- Makeup containers should be cleaned frequently.
- Wipe lids and ensure that no makeup residues are present.
- All bottles should be kept upright to avoid spillage

Cleaning of products during the treatment:

If good hygiene practices are not followed, there is a risk of products getting infected.

Some simple guidelines to avoid products getting infected are:

- **Eyes and lip pencils:** Before using it sharpen it to expose a new surface.
- **Lipsticks:** Transfer a small amount onto a spatula before applying. Use a disposable lip brush.
- **Pressed powders** (eye-shadow and blushers) :Either transfer products selected onto a palette or have a good supply of clean brushes.
- **Mascara:** Use a disposable mascara wand for each eye.
- Some salons will include the products used in the price of the treatment. Therefore, the product will only be used on the client, so that they can be applied directly to the skin from the container.

SESSION 3: MAKEUP APPLICATION

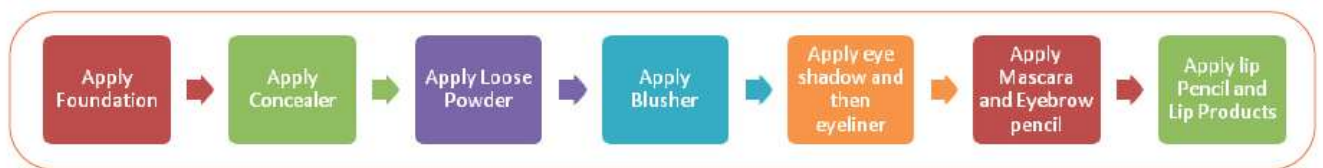
LEARNING OUTCOMES

On completion of this unit the student will be able to:

- Carryout various makeup services

Makeup application sequence

It is recommended that a correct sequence of makeup should be followed so that products can set properly without smudging to get a smooth application.



Application of Foundation

There are various types of foundation available in the market.

- Powder crème foundation
- Crème compact foundation
- Liquid foundations
- Gels
- Tinted moisturizers
- Mouse foundation



The right kind of foundation selected will make the skin a right background for make-up. Usually, cream type for foundation for dry skin, sticks for oily skin, liquid foundation for normal skin and foundation with no perfume for sensitive skin. The shade of foundation should be selected by trying on the inside of the wrist or on the jawline. Foundation is to make the skin even and cover small imperfections and not to make a person fairer. Too light a shade gives a pasty look, especially for darker skins. Take 3 colours that you think will suit you and apply it onto your jawline or inside of the wrist. The one that disappears into your skin is the correct colour. The colour of the foundation should be one shade darker than the natural colour for very fair skin and one shade lighter than the normal skin for darker people.

How to apply Foundation?

Step 1: Decant Foundation from the container onto a pallet.

Step 2: Match the foundation with the client's skin tone using damp sponge or fingers.

Step 3: Cover the eyelids and lips.

Step 4: Apply green cover stick/ concealer before your foundation if you have any pimples or red areas.

Step 5: Squeeze out some foundation onto your spatula and apply onto your hand

Step 6: If you are using your hand for applying foundation then apply a dot on the forehead, cheeks, nose and chin and jawline and spread it evenly.



Step 7: Take your foundation brush and blend the foundation in downwards stroking movements. Ensure that no makeup is visible and all is blended in well.

Step 8: Remove extra Foundation around the hairline and eyebrow by using a damp cotton wool pad.

Step 9: If needed apply a colour wash after the Foundation. This will give glaze over the skin.

Application of Concealer

Concealers are used to improve or correct imperfections of the skin.

How to apply Concealer?

Step 1: Apply concealer to the relevant area with a cotton brush or cotton bud.

Step 2: Press into the skin with a dry sponge.

Step 3: Apply coloured concealer only to the area where it is required.



Application face powder/Loose powder

Powders help to conceal and set the foundation and prevent shine and smearing of the underlying makeup. There are special ingredients in some powders that help to cover blemishes, such as zinc oxide, they also tend to be heavier and a stronger compact.

How to apply Face Powder?

Step 1: Tip a small amount of loose face powder into a bowl.

Step 2: If using block powder, scrape a small amount off with a palette knife into a bowl.

Step 3: Apply with dry cotton wool; work downwards covering the eyes and all of the face.

**Benefits of loose translucent powder:**

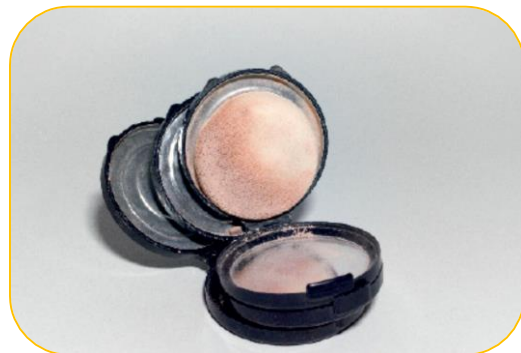
- Loose powder creates a more natural look.
- It sets the basis of your make-up – foundation, cover stick.
- It creates a more matte appearance.
- It blots any oiliness.

Blusher/Shader/Highlighter

Rouge also called blush or blusher, is a cosmetic typically used to redden the cheeks so as to provide a more youthful appearance, and to emphasize the cheekbones.

There are 2 types of blush:

1. Compact blush
2. Cream blush

**How to apply Blusher/Shader/Highlighter?**

Step 1: Use a spatula to remove the blusher from the container.

Step 2: Apply shader or darker blusher, always start with a minimum amount and then add to it.

Step 3: Apply the blusher using a clean brush along the cheekbones; never take the blusher in towards the nose.

Step 4: Place the brush in the middle of the area that you are going to cover and blend back and forth.

Eyeshadow

There are many forms eyeshadows available in the market. These are available in various forms such as powders, pencil crayons etc. Eyeshadows are made up of waxes, oils and pigments to provide the colour.

Eyeliners are categorized into three groups namely:

Highlighters: Cream, white, beige colours (very light and neutral)

Medium colours: Like blue, green, brown, grey, pink, etc.

Eyeliner colours: Black, dark brown, grey.

Matte colours: Creates a good illusion.

Glitter/shiny colours: Let the illusion disappear.



How to apply Eyeshadow?

Step 1: Analyze the eye shape so that you know how to correctly apply the eyeshadow

Step 2: Scrape the powder onto the palette.

Step 3: Using eyebrow brush and brush eyebrows in an upwards direction.

Step 4: Then take the brush and “drag” down any hair that may be out of their place.

Step 5: Apply the lightest powder first.

Step 6: Apply over the entire eyelid and the brow area.

Step 7: Dust loose powder under the eye using a tissue to prevent the shadow falling into the foundation.

Step 8: Apply the contrasting shade, this may be applied to the socket and blended outwards and upwards.

As a practice darkest colour is applied in the last phase.

Eyeliner

Eyeliner is used to define the eye area and to help accentuate the eye and lashes.

How to apply eyeliner?

Step 1: Cake eyeliner should be applied with a fine wet brush.

Step 2: Liquid eyeliner should be used with a disposable brush.

Step 3: Never apply to the whole of the eyes as this will make the eyes appear heavy and small.



Lip pencil

Step 1: Start at the cupid's bow in light strokes and follow the upper lip to the outer corners, then work from the centre on the lower lip.

Step 2: Darken if necessary.



Lipstick

Step 1: Firstly start off by applying foundation, a bit of cover stick and lots of powder onto your lips. This will set the base for your makeup.

Step 2: Take a lip liner pencil, similar to the lipstick colour that you are going to use and apply it either just inside your natural lip line if you have full lips, or just on the outside of your natural lip line for smaller lips.

Step 3: Take your lipstick colour and apply it with your lipstick brush.

Step 4: Apply some powder over this.

Step 5: Repeat steps 2 and 3.



PRACTICAL EXERCISE

Activity 1: Identify various types of brushes used in the makeup

Materials Required:

- Face Powder Brush
- Blusher Brush
- Contour Brush
- Eyebrow Brush
- Eyeliner Brush
- Angled Eyeshadow Brush
- Eye-shadow Brush
- Fluff Brush
- Sponge Applicator
- Lip Filler Brush

Activity 2: Clean brush as per standard procedure.

Materials Required:

- Brush
- Soapy water

Step by Step Procedure:

Step 1: To be cleaned in hot soapy water and worked into the fibres.

Step 2: Rinse under running water.

Step 3: Finally clean in an alcohol solution or suitable brush cleaner.

Step 4: Dry brushes as per procedure recommended by the manufacturer.

Activity 3: Clean sponge as per standard procedure.

Materials Required:

- Sponge

Step by Step Procedure:

Step 1: Soak sponges in a suitable disinfectant for at least one hour.

Step 2: Rinse thoroughly.

Activity 4: Application of 'Foundation'**Materials Required:**

- Various types of foundation
- Foundation brush

Step by Step Procedure:

Step 1: Decant Foundation from the container onto a pallet.

Step 2: Match the foundation with the client's skin tone using damp sponge or fingers.

Step 3: Cover the eyelids and lips.

Step 4: Apply green cover stick/ concealer before your foundation if you have any pimples or red areas.

Step 5: Squeeze out some foundation onto your spatula and apply onto your hand

Step 6: If you are using your hand for applying foundation then apply a dot on the forehead, cheeks, nose and chin and jawline and spread it evenly.

Step 7: Take your foundation brush and blend the foundation in downwards stroking movements. Ensure that no makeup is visible and all is blended in well.

Step 8: Remove extra Foundation around the hairline and eyebrow by using a damp cotton wool pad.

Step 9: If needed apply a colour wash after the Foundation. This will give glaze over the skin.

Activity 5: Application of 'Concealer'**Materials Required:**

- Various types of concealers
- Suitable brushes

Step by Step Procedure:

Step 1: Apply concealer to the relevant area with a cotton brush or cotton bud.

Step 2: Press into the skin with a dry sponge.

Step 3: Apply coloured concealer only to the area where it is required.

Activity 6: Application of 'Eyeshadow'**Materials Required:**

- Various forms of eye shadow- powder, pencil crayons etc.
-

Step by Step Procedure:

Step 1: Analyze the eye shape so that you know how to correctly apply the eye shadow

Step 2: Scrape the powder onto the palette.

Step 3: Using eyebrow brush and brush eyebrows in an upwards direction.

Step 4: Then take the brush and “drag” down any hair that may be out of their place.

Step 5: Apply the lightest powder first.

Step 6: Apply over the entire eye lid and the brow area.

Step 7: Dust loose powder under the eye using a tissue to prevent the shadow falling into the foundation.

Step 8: Apply the contrasting shade, this may be applied to the socket and blended outwards and upwards.

CHECK YOUR PROGRESS

1. Write the steps of assessment process.
2. What information is required to assess the client's requirement for makeup?
3. List some most commonly observed contra-indications.
4. List some commonly used brushes for makeup.
5. List equipment required for makeup.
6. Complete the missing steps in the makeup process.



7. List common types of Foundation.
8. Explain the method to apply foundation.
9. Say True (T) or False (F)
 - a. If the client has sensitive/allergic skin, use hypoallergic products. (T/F)
 - b. Face powder brush is used to blend the loosened powder. (T/F)
 - c. Blusher brush is slightly lesser than the face powder brush. (T/F)
 - d. Eyebrow brush has small nylon bristles. (T/F)
 - e. Fluff brush is used to finish off the blending of the eye makeup. (T/F)
 - f. Lip filler brush is used apply lipstick. (T/F)
 - g. The first step in cleaning the brush is to use hot soapy water. (T/F)
 - h. Concealers are used to improve or correct imperfections of the skin. (T/F)
10. Fill in the blanks:
 - a. _____ has a round head perfect for giving colour to the cheekbones.
 - b. _____ are used to improve or correct imperfections of the skin.

11. Match column 'A' with column 'B'

Column 'A'	Column 'B'
1.Cobalt blue	a.Define the eye area
2.Lip-filler brush	b.Used to produce eye-makeup colors
3. Eyeliner	c.Achieve flawless line on the lips

12. Choose the correct option. The work area should be:

- a.Messy
- b.Well-organised
- c.Untidy
- d.None of the above

13. What are the benefits of loose translucent powder?

- a.Loose powder creates a more natural look.
 - b.It sets the basis of your make-up – foundation, cover stick.
 - c.None of the above
 - d.Both a and b
-

GLOSSARY

Term	Description
Alcohol	A grease solvent and astringent used in cosmetic and skin care products.
Angled Eye-shadow brush	It is used to apply and blend powder for eye shadow.
Blusher brush	It is used to apply blusher to the cheekbones.
Blusher/Shader/Highlighter	These are used to enhance the features of the face such as cheeks and eyes.
Cobalt Blue	A pigmentation used to produce eye makeup colours.
Concealer	Concealers are used to improve or correct imperfections of the skin.
Contour brush	It is used to apply contour powder under the cheekbones, shade the face and to highlight.
Contra –indications	Allergies observed during the skin analysis.
Eyebrow brush	It is used to shape the brows.
Eyeliner	Eyeliner is used to define the eye area and to help accentuate the eye and lashes.
Eyeliner brush	It is used for the application of eyeliner.
Eye-shadow brush	It is used for general shading purposes.
Face powder brush	The primary purpose of this brush is to blend the loosened powder.
Face powder/Loose powder	Help to conceal and set the foundation and prevent shine and smearing of the underlying makeup.
Fluff brush	It is used to finish off the blending of the eye makeup.
Gums	Adhesives and binding agents in cosmetics.
Hypo allergic products	Products having no perfume, fewer pigments and preservatives.
Lip filler brush	It is used to apply lipstick.
Pearlised Agents	Ingredients which give products a shimmering effect.
Perfumes	Perfumes contain bergamot, lavender and cedar wood.
Sponge applicator	The sponge is good for applying both loose and powder eye shadow.

Summary

1. Makeup will enhance facial features, boost confidence and self-esteem.
 2. Consultative approach should be adopted to understand the client's needs and suggest suitable services to meet their requirement.
 3. The assessment can be performed on a cleansed, toned and dry face. It is recommended not to over stimulate the skin.
 4. Some of the contra-indications are:
 - a. Bacterial, viral, or fungal infection of the eyes, lips, or face.
 - b. Open cuts or abrasions.
 - c. Broken bones.
 - d. Severe Eczema or Psoriasis.
 - e. Acute Acne
 - f. Perfumes – particularly those containing bergamot, lavender and cedarwood
 - g. Alcohol – A grease solvent and astringent used in cosmetic and skin care products
 - h. Cobalt Blue – A pigmentation used to produce eye makeup colours
 - i. Pearlescent Agents – Ingredients which give products a shimmering effect
 - j. Gums – Adhesives and binding agents in cosmetics.
 5. If the client has sensitive/allergic skin, use hypoallergenic products having no perfume, fewer pigments and preservatives.
 6. A beauty therapist is required follow professional standard relating to:
 - a. Appearance
 - b. Work area
 - c. Equipment
 - d. Health
 - e. Safety
 - f. Hygiene
 7. Some general guidelines for beauty therapist:
 - a. Keep the work area clean and tidy.
 - b. Use only sterilised tool and equipment.
 - c. Wash hands thoroughly before and after the treatment.
 - d. Never apply makeup over infected area.
 - e. Dispose of waste safely and hygienically in an appropriate container.
 8. Some of the commonly used brushes required for makeup are:
 - a. Face Powder Brush
 - b. Blusher Brush
 - c. Contour Brush
 - d. Eyebrow Brush
 - e. Eyeliner Brush
 - f. Angled Eyeshadow Brush
 - g. Eye-shadow Brush
 - h. Fluff Brush
 - i. Sponge Applicator
 - j. Lip Filler Brush
 9. Some of the equipment used by a makeup artist are:
 - a. Brushes and Sponges
 - b. Palettes
 - c. Makeup Containers
-

10. There are various types of foundation available in the market are:
- a. Powder crème foundation
 - b. Crème compact foundation
 - c. Liquid foundations
 - d. Gels
 - e. Tinted moisturizers
 - f. Mouse foundation
-

Sector: Beauty & Wellness
Job Role: Assistant Beauty Therapist

UNIT 4: CREATING POSITIVE IMPRESSION AT WORK PLACE

UNIT 4: CREATING POSITIVE IMPRESSION AT WORKPLACE

LEARNING OUTCOMES

On completion of this unit the student will be able to:

1. Explain the importance of providing good services at a salon;
 2. Communicate in a professional manner with clients;
 3. Handle telephone calls effectively;
 4. Describe code of conduct at a salon; and
 5. Explain the importance of teamwork.
-

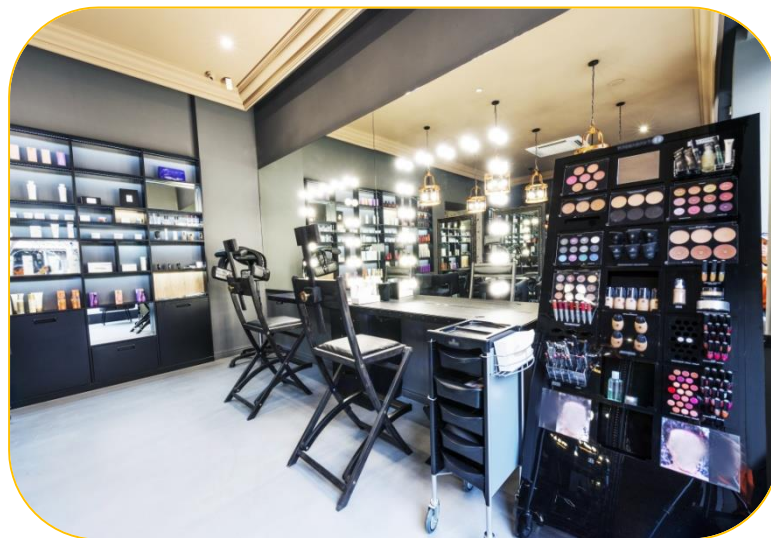
INTRODUCTION

Professional service depends on the effectiveness of the operator and also on the efficient way the salon is run. Effective salon procedures maintain consistent standards, allocate job responsibilities and help to ensure that routine jobs are not forgotten when it is busy.

Good housekeeping is very important to maintaining a good salon image as well as being essential for health and safety.

This unit discusses the following topics:

- How to maintain reception area?
- How to provide caring environment?
- How to make the client comfortable?
- How to communicate with clients?
- How to handle telephone calls?
- Code of conduct for salon staff
- How to be an effective team player?



SESSION 1: CREATING POSITIVE IMPRESSION AT WORKPLACE

LEARNING OUTCOMES

On completion of this unit the student will be able to:

1. Explain the importance of providing good services at a salon;
2. Communicate in a professional manner with clients;
3. Handle telephone calls effectively;
4. Describe code of conduct at a salon; and
5. Explain the importance of teamwork.

Reception area

To create a positive impression you must ensure that:

- Reception desk is always tidy.
- Flowers are replaced at least once a week.
- Current magazines are available for the customer.
- Empty cups are removed as soon as possible.

Staff room

After using the Staff Room, please ensure:

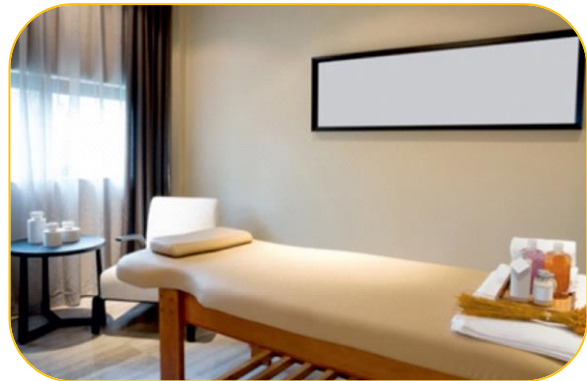
- All books, manuals and magazines have been put away in the correct places.
- Your dishes have been washed and put away.
- Your client's dishes have been washed and put away.

Providing a Caring Environment

Clients like to feel comfortable and relaxed while they are having their treatments done. They like to think you are relating to them and their needs. For your client to feel comfortable with you, your behaviour must be genuine and sincere. How well you communicate your care, courtesy and your competence will encourage them to become a regular client.

To provide a caring environment you must:

- Demonstrate a positive attitude towards work and other people.
- Have a clean neat appearance.
- Show a friendly and courteous attitude to each other and to the clients. Always acknowledge the client, even if you are on the phone or with someone else.
- Have high personal standards of behaviour and conduct.
- Be punctual, reliable and efficient. If you are running late for work, call the salon immediately. If you are running behind schedule, explain the delay to your client; most will understand. Apologise for the inconvenience and do not blame anyone.
- Be reassuring to your client and put them at ease by your behaviour. This includes devoting your full attention to the client. It is rude to chat with other staff while attending to your client, however professional discussion with co-workers is permissible.



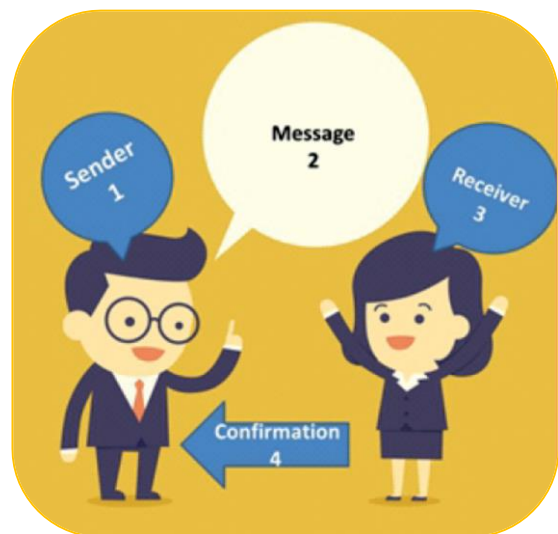
Making the client Comfortable

The client's physical comfort is also an important part of customer service. As a professional you must:

- Provide current beauty and wellness, other general magazines for the clients to read.
- Offer a choice of refreshments including tea or coffee.
- Ensure the heating/air conditioning is turned on each morning, if required.

Communication

All living beings communicate with each other. Humans are the only living beings who communicate by a variety of ways. Communication is the process or activity of sharing/conveying information through the help of messages using methods like speech, writing, visuals, signals or behaviour. This process of conveying a message is considered to be complete only when the person receiving the message has fully understood the message. The process of communication has four major components.



Answering the Telephone

Opinions of a salon can be formed by the operator's telephone technique and customers can be lost through poor telephone service. Therefore it is important that you use good telephone techniques to provide a high standard of customer service.

Communicating by telephone

Speaking on the telephone is a little different to communicating with a person face to face. On the phone you can hear (tone of voice, intonation, volume), but you cannot see (facial expressions, gestures, body language).

Telephone communication is approximately 25% words and 75% tone, or the way the words are said. Therefore when you are communicating on the phone you will need to compensate for what you cannot see.



Your voice

When you are speaking on the telephone:

- Speak clearly
- Speak directly into the mouthpiece
- If you are sitting, don't slump, your posture can affect your voice
- Be efficient but friendly and smile

Your words

Choose your words carefully because the listener cannot see you. Repeat and check names, times, dates and phone numbers.

Your body language

Even when the phone is answered with Hello? You can tell if that person is happy, bored or hassled. Smiling when you announce yourself can help to make you sound pleased to receive the call.

- Use body language even though it can't be seen, otherwise your voice may sound stilted.
 - Smile even though it can't be seen, it will be heard.
 - Focus your eyes on something that will help you concentrate on your communication.
 - Listen for body language eg. pauses and breathing patterns.
-

Telephone communication difficulties

- Not seeing the other person.
- Noise – in the background or on the line.
- Distractions – someone trying to attract your attention while you're on the phone.
- Language - poor enunciation or an unfamiliar accent.

Ways to reduce these difficulties

- Listen actively.
- Turn your back on any distraction.
- Keep noise around you to a minimum.
- Focus solely on the phone call.
- Speak clearly.
- Check for understanding.

Answering the phone - Announce yourself

A good greeting is: “Good morning/afternoon, this is XYZ salon, (your name) speaking. How may I help you?”

Answer a call promptly

A good practice is to answer the phone within three rings wherever possible.

Three rings will give you time to:

- Stop what you are doing.
- Prepare to answer the phone.

Answer the phone efficiently, when answering the phone:

- Smile!
 - Say “Good morning” or “Good afternoon”
 - Announce yourself and the salon name clearly
 - Have a pen and paper ready to take notes
 - Listen carefully to the caller
 - Ask questions to clarify the caller's needs
 - Repeat all the relevant information to make sure that you have the correct details
 - Remember, you don't know who is on the end of the phone, and first impressions count.
-

Responding to the Customer's Needs - Using Questions on the Telephone

Good telephone techniques include using questions to structure and control your conversation.

Type of question	When receiving a call	Example
Open	Establishing the nature of the	"How may I help you?"
Closed	To establish or confirm Information	"Did you want an appointment today?"
Probing	Gathering specific details of Requirements	"Exactly what do you want done to your hair today?"
Reflective	Checking for and showing Understanding	"So I am writing that Mrs Sharma you would like to take the 2.30 appointment today for a Facial and hair
Closed	Ending the conversion	"Is there anything else I can help you with Mrs. Sharma? Thank you for calling.

Get on the same "wavelength". Tune in to your caller's requirements. Callers will have different needs.

A caller who:

- Is in a hurry, wants you to be brisk and efficient.
- Has a complaint, wants understanding and action.
- Is distressed, needs your empathy.

Taking messages

Sometimes people will call the salon to speak to an operator who is unavailable, or will want to leave a message. In these situations it will be necessary to write down a message. Do not rely on your memory.

All messages must be written neatly and accurately. Accurate message taking is very simple and should include:

- Name of the person the message is for
- The caller's name
- A return phone number
- Message details
- Time of call
- Date of call
- Name of person who took the call

Personal telephone call ethics for the Staff

- Messages will be taken and left at the reception desk. It is your responsibility to check for them on your break.
- Emergency calls are accepted; however, please tell your friends and family not to call unless it is an emergency.
- Please keep your calls to a minimum so that you do not hold up the salon or inconvenience customers who may find the phone line engaged if someone is taking a personal call.
- Mobile phones should be used for any other personal calls on your lunch break. Please keep it switched off the rest of the time and keep it in the Staff Room.

Code of conduct

All employees in a salon are expected to conform to standards of reasonable conduct which reflect professionalism:

- Show respect and be fair and courteous to others.
- Do not criticise other staff or salons.
- Be honest and always keep your word.
- Behave in a professional manner.
- Unlawful discrimination or harassment should not be tolerated and should be reported immediately.
- It is inappropriate to speak about religion, politics, another person's sex life, gossip or to swear.

Once a contraindication to any treatment is diagnosed, it is important to handle the situation with tact and sensitivity. Your client may be shy and embarrassed about their condition and will appreciate if you are discrete and helpful. You should:

- a. Avoid speaking loudly about the condition.
- b. Reassure the client and inform them of the available treatments.
- c. Maintain professional and caring behaviour Tolerance and Respect.

As a Beauty Therapist you will come into contact with many different people, and not always will you agree and understand many of their values. However, you must learn to recognise different values and respect the rights of anyone who thinks differently to you. It is important not to show any prejudice eg racial or religious intolerance.

We have laws, which make it illegal to discriminate against another person on the grounds of their sex, race, disability, religion, sexual orientation or political beliefs. Confidentiality: Clients will often discuss their personal life with you. You should always be polite and listen. However, when a client confides in you, it is important to be discrete and not to repeat what the client has said. Always remember the professional nature of your relationship with the client. If possible, discourage your client from divulging extremely personal and intimate information.

Likewise, you should not burden your client with your own personal problems. Remember they are in your salon to have their massage done and to walk out feeling good.

Things to avoid

There are certain habits that have severe ill-effects on one's health. Such habits should be avoided for a healthy life. These include:

Alcoholism: It's the tendency in which one consumes alcohol to cope with difficulties or to avoid the feeling sadness. The ill effects of alcoholism are:

- Increases risk of heart diseases, cancer, impaired immune system, liver infection (Cirrhosis) etc.
- Reduced work focus and drop in performance.
- Degradation in social and economic status.
- Induces withdrawal symptoms like anxiety, trembling, fatigue, headache, depression etc.

Tobacco

Tobacco is the second largest cause of death in the world. It claims one death in every six seconds. Its effects are:

- It is a major reason for oral cancer which affects mouth, tongue, cheek, gums and lips.
- Chewing tobacco lessens a person's sense of taste and ability to smell.
- Smokers face a greater risk of suffering from lung cancer.

Ghutka

Each sachet contains 4000 chemicals, including 50 that cause cancer like betal nut, tobacco, and flavouring.

- Impact of Gutkha on health:
- Loss of sensation in tongue
- Disfigured mouth
- Increased sensitivity to heat, cold and spices
- Inability to open the mouth
- Swelling, lumps, rough spots on gums or in other places inside the mouth
- Unexplained bleeding in mouth
- Difficulty in swallowing and finally Mouth Cancer

Work effectively as part of a team

The goal of any beauty salon is to anticipate and fulfil clients' needs within a healthy and happy salon environment thereby promoting a thriving business. In order to achieve your salon's objectives, you and your colleagues need to agree ways of working together in the salon towards a common goal.

A salon team will always be made up of people with different strengths and weaknesses and it is important to make full use of everyone's strengths and try to improve the weaknesses.

A team will also be made up of different personalities and it is important for everyone to get on when working together as part of a team. The team will only be effective if everyone feels they are working equally and resentment will build up if some team members are not

working as hard as others. Make sure you are an effective team member by working as hard as you can.

Regular team meetings (ideally weekly) will help to maintain a good working relationship, as any problems can be sorted out in a business-like forum.

How to be an effective team member?

On joining a salon you will become part of a team and will be expected to work with other team members, your colleagues to ensure the smooth running of the salon.

A good team has:

- Clear objectives and a sense of direction
- Good balance of planning and action
- The right number of people
- Good communication
- Flexibility and tolerance
- Clear job roles
- A sense of humour!
- The right mix of skills
- Good listening skills and exchange of ideas
- Enthusiastic, committed team members
- A fair but decisive leader

If we act irresponsibly, it may affect the whole team.

Team spirit can be lost:

- if one member of the group works on his or her own, that is, not as part of the team
- if there is a breakdown in communications
- if team member(s) are unwilling to be flexible and tolerant of others' mistakes
- when there is too much work for too few people
- when job roles become blurred and people encroach upon areas they should not.

As a team member, it is your responsibility to know:

- Who all the staff are in the salon
 - Who is responsible for what
 - Who to go to for information and support.
-

Remember

- If you need help or information, you should ask for it politely. Stating why you require assistance will explain to other members of staff how they are helping you. Being polite and professional at all times will promote team spirit.
 - When a colleague asks for your help you should respond willingly and politely to the request.
 - Anticipating the needs of others and offering prompt assistance
 - Being capable and competent means doing a job as well as you have been trained to do. Do not attempt to bluff your way through a job this could put a client or colleague at risk.
 - Being responsible for your actions involves taking responsibility for any mistakes you may make and taking the appropriate action to minimise any further damage.
 - Treat others as you wish to be treated.
 - Never attempt to do a job that you have not been trained to do.
 - Never try to cover up mistakes this will only make things worse.
 - Never carry out a task if you are unsure.
 - Always check with a colleague who has more experience or is in authority so that you get it right.
 - Always make sure you understand what is being asked of you. The ability to listen carefully is an important skill.
 - Show that you understand by nodding your head.
-

CHECK YOUR PROGRESS

1. How can you provide a caring environment to your client?
 2. What are the components of an effective communication?
 3. What are the difficulties you come across in a telephonic conversation and how can you reduce them?
 4. What information is to be noted while taking a message for somebody on a phone?
 5. What should be done when a client suffers a contra-indication to a treatment?
 6. What are the bad effects of alcohol, tobacco and Ghutka?
 7. Fill in the blanks:
 - a. Have high personal standards of _____ and _____.
 - b. Telephone communication is _____ words and _____ tone.
 - c. It is unappropraite to speak about _____, _____, etc.
 8. Choose the correct option. To create a positive impression you must ensure that:
 - a. Reception desk is always tidy
 - b. Flowers are replaced at least once a week
 - c. Current magazines are available for the customer
 - d. All of the above
 9. Impact of Gutkha on health:
 - a. Loss of sensation in tongue
 - b. Fresh breath
 - c. None of the above
 - d. Both a and b
 10. A good team has:
 - a. Clear objectives and a sense of direction
 - b. Good balance of planning and action
 - c. The right number of people
 - d. All of the above
-

GLOSSARY

Term	Description
Communication	It is the process or activity of sharing/conveying information through the help of messages using methods like speech, writing, visuals, signals or behaviour.
Alcoholism	Alcohol is many times considered as a great option in a party as well as to cope with difficult situations in life or any sadness. Some people cannot avoid it and get addicted to it.

Summary:

1. Clients like to feel comfortable and relaxed while they are having their treatments done.
 2. The client's physical comfort is also an important part of customer service.
 3. Communication is the process or activity of sharing/conveying information through the help of messages using methods like speech, writing, visuals, signals or behaviour.
 4. Telephone communication is approximately 25% words and 75% tone, or the way the words are said.
 5. Smiling when you announce yourself can help to make you sound pleased to receive the call.
 6. A good practice is to answer the phone within three rings wherever possible.
 7. Mobile phones should be used for any other personal calls on your lunch break. Please keep it switched off the rest of the time and keep it in the Staff Room.
 8. Once a contraindication to any treatment is diagnosed, it is important to handle the situation with tact and sensitivity. Your client may be shy and embarrassed about their condition and will appreciate if you are discrete and helpful.
 9. A team will also be made up of different personalities and it is important for everyone to get on when working together as part of a team.
 10. As a team member, it is your responsibility to know:
 - Who all the staff are in the salon
 - Who is responsible for what
 - Who to go to for information and support.
-