

BEAUTY AND WELLNESS

JOB ROLE: Beauty Therapist

(QUALIFICATION PACK: Ref. Id. BWS/Q0102)

STUDY MATERIAL

CLASS 12



PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION

(a constituent unit of NCERT, under MHRD, Government of India)

Shyamla Hills, Bhopal- 462 002, M.P., India

<http://www.psscive.ac.in>

COURSE OVERVIEW

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.

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

- Identify skin type correctly;
 - Define skintone or undertone;
 - State features of various makeup products;
 - Identify various makeup products;
 - Apply makeup products correctly;
 - Explain the importance of colour wheel in the makeup;
 - Define terms like hue, tint, shade, tone, complementary colours, warm colours, analogous colours and cool colours;
 - Perform tests to identify skin tone;
 - Describe various makeup removal methods;
 - Explain the importance of facial steaming;
 - List benefits of steaming;
 - Use correct electrical brush for deep cleansing;
 - Perform galvanic electro- facial skin treatment;
 - Use lymphatic drainage machine;
 - Carryout ultrasonic exfoliation;
 - State the importance of personal grooming;
 - State the responsibilities of a receptionist;
 - Schedule an appointment with a client;
 - Maintain reception area as per salon standards;
 - State various methods of payment;
 - Handle financial transactions effectively; and
 - Create a positive impression at the workplace.
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Sector: Beauty & Wellness
Job Role: Beauty Therapist

UNIT 1: MAKEUP SERVICES

UNIT 1: MAKEUP SERVICES

LEARNING OUTCOMES

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

- Identify skin types accurately;
 - Explain 'skin tone' and 'undertone';
 - List various products required for the makeup;
 - Select right products based on the skin type and client's requirement;
 - Apply foundation, concealer, face powder, blusher, highlighter, shader, eyeshadow, eyeliner and lipstick;
 - Explain the importance of colour wheel and state its significance in the makeup;
 - Distinguish between primary colours, secondary colours and tertiary colours;
 - Perform tests to identify skin undertone;
 - Identify some commonly used bindi designs; and
 - Use various makeup removal methods.
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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. 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 unorganised 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 a skilled workforce to sustain growth.

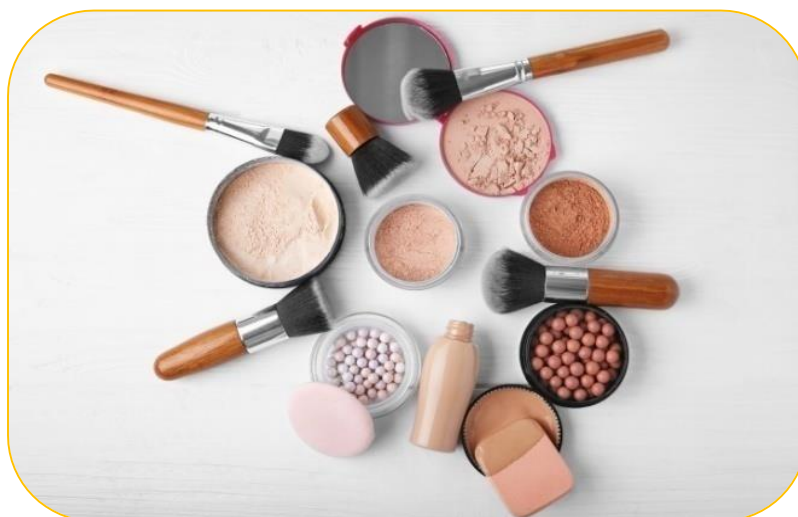
A Beauty Therapist provides various skin care and makeup services to enhance facial features using a range of products. The makeup services should suit the client's requirement and skin type. The skin may be broadly categorised as normal skin; dry skin; sensitive skin; mature skin; oily skin and combination skin.

The beauty therapist should also be aware of various types of products and most popular brands. To achieve the desired results, the products have to be applied in a particular sequence.

A makeup artist is required to suggest suitable colour based on the skintone and complexion. Therefore it is important to understand how the colour wheel works.

This unit describes the following topics:

- Basic skin types and skin tones
- Various makeup products
- How to select and apply right makeup product to enhance facial features
- Various bindi designs
- Draping techniques
- Makeup removal methods



SESSION 1: BASIC SKIN TYPES AND SKIN TONES

LEARNING OUTCOMES

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

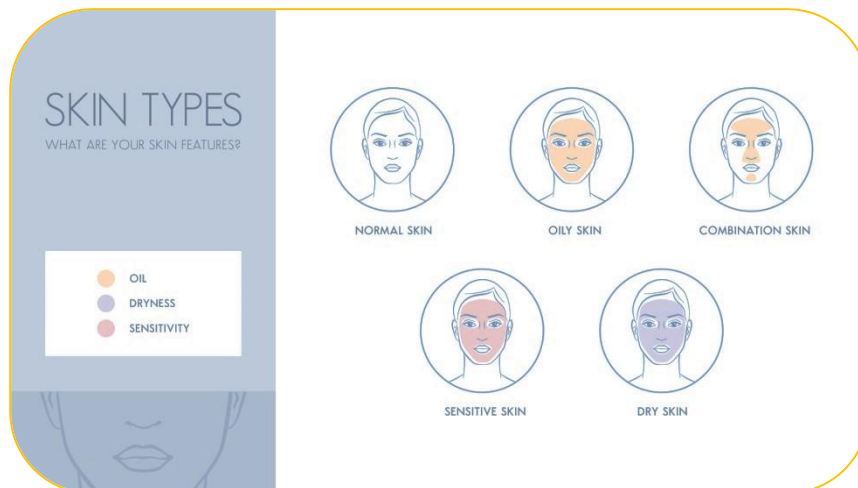
- List various types of skin;
- Explain features of various skin types;
- Identify skin type correctly; and
- Describe 'Skin tone' and 'Undertone'.

Basic skin types

A Beauty Therapist should be aware of basic skin types to provide effective skin care services. The following are the general types of skin:

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

Normal skin	Dry skin
<ul style="list-style-type: none"> - 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 the dry and oily skin. - Normal skin has healthy colour and is soft. - The skin has a translucent glow. 	<ul style="list-style-type: none"> - 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	Oily skin
<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - This type of skin is thicker and coarser than other types of skins. - It has a tendency to 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.
Matured Skin	Combination skin
<ul style="list-style-type: none"> - It is very similar to dry skin in appearance. - Appears parched, saggy and dehydrated. - Skin is deeply lined and loose. 	<ul style="list-style-type: none"> - This type of skin is very common. - This can be identified by the oily centre panel or T- zone with pores and slight oil.



Basic skin tone

'Skin tone' also called as 'Undertone' describes the shade of the skin. It is different to the skin complexion. The shade of the skin may be light, medium or dark.

The undertone will remain the same irrespective of the weather conditions or exposure to various climatic conditions.

The skin tone will help in selecting the right lipstick colour and which colours are most suited for the makeup.



SESSION 2: MAKEUP PRODUCTS

LEARNING OUTCOMES

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

- List various products required for makeup;
- Identify various types of foundation and explain their features;
- Explain the necessity for blusher, shader and highlighter;
- State the purpose of using mascara;
- List various types of eyeshadows; and
- Identify various types of eyeliners and state their features.

Introduction

A beauty therapist uses various products to provide makeup service as per the client's needs.

Some of the commonly used makeup products are:

1. Foundation
2. Blusher
3. Mascara
4. Eyeshadow
5. Eyeliner



In this unit, we will study various products, their types and application.

Foundation

Foundation is applied to achieve smooth and even complexion. Foundation can be applied to eye makeup, cheeks or lips. The right shaded foundation will disappear into the face.

A beauty therapist is required to select right type and brand of the foundation so that it can go well with makeup.



Types of Foundation

1. Liquid (Cream) foundation
2. Tinted moisturiser
3. Oil based foundation
4. Sheer foundation
5. Matte or oil free foundation
6. Mousse or whipped foundation
7. Stick foundation
8. Powder or compact foundation
9. Shimmer foundation
10. Waterproof foundation
11. Foundation primer



Liquid (Cream) foundation

Cream foundation is suitable for Normal or Dry skin. It provides heavy coverage. Liquid foundation is available in many specialised versions such as oil-free, oil-based, waterproof, etc.



Tinted moisturiser

Tinted moisturisers are used to cover up some unevenness and provide light coverage. These are best suited for women with pretty good skin.

These are best suited for warmer months where little coverage and moisturising effect is required.

Oil-based foundation makeup

This type of foundation is best suited for dry skin and provides temporary 'plump up' skin effect. This also acts as the moisturiser.

Oil-based foundation makeup can be used for older women to minimise the appearance of fine lines and wrinkles.

Sheer foundation

The sheer foundation is used for normal or dry skin. This provides the appearance that no foundation is applied at all. This type of foundation provides light coverage.

Many sheer foundations contain SPF 40, which is helpful in providing sun protection.

"Matte" or "Oil-free" foundation

The base for such foundations is water and not oil. This is best suited for oily skin. Oil-free foundations dry very quickly.

To add additional layers, a moisturiser or foundation primer is required.



Mousse or Whipped foundation

This is a liquid foundation with air whipped in. Such foundations provide perfect matte finish and weightless feel. This is best suited for all types of skin.

**Stick foundation**

The coverage is heavy and is perfect for covering up blemishes, scars, reddened areas and dark under-eye circles.

They are best suited for normal to oily skin.

It is recommended to apply stick foundation only to the problem area. Rest area can be covered by regular liquid or cream foundation.

**Powder (Compact) foundation**

It makes a great foundation for women who want on-the-go portability. It is a combination of powder and foundation and available in various formulations. This is best suited for oily skin.

**Mineral foundation**

This foundation is best suited for the people interested in natural or organic makeup. Mineral foundations consist of natural minerals. This type of foundation can be used on sensitive/allergic skin.

**Waterproof foundation**

This foundation is suitable for humid areas and hot days. It is made to stay for a long time. A makeup remover is required to remove the foundation.

Foundation primer

This foundation is used to fill little cracks and pores. This facilitates application of foundation smoothly and seamlessly.



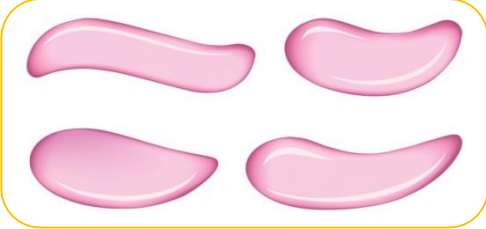
Blusher

Blushers are used to enhance the features of the face such as cheeks and eyes. There are different forms of blushers such as powders, creams, gels, mousses, sticks and liquids.

- Powder blush is very popular and commonly used.
- Cream blush is denser and consists of natural oils and moisturisers.
- Gel blush is best for oily skin
- Tint blush stays for a long time till the wish to remove the make up
- Shimmers are really important to provide a light glow over your face

Types of Blush

1. Powder blush
2. Cream blush
3. Gel or fluid blush

Powder Blush	Cream Blush
<p>This is good for all types of skin. Powder blusher is applied after the face powder. Powder blush can be applied effortlessly as compared to the liquid and cream blush.</p> 	<p>Cream blush provides more strong shadow than the powder blush. The best method to apply cream blush is by using fingers. Cream blush consists of wealth moisturising or oil components. It is best suited for the dry skin types.</p> <p>This should be applied over the base but before the powder. Cream blush is attractive for evening makeup.</p> 
Gel or Fluid Blush	
<p>Gel blush adds the glow to the skin. This blush is best suited for oily to the usual skin. The gel blush is of fast-drying nature and thus it is hard to disperse onto dry skin. The gel blush should be applied over foundation or on the bare skin.</p>	

Mascara

Mascara cosmetic is used to enhance the eyelashes. It is used to darken, thicken, lengthen or define the eyelashes.

Types of Mascara

1. Powder mascara
2. Cream mascara
3. Liquid mascara

Powder mascara

Water is added to the powder mascara. A wand is required to apply this mascara. It gives a false kind of eyelash finish.

Cream mascara

Mascara provides volume to thin and sparse eyelashes and adds depth to the eyes.

Liquid mascara

Liquid mascaras are most commonly used by women. It enhances and sharpens the lashes.

**Eyeshadow**

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

Types of Eyeshadow

1. Powder eyeshadow
2. Cream eyeshadow
3. Liquid eyeshadow
4. Loose powder eyeshadow
5. Crayon eyeshadow
6. Baked eyeshadow

Powder Eyeshadow

- This is the most commonly used eye shadow.
- It is easy to blend.
- Available in various kind of finishes;
 - o Matte eyeshadow
 - o Shimmer eyeshadow
 - o Satin eyeshadow
- Never rub powder eyeshadow.
- Apply by gently patting and pressing the colour onto the eyelid .

Cream Eyeshadow

- Available in various forms; pans, tubes and sticks.
- Provides shimmery and long- wearing formula.
- Cream eyeshadows should be avoided in hot weathers as they will melt down. Two or more colours can be combined to give a rich look.



Liquid Eyeshadow	Loose powder Eyeshadow
<ul style="list-style-type: none"> - Perfect shadow for beginners. - Apply directly onto the lids with the wand or with a fine thin liner brush. - Liquid eyeshadows dry quickly. - Easy to apply. 	 <ul style="list-style-type: none"> - Used for advanced makeup. - Not suitable for dry skin.
Crayon Eyeshadow	Baked Eyeshadow
<ul style="list-style-type: none"> - Very easy to use since it is slid on the lids. - It can usually last up to 24 hrs. 	 <ul style="list-style-type: none"> - The eyeshadow is baked in an oven. - It is ultra smooth and easily bendable.

Eyeliner

Eyeliner is used to define the eye area and to help accentuate the eye and lashes. There are various forms of eyeliners available in the market.

Types of Eyeliner

1. Liquid eyeliner
2. Felt-tip eyeliner
3. Gel or Cream eyeliner
4. Kohl Pencil eyeliner
5. Kajal eyeliner
6. Regular pencil eyeliner
7. Mechanical twist-up eyeliner

<p>Liquid eyeliner</p>	<p>Gel or Cream eyeliner</p>
<ul style="list-style-type: none"> - There are two types of eyeliners namely, brush tip and felt-tip marker. - The liquid eyeliner stays long. <div data-bbox="199 445 783 824" data-label="Image"> </div>	<ul style="list-style-type: none"> - It has waxy consistency and can be applied with the help of a brush or a q-tip. - This can be used when there is a requirement of waterproof eyeliner. <div data-bbox="815 445 1399 824" data-label="Image"> </div>
<p>Kajal eyeliner</p>	<p>Kohl Pencil eyeliner</p>
<ul style="list-style-type: none"> - These have an immediate benefit over the pencil eyeliners. - This eyeliner is a like a dried out marker. - This eyeliner lasts much more than any other eyeliners. <div data-bbox="461 1072 767 1406" data-label="Image"> </div>	<ul style="list-style-type: none"> - It is known for creaminess. - Much easier to smudge around. - It is used to create smokey eyes. <div data-bbox="828 1072 1390 1406" data-label="Image"> </div>

SESSION 3: SELECTION & APPLICATION OF MAKEUP

LEARNING OUTCOMES

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

- Suggest suitable makeup based on the skin type and occasion;
- Select and apply right kind of foundation based on the skin type;
- Apply face powder/loose powder over the foundation;
- Use appropriate blusher/shader and highlighter;
- State the importance of eyeshadow and use right eyeshadow based on the client's requirement; and
- Select and apply the right type of lipstick.

Introduction

We have studied various products used in the makeup and their features, application and suitability. In this section, we will study the method to apply various makeup products such as:

Foundation	Concealer	Face Powder/Loose Powder	Blusher/Shader/Highlighter
Eye shadow	Eyeliner	Lip Pencil	Lipstick

Application of 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 the 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.

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 of Facepowder/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.

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. Ensure that no makeup is visible and all is blended in well.

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.



Application of 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 emphasise the cheekbones.

There are 2 types of blush:

1. Compact blush
2. Cream blush

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

Step 2: Apply shade 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.



Application of Eyeshadow

Eyeliner are categorised 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.

Glittery/shiny colours: Let the illusion disappear.

Step 1: Analyse 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, 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.



Application of Eyeliner

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

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.



Application of 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.



Application of 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.



SESSION 4: THE COLOUR WHEEL

LEARNING OUTCOMES

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

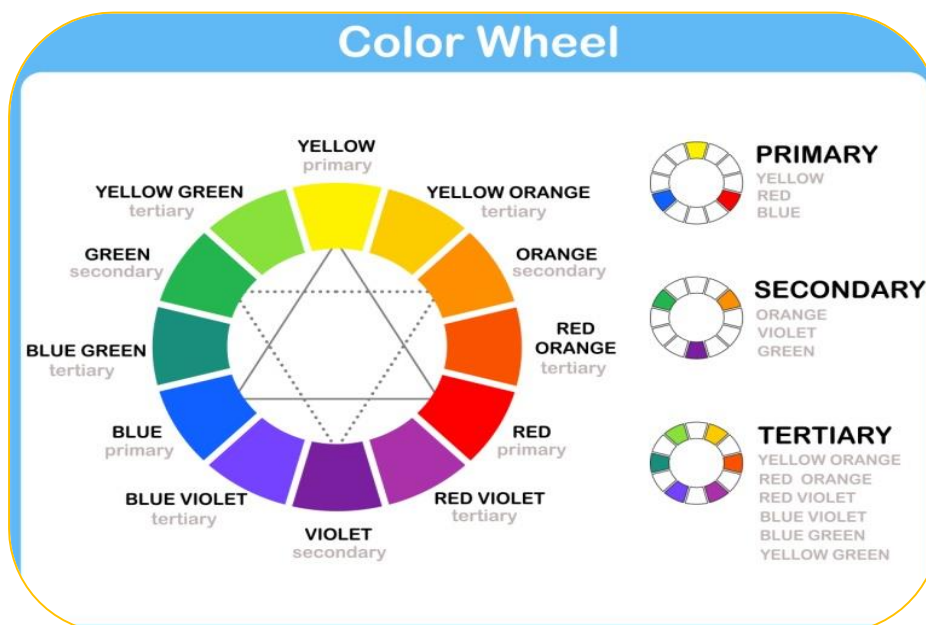
- State the importance of colour wheel in the makeup;
- Distinguish between primary, secondary and tertiary colours;
- Define important terms like hue, tint, shade, tone, complimentary colours, analogous colours, warm colours and cold colours;
- Perform vein test and old jewellery trick to understand the undertone; and
- List various bindi designs and suggest suitable bindi design to the client.

Introduction

A makeup artist is required to suggest clients suitable colours based on the skintone and complexion. Some colours may look good for a particular skin complexion.

Therefore, it is important to understand how colours work. The theory of colour combination is best understood by studying the colour wheel.

In the session, we will take you through the colour wheel.



Primary colours

Primary colours are red, yellow and blue. These colours make up all of the other colours on the spectrum.

Secondary colours

Secondary colours can be obtained by mixing the primary colours together.

Yellow + Blue= Green
Red + Blue = Violet
Yellow + Red= Orange

Tertiary colours

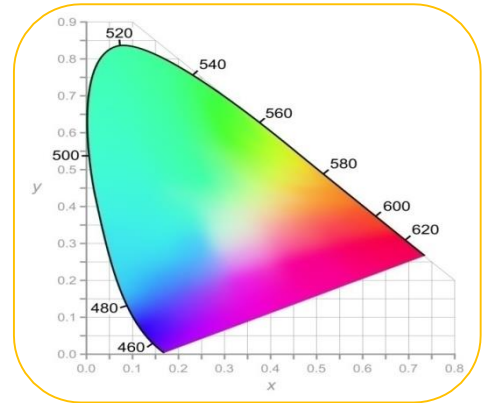
Colours on either side of the secondary colours are called as tertiary colours.

For example, red-violet or blue-violet, which can be obtained by adding a little more of the closest primary colour.

Terms

1. Hue

Hue can be defined as, "The degree to which a stimulus can be described as similar to or different from stimuli that are described as red, green, blue and yellow". Hue is represented quantitatively by a single number. Hue corresponds to an angular position around a central or neutral point or axis on a colourspace coordinate diagram (such as a chromaticity diagram) or colour wheel, or by its dominant wavelength or that of its complementary colour.



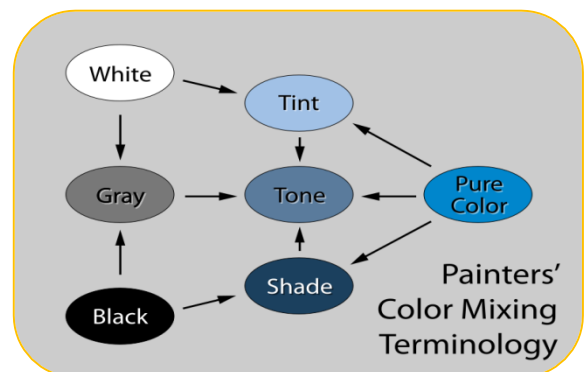
Brightness and density of the colours can be adjusted by adding white or black or grey colour to the primary colours. By this way, we can get pastel and muted colours.

2. Tint

The tint is defined as the mixture of a colour with white. Tint increases the lightness of a colour. Lavender can be obtained by adding white to intense purple.

3. Shade

Shade is the mixture of a colour which reduces lightness. To obtain a deeper, richer red black is added to the bright red.

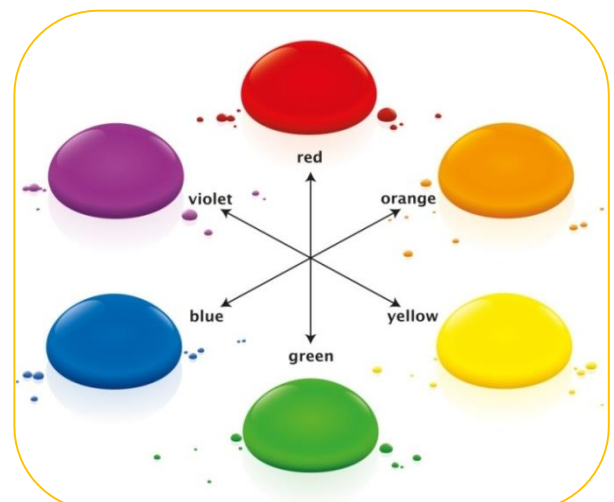


4. Tone

The 'True tone' is the combination of any hue with the addition of pure grey.

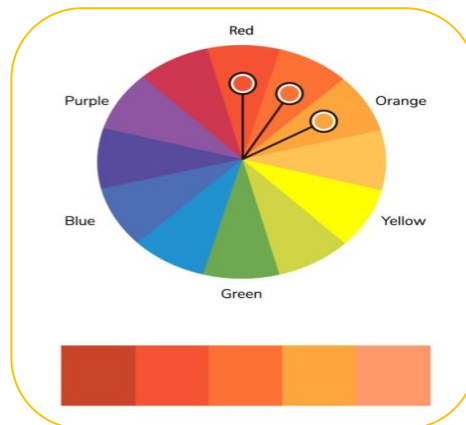
5. Complimentary colours

The colours that are opposite to each other on the colour wheel are called as complimentary wheels.



6. Analogous or similar colours

The colours that are found right next to each other on the colour wheel are called as Analogous colours.



7. Warm colours

Colours with red, orange or yellow undertones. Warm colours are bright and energetic and tend to pop forward.



8. Cool colours

Colours with blue or red undertones. Cool colours are more soothing and tend to recede a bit more.



Significance of colour wheel to makeup

We have seen that the colours are broadly classified as 'Warm' or 'Cool colours'. It is to be noted here that the undertone has a major impact on the colour scheme for the makeup.

There are two simple ways to determine the undertone.

1. Vein test

Observe for the vein colours under the wrist. If the vein appears blue in colour, then the undertone is categorized under warm undertone. Warm colours should be used for makeup.

If the vein appears green, then it is to be interpreted as a cool undertone. A makeup artist should use cool colours for the makeup.

2. The Old Jewellery Trick

The undertone can also be determined whether the client looks good in gold or silver. If the client looks good in gold ornaments, then the undertone is warm. If silver ornaments are suitable for the client, the undertone is cool.

The colour wheel helps in identifying the suitable colour for the foundation, concealer, blush, eyeliner and lipstick.

The basic rule is to stick to cool colours for cool undertone and warm colours for warm undertone.

SESSION 5: BASIC BINDI DESIGN

LEARNING OUTCOMES

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

- List various bindi designs and suggest suitable bindi design to the client.

Introduction

Bindi is a symbol **tradition** and **style** and adds charm to overall personality. Bindis are available in various designs, shapes, sizes and colour.



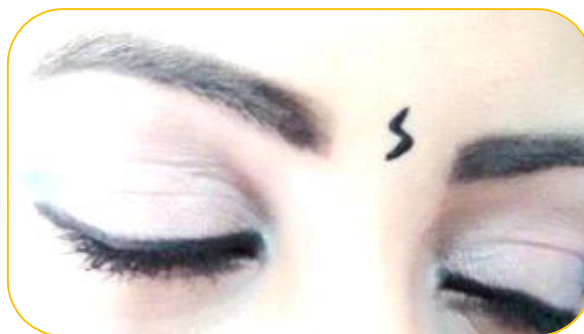
1. Snake style bindi

This style will help to look wild and fashionable. It is a very popular design.



2. Letter style bindi

This type of bindi adds little fun to the bindi style.



3. Questionmark style bindi

This bindi design provides fetish, freaky look.

**4. Designer bindi**

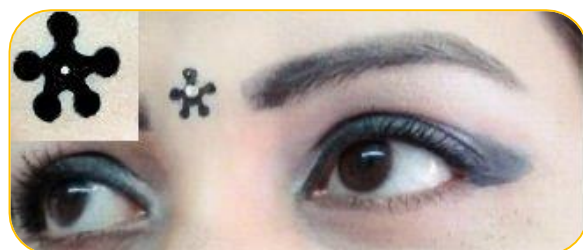
This bindi style goes well with designer sarees.

**5. Tribal style bindi**

This is best suited for long skirts and tribal print tops.

**6. Flower style bindi**

This a simple bindi design. Looks beautiful when worn with embroidered kurtis and Salwars.



7. Party wear bindi design

This bindi style looks best when worn with black sarees, lehengas and sequins work salwars.

**8. Half moon style bindi design**

Looks best on square, long and heart-shaped faces.

**9. Sun style bindi design**

A form of bindi style that represents the divine form of energy, the Sun.



SESSION 6: DRAPING

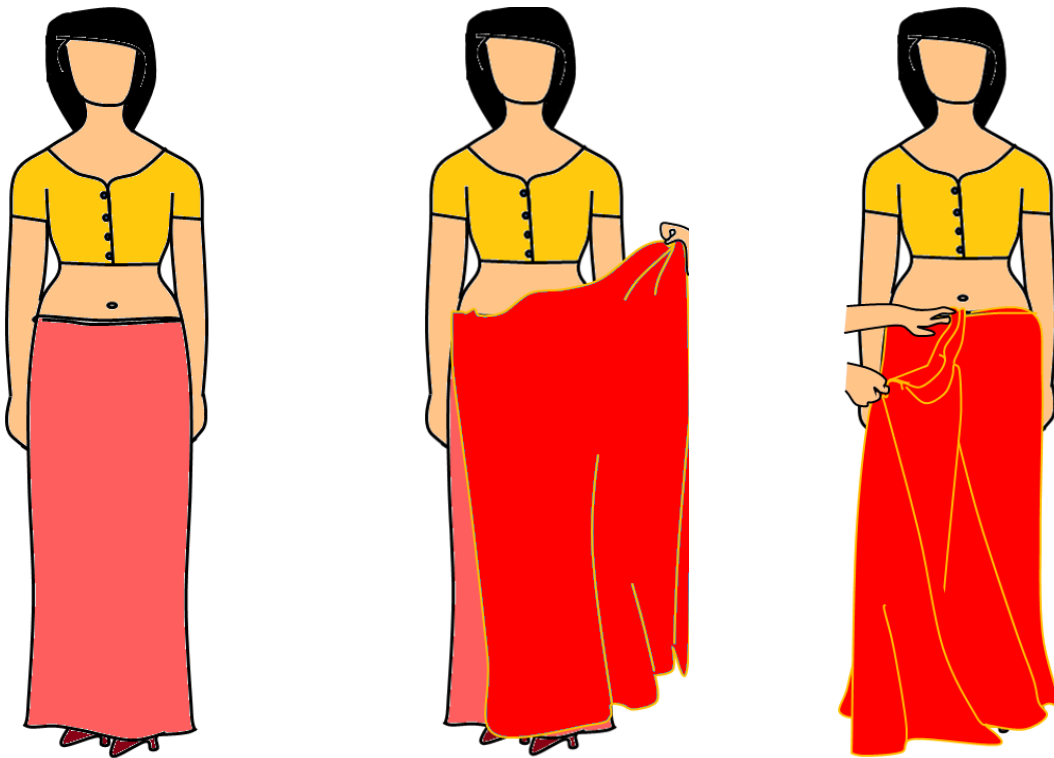
LEARNING OUTCOMES

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

- Drape saree using Nivi style; and
- Drape lehenga and dupatta.

Draping a Saree in Nivi Style or Air hostess Style

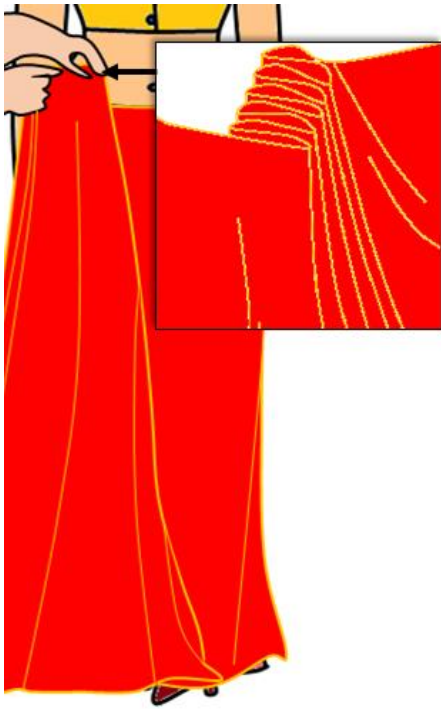
- First figure out the innermost and outermost part of the Saree as well as the lower and upper end of the Saree.
- Ensure that the Saree is creasefree.



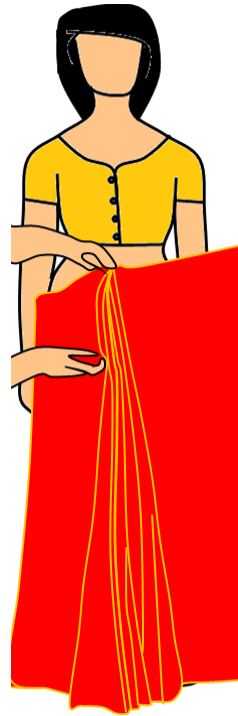
Step 1: Have the client put on the underskirt (petticoat), Blouse and footwear. Check that underskirt is tightly tied and that there are no wrinkles in the front.

Step 2: Tuck the innermost and upper end of the Saree into underskirt at the waist in the front.

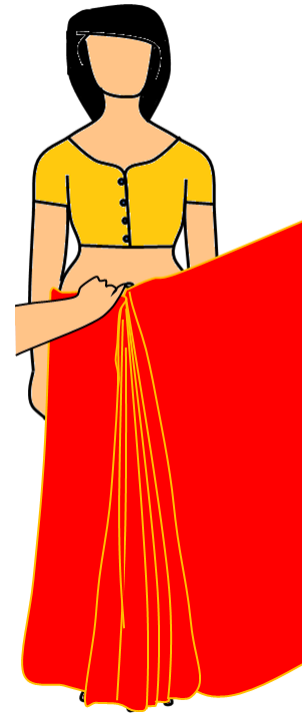
Step 3: Wrap the saree from right to left around the lower body once. Keep tucking the saree at the waist in a manner that there are no wrinkles in the length of the saree.



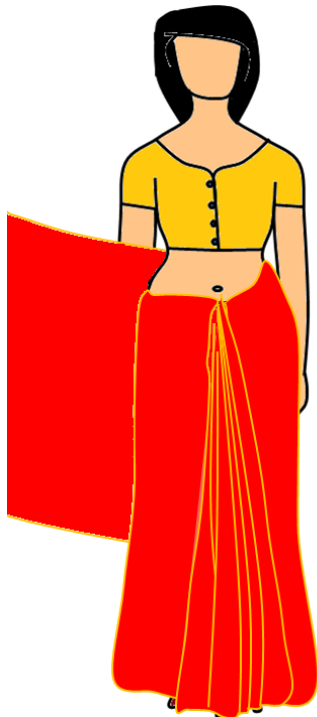
Step 4: Now gather the saree into 6-7 pleats of the same size which would be between of about 4 to 6 inches in width depending on the fall of the saree.



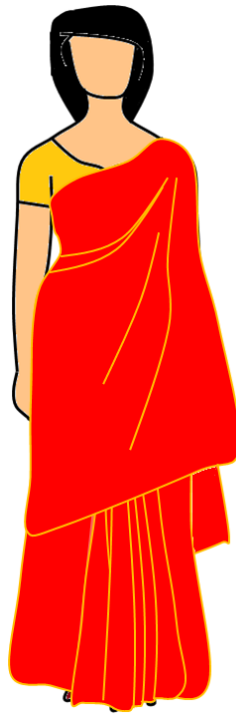
Step 5: Check that the pleats are in order along the length of the saree.



Step 6: Tuck the topmost 3-5 inches into the skirt, just below the navel. Ensure that the saree reaches floor but does not touch it.



Step 7: Drape the saree once more, left to right around the



Step 8: Take it diagonally across the upper body and



Step 9: The pallu is 3 to 5 feet in length as per the

hip without tucking and bring it round to the front.

draped over the shoulder. The rest falls freely down the back from the shoulder and is called the pallu.

The height and preference of the client.

- Adjust the edge of the Saree at the back and front to ensure that the Edge is smooth and the folds of the pleats are straight and symmetrical and the midriff is adequately covered as per the client's preference
- Most people prefer to pin up the saree at various points to maintain the symmetry of the folds and pleats as well as keep the saree securely in place. The saree can be pinned at the pleats tucked in front at the waist or at the shoulder where the pallu begins its fall at the back. The pleats of the pallu can also be pinned at the shoulder and sometimes a pin is used to gather the pleats in front from inside the saree.
- The Pallu can be left to hang down the shoulder in pleats or without pleats. It can also be wrapped around and tucked into the waist or draped it over the right shoulder or the edge can cover the head in a graceful manner.



How to drape a Lehenga Dupatta

1. Tie on wrist:

Make pleats on the *dupatta* and place the pleats on the right shoulder such that the outmost end of the Dupatta falls off the shoulder and reaches a little below the knees.

While placing the dupatta on the shoulder ensure that the open end of the uppermost pleat is facing out and the folded part is facing the neck.

Secure the pleats at the shoulder with a safety pin that is fixed from inside the shirt, so that it is not visible.

Take the upper corner of the opposite end of the dupatta and fold it around the left wrist in a loop such that only the border is visible.

Secure the loop around the wrist with a safety pin.

Allow the lower corner to fall gracefully from the wrist.

2. The Half Sari:

This style is used in South India. Dupatta is wrapped around the waist.

Tuck one corner of the *dupatta* in the waist at right side.

Wrap the *dupatta* around the waist.

Pleat the other end and secure it on the left shoulder in a such a way that the end falls gracefully down the back and reached till below the knee.

Ensure that the *dupatta* makes a V at back and is wrapped tightly.

3. The V pallu:

This is a Gujarati /Rajasthani style.

Tuck one corner of the *dupatta* in left side of the *lehenga*

Make pleats at the other end and secure it with a pin on the right shoulder.

Let it fall till in front till the knee.

Take the inner corner of dupatta falling in front and put it on your left shoulder.

Make sure there is a V in front. Secure the V on top side with a pin.

SESSION 7: MAKEUP REMOVAL METHODS

LEARNING OUTCOMES

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

- Describe various makeup removal methods; and
- Remove makeup using wipes, toner, micellar water, cold cream and cleansing oil.

Introduction

In this session, we will study various makeup removal techniques.

Makeup Removal Techniques

1. Using Wipes or Towelettes
2. Using Toner
3. Using Micellar Water
4. Using Cold Cream
5. Using Cleansing Oil

Makeup removal methods

Wipes or towelettes

This technique is best suited for daily use and acts as pre-step for cleansing. These wipes can remove foundation, concealer and eyeshadow.

These wipes are easy to carry and can be used to maintain fresh face while travelling. It is suggested to use alcohol-free wipes as they are less likely to dry the skin.



Using a Toner

Toner act as pre-step to cleansing to remove makeup. Toners provide clean skin and refresh skin complexion. To use a toner, a cotton pad is required. Add few drops of toner to the cotton pad and gently wipe the skin.

It is better to use non-drying, alcohol-free toners. Such toners help against the moisture loss.



Using Micellar Water

This method was invented by Persians and currently most popular in the United States. Micellar water removes makeup, cleanse and hydrate the skin at the same time. It is a perfect product to achieve the fresh face on the go.

This product is recommended for the clients with dry skin. Micellar water attracts makeup and dirt like a magnet.

Add few drops of micellar water to the cotton swab and swipe across the skin to remove the makeup and dirt.



Using Cold Cream

A cold cream can also be used to remove makeup. Cold cream is an emulsion of mineral oil, water and wax.

To remove the makeup, dip a wipe in the cream and swipe across areas of heavy makeup like face, eyes, cheeks, nose and forehead.

Cold creams also act as a moisturiser.



Using Cleansing Oil

The cleansing oil is required to remove heavy eye make and for dry skin. However, it is to be noted that cleansing oil is best suited for all skin types.

Apply a few drops to a cotton pad and dab across the skin. The cleansing oil is less harsh on the dry skin especially the delicate dry skin around the eye. Wash the cleansed area with warm water to remove the oil and follow with regular cleanser.



PRACTICAL EXERCISE

Activity 1: Select and apply right foundation

Materials Required:

The following resources are required:

- Pallet
- Suitable foundation
- Concealer
- Spatula

Step by Step Procedure:

The step by step procedure is explained below.

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 2: Apply concealer

Materials Required:

The following resources are required:

- Pallet
- Suitable foundation
- Concealer
- Spatula

Step by Step Procedure:

The step by step procedure is explained below.

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 3: Apply face powder/loose powder

Materials Required:

The following resources are required:

- Bowl
 - Loose face powder
 - Palette knife
-

- Dry cotton wool

Step by Step Procedure:

The step by step procedure is explained below.

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.

Activity 4: Apply eyeshadow**Materials Required:**

The following resources are required:

- Eyeshadow
- Palette
- Brush

Step by Step Procedure:

The step by step procedure is explained below.

Step 1: Analyse 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, 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.

Activity 5: Apply eyeliner**Materials Required:**

The following resources are required:

- Eyeliner
- Disposable brush

Step by Step Procedure:

The step by step procedure is explained below.

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.

Activity 6: Apply Lipstick**Materials Required:**

The following resources are required:

- Lipstick

Step by Step Procedure:

The step by step procedure is explained below.

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.

CHECK YOUR PROGRESS

1. State features of oily skin.

2. Define 'skin tone' and 'undertone'.

3. List products required for the makeup.

4. Why a 'foundation' is used in the makeup?

5. List various types of foundation used in the makeup.

6. What is the purpose of using a 'blusher' in the makeup?

7. Which product is used to define eyelashes?

8. List commonly used eyeliners?

9. Explain the step by step process to apply foundation.

10. Name primary colours.

11. Define 'Hue' and 'Shade'

12. List commonly used methods to remove makeup.

13. Choose the most appropriate answer.

- a. The pH of the normal skin ranges from
 - i. 5.5 to 5.8
 - ii. 6.5 to 7.5
 - iii. 4.5 to 3.5
 - iv. 2.5 to 3.4
- b. Dry skin is due to the lack of
 - i. Heat
 - ii. Cold
 - iii. Lubrication
 - iv. None of the above
- c. Undertone defines the skin complexion
 - i. True
 - ii. False

- d. Foundation is used to
 - i. Removes dead cells
 - ii. Moisturise the skin
 - iii. Provide shading effect
 - iv. Achieve smooth and even complexion
- e. Cream foundation is suitable for
 - i. Oily skin
 - ii. Matured skin
 - iii. Combination skin
 - iv. Normal or Dry skin
- f. Powder blush is suitable for
 - i. Oily skin
 - ii. Normal skin
 - iii. Allergic skin
 - iv. All of the above
- g. The colour that are found next to each other are called as
 - i. Complex colour
 - ii. Analogous colours
 - iii. Both (a) and (b)
 - iv. Neither (a) nor (b)

14. Fill in the blanks

- a. type of skin is thicker and coarser than other types of skin.
 - b. Skin tone is also called as.....
 - c.is applied to achieve smooth and even complexion.
 - d.type of foundation is suitable for humid and hot days.
 - e. -----primer is used to fill little cracks and pores.
 - f. Blushers are used to enhance the features of the face such as.....and.....
 - g.is used to darken, thicken, lengthen or define eyelashes.
 - h.is used to apply concealer.
 - i. Two common types of blush are.....and.....
 - j. Primary colours are.....and.....
 - k. The colours that are opposite to each other are called as.....
-

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

- a. Primary colours are orange, green and yellow. (T/F)
 - b. The combination of yellow and blue leads to green colour. (T/F)
 - c. Shade is the mixture of a colour which reduces lightness. (T/F)
 - d. Colours that are next to each other are called as 'complimentary colours'.
(T/F)
 - e. Colours with red, orange or yellow undertone are called as 'warm colours'.
(T/F)
 - f. Wipes provide clean skin and refresh skin complexion.(T/F)
 - g. Micellar water removes makeup, cleanse and hydrate the skin at the same time. (T/F)
-

GLOSSARY

Term	Description
Allergic and Sensitive skin	Very sensitive to cold, heat and wind.
Analogous colours	The colours that are found right next to each other on the colour wheel are called as Analogous colours.
Blusher	Blushers are used to enhance the features of the face such as cheeks and eyes.
Combination skin	This can be identified by the oily centre panel or T- zone with pores and slight oil.
Complimentary colours	The colours are opposite to each other on the colour wheel are called as complimentary colours.
Cool colours	Colours with blue or red undertones.
Dry skin	Dry skin is due to lack of lubrication from the sebaceous glands.
Eyeliner	Eyeliner is used to define the eye area and to help accentuate the eye and lashes.
Foundation	Foundation is applied to achieve smooth and even complexion.
Foundation Primer	This foundation is used to fill little cracks and pores.
Hue	Hue can be defined as, "The degree to which a stimulus can be described as similar to or different from stimuli that are described as red, green, blue and yellow".
Liquid (Cream) Foundation	Cream foundation is suitable for Normal or Dry skin.
Mascara	Mascara cosmetic is used to enhance the eyelashes.
Matured Skin	Appears parched, saggy and dehydrated.
Normal skin	It is a balance between dry and oily skin.
Oil-based Foundation Makeup	This type of foundation is best suited for dry skin and provides temporary 'plump up' skin effect.
Oily skin	This type of skin is thicker and coarser than other types of skins.
Primary colours	Primary colours are red, yellow and blue.
Secondary colours	Secondary colours can be obtained by mixing the primary colours together.
Shade	Shade is the mixture of a colour which reduces lightness.
Tertiary colours	Colours on either side of the secondary colours are called as tertiary colours.
Tint	The tint is defined as the mixture of a colour with white.

Tinted Moisturiser	Tinted moisturisers are used to cover up some unevenness and provide light coverage.
Tone	The 'True tone' is the combination of any hue with the addition of pure grey.
Undertone	Describes the shade of the skin.
Warm colours	Colours with red, orange or yellow undertones.

Sector: Beauty & Wellness
Job Role: Beauty Therapist

UNIT 2: FACIAL BEAUTY SERVICES

UNIT 2: BASIC DEPILATION SERVICES

LEARNING OUTCOMES

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

- Explain the significance of facial steaming;
 - Perform facial steaming using a steamer;
 - Describe various methods of electro facial skin treatment;
 - Use an electric brush effectively for deep cleansing;
 - Carryout galvanic electro facial skin treatment;
 - Use a lymphatic drainage facial machine; and
 - Carryout ultrasonic exfoliation.
-

INTRODUCTION

We are introducing a new treatment method 'Cosmetic electrotherapy' also called 'Electrical – Facial- Skin – Treatment' in this unit.

Low electric current is passed through the skin to achieve many therapeutic effects like muscle toning and micro-lifting of the face. The history of cosmetic electrotherapy dates back to 19th century.

Electrical current enhances the skin quality and also improves the effectiveness of various skin care products.

Based on the type of current and use, cosmetic electrotherapy can be classified into 4 types:

- Galvanic treatment
- Neuromuscular Electrical Stimulation (NMES)
- Micro-current electrical neuromuscular stimulation (MENS)
- High-frequency treatment

There are some minor differences in the working process of each of the Electrical-Facial-Skin Treatment. The basic process involves the use of positive or negative poles or both to get required end results.

In this unit, we will study the following:

- Facial Steaming
- Use of electrical brush for deep cleansing
- Galvanic electro-facial skin treatment
- Lymphatic drainage facial machine
- Ultrasonic exfoliation



SESSION 1: FACIAL STEAMER

LEARNING OUTCOMES

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

- State the importance of facial steaming;
- List the benefits of steaming; and
- Perform face steaming using a face treatment.

Introduction

Warm steam softens the surface of the skin by removing impurities, bacteria and dirt from pores. Steaming the face is also a method of relaxing as it improves the circulation and opens pores for further cleansing.



Benefits of steaming

The following are the benefits of steaming:

- Keeps pores open
- Loosens blackheads
- Pushes out dirt
- Sheds dead skin
- Prevents pimples
- Removes trapped makeup
- Kills bacteria



How to Steam Face?

Step 1: Boil the water in a pot or alternatively use a facial steamer.

Step 2: Use a gentle cleanser to remove all makeup, dirt, oil or sweat. Never use harsh soap or scrub.

Step 3: Add some essential oils or herbs to the boiling water. Ensure that the scents will evaporate.

Step 4: Cover head with the towel such that it drops on either side of the face trapping the steam entirely. Place face close enough to let the skin feel that steam. It is to be ensured that steaming should not be done for more than 10 minutes.

Procedure clean clogged pores on facial.



SESSION 2: ELECTRICAL FACIAL SKIN TREATMENT

LEARNING OUTCOMES

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

- Define cosmetic eletrotherapy;
- List various cosmetic electro therapy methods;
- Explian the use of electric brush;
- Use electric brush for the skin treatment;
- Describe galvanic electro facial skin treatment;
- Perform galvanic electro facial skin treatment;
- Explain the significance of lymphatic system;
- Perform lymphatic drainage facial therapy; and
- Carryout ultrasonic exfoliation.

Introduction

Electrical facial treatment is also called as ‘Cosmetic electrotherapy’. This includes a range of beauty treatments wherein an electrical current is used through the skin to give different therapeutic and cosmetic effects.

Electrical current enhances the skin quality and also improves the effectiveness of various skin care products.



Some commonly used types of electrical skin care treatment are:

- Galvanic treatment
- Faradic treatment or Neuromuscular electrical stimulation
- High-frequency treatment
- Micro-current electrical neuromuscular stimulation

The outcome of each treatment is different. A particular type of treatment should be selected based on the client's requirement.

The process involves positive or negative poles or both to achieve the required benefits.

Electric brush

Facial cleansing brushes are used for more professional and deep cleansing. These brushes have become popular because they leave the skin completely free from imperfections and residue.

Electric brushes have rotating heads driven by electricity. This works similarly to an electric toothbrush. These brushes are perfect for a deep cleansing treatment.

Benefits

- Gently massage the skin to stimulate blood circulation
- Removes dead skin cells
- Skin can better absorb nutrients in any cream
- Better and deeper cleansing



How to select a right brush?

- It is recommended to choose a brush with soft bristles.
- The brush should be rounded at the ends to avoid damage to the skin.
- The brush selected should be water resistant.

Using an Electric Brush

Step 1: Rinse the face with plenty of water and leave the skin wet.

Step 2: Apply a little facial cleanser or gel.

Step 3: Turn on the brush and move over the face in a circular manner.

Step 4: Hold the brush on each area for at least a few seconds to cleanse that area properly.

Step 5: After the treatment rinse the face with plenty of water and pat dry with a soft clean towel.

Step 6: Apply usual moisturiser to hydrate the skin.

Contra-indications

- This treatment is not suitable for the people with sensitive skin.
- This includes conditions which affect skin such as eczema, psoriasis and rosacea.
- Not at all advisable for people with varicose veins on their face.

Galvanic Electro-facial skin treatment

This treatment is most commonly used as cosmetic facial electrotherapy. Galvanic electro-facial skin treatment carried out to ensure better extraction of skin impurities. This treatment also enhances penetration of various skin care products.

A sophisticated galvanic device is required which emits Direct Current (DC) to bring some chemical changes in the skin.

Galvanic Electro-Facial Skin Treatment

Step 1: Apply acidic solution on the skin. This is done to open up the skin pores, soften tissues and increase the blood circulation. The acidic solution breaks down the skin oil stuck in the pores, clears the follicles and extracts any skin impurities.

Step 2: Apply an alkaline solution to the skin. This step closes the pores and reduces blood circulation in that area. This also soothes the nerves.

Step 3: Use a galvanic positive probe to improve the penetration of skin care products. This step is also called as 'iontophoresis'.



Effects of this treatment are:

- Complete cleansing and detoxification
- Increases blood circulation
- Reduced appearance wrinkles and fine lines
- Effective application of skin care products
- Makes the skin brighter

Contra-indications

- Skin infection or irritation
- Vascular or hypersensitive skin
- Sinusitis
- Epilepsy
- Excessive fillings

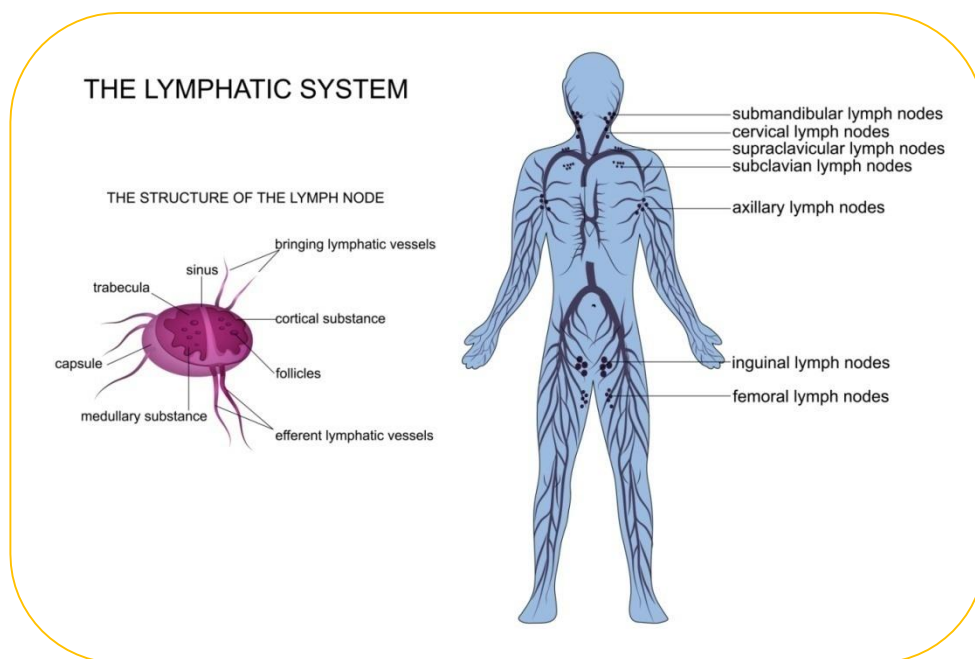
Lymphatic drainage facial machine

It is a soothing and relaxing massage using gentle brush motions to reduce swelling in the eye, neck area and rest of the face. The body's lymphatic system consists of a large network of lymphatic vessels and nodes. The lymphatic system is linked to the immune system.

This machine virtually retains the body's lymphatic system by rhythmic suction. This machine helps to improve circulation, swelling, congestion and dull skin. This treatment helps in the removal and filtering of wastes, toxins and excess fluid from cells.

This treatment is highly recommended for acne, couperose and general congestion of the lymphatic system.

This is not an ordinary massage. Such treatment should be provided by only a trained personnel.



Lymphatic drainage facial machine

Step 1: Perform a deep skin cleansing.

Step 2: Slough off dead skin cells of the upper layer using the diamond microdermabrasion technique.

Step 3: Steam the skin using a vapour steamer. This process opens up the pores.

Step 4: Ready the machine for the treatment. Stimulate the flushing out using a soft gripping technique. Apply pressure and strokes at the same time.

Step 5: Massage using a Hyaluronic acid into the skin. The serum nourishes and moisturises the skin.

Step 6: Lie back and relax with a special face mask.



Contra-indications

- Acute inflammation may be caused by bacteria, viruses and poisons
- There is a fear of spreading the cancer
- This treatment may result in free-floating blood clots in the circulatory system

Microdermabrasion Or Ultrasonic Exfoliation

This treatment removes dead skin cells to even out the skin tone. This procedure stimulates circulation and makes the skin smooth.

It is recommended for thicker skin. It is advised not to perform this treatment for the sensitive skin.

Ultrasonic Exfoliation

Step 1: Apply water solution to the skin to loosen surface dead skin cells.

Step 2: Using an ultrasonically activated spatula, lift dry skin cells off the skin. During this process, water solution gets infused deep into the skin and hydrates new cells.

Contra-indications

- Skin diseases
- Neuralgia eye and trigeminal nerves
- Acute infectious diseases
- Dilated capillaries
- Tumors and postoperative period
- Recently made chemical peeling
- Pregnancy
- Tuberculosis



PRACTICAL EXERCISE**Activity 1: Perform deep cleansing with an electric brush****Materials Required:**

The following resources are required:

- Facial cleanser or gel
- Moisturiser
- Electric Brush

Step by Step Procedure:

Step 1: Rinse the face with plenty of water and leave the skin wet.

Step 2: Apply a little facial cleanser or gel.

Step 3: Turn on the brush and move over the face in a circular manner.

Step 4: Hold the brush on each area for at least a few seconds to cleanse that area properly.

Step 5: After the treatment rinse the face with plenty of water and pat dry with a soft clean towel.

Step 6: Apply usual moisturiser to hydrate the skin.

Activity 2: Provide Galvanic Electro-facial skin treatment**Materials Required:**

The following resources are required:

- Acidic solution
- Alkaline solution
- Galvanic probes
- Electric Brush

Step by Step Procedure:

Step 1: Apply acidic solution on the skin. This is done to open up the skin pores, soften tissues and increase the blood circulation. The acidic solution breaks down the skin oil stuck in the pores, clears the follicles and extracts any skin impurities.

Step 2: Apply an alkaline solution to the skin. This step closes the pores and reduces blood circulation in that area. This also soothes the nerves.

Step 3: Use a galvanic positive probe to improve the penetration of skin care products. This step is also called as 'iontophoresis'.

Activity 3: Use of Lymphatic facial machine**Materials Required:**

The following resources are required:

- Skin cleanser
- Vapour steamer
- Hyaluronic acid
- Face mask
- Lymphatic facial machine

Step by Step Procedure:

Step 1: Perform a deep skin cleansing.

Step 2: Slough off dead skin cells of the upper layer using the diamond microdermabrasion technique.

Step 3: Steam the skin using a vapour steamer. This process opens up the pores.

Step 4: Ready the machine for the treatment. Stimulate the flushing out using a soft gripping technique. Apply pressure and strokes at the same time.

Step 5: Massage using a Hyaluronic acid into the skin. The serum nourishes and moisturises the skin.

Step 6: Lie back and relax with a special face mask.

Activity 4: Perform facial steaming**Materials Required:**

The following resources are required:

- Skin cleanser
- Essential oils and herbs
- Towel
- Face steamer

Step by Step Procedure:

Step 1: Boil the water in a pot or alternatively use a facial steamer.

Step 2: Use a gentle cleanser to remove all makeup, dirt, oil or sweat. Never use harsh soap or scrub.

Step 3: Add some essential oils or herbs to the boiling water. Ensure that the scents will evaporate.

Step 4: Cover the head with the towel such that it drops on either side of the face trapping the steam entirely. Place face close enough to let the skin feel that steam. It is to be ensured that steaming should not be done for more than 10 minutes.

CHECK YOUR PROGRESS

1. Why steaming treatment is performed?

2. State advantages of steaming.

3. List some methods of electrical facial skin treatment.

4. Name the equipment used for deep cleansing.

5. How to choose a right electrical brush?

6. Explain the process of galvanic electro facial skin treatment.

7. List some contra-indications of galvanic electro facial treatment.

8. Which treatment removes wastes, toxins and excess fluid from cells?

9. Explain the process of lymphatic drainage.

10. List some contra-indications of ultrasonic exfoliation

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

- a. Steaming clogs the pores of the skin. (T/F)
- b. Essential oils are added cold water. (T/F)
- c. Cosmetic electropathy is also called as Electrical facial skin treatment.(T/F)
- d. Electric brush can be used for deep cleansing. (T/F)
- e. Moisturiser is applied at the beginning of the treatment. (T/F)
- f. Acidic solution is used to close the pores during the galvanic electro facial treatment. (T/F)
- g. Lymphatic system is linked to the immune system. (T/F)
- h. Ultrasonic exfoliation is recommended for thin skin.(T/F)

12. Choose the most appropriate answer

- a. The electrical facial treatment is also called as:
 - i. Galvanic treatment
 - ii. Cosmetic electrotherapy
 - iii. High-frequencytreatment
 - iv. Faradic treatment
 - b. Which tool is best suited for deep cleansing?
 - i. Electric brush
 - ii. Foundation brush
 - iii. Cotton pad
 - iv. None of the above
 - c. Which type of electric current is used in Galvanic electro-facial skin treatment?
 - i. Alternate Current (AC)
 - ii. Direct Current (DC)
 - iii. Combination of AC and DC
 - iv. None of the above
-

- d. Why is an acidic solution applied to the skin before the galvanic treatment?
 - i. To close the skin pores
 - ii. To open up the skin pores
 - iii. To reduce the blood circulation
 - iv. All of the above
- e. The lymphatic drainage facial machine helps to:
 - i. Improve circulation
 - ii. Reduce swelling
 - iii. Reduce general congestion
 - iv. All of the above
- f. Which treatment is used to remove dead skin cells of a thicker skin?
 - i. Ultrasonic exfoliation
 - ii. Facial steaming
 - iii. Galvanic treatment
 - iv. None of the above

13. Fill in the blanks

- a.is used for better and deeper cleansing.
 - b. is applied to hydrate the skin.
 - c. The acidic solution is applied to the galvanic facial treatment to.....,..... and.....
-

GLOSSARY

Term	Description
Cosmetic electrotherapy	Range of beauty treatments wherein an electrical current is used through the skin to give different therapeutic and cosmetic effects.
Electric brush	Facial cleansing brushes are used for more professional and deep cleansing.
Galvanic electro-facial treatment	Galvanic electro-facial skin treatment carried out to ensure better extraction of skin impurities.
Lymphatic drainage facial machine	This machine helps to improve circulation, swelling, congestion and dull skin.
Ultrasonic Exfoliation	This treatment removes dead skin cells to even out the skin tone.

Sector: Beauty & Wellness
Job Role: Beauty Therapist

UNIT 3: SALON RECEPTION DUTIES

UNIT 3: SALON RECEPTION DUTIES

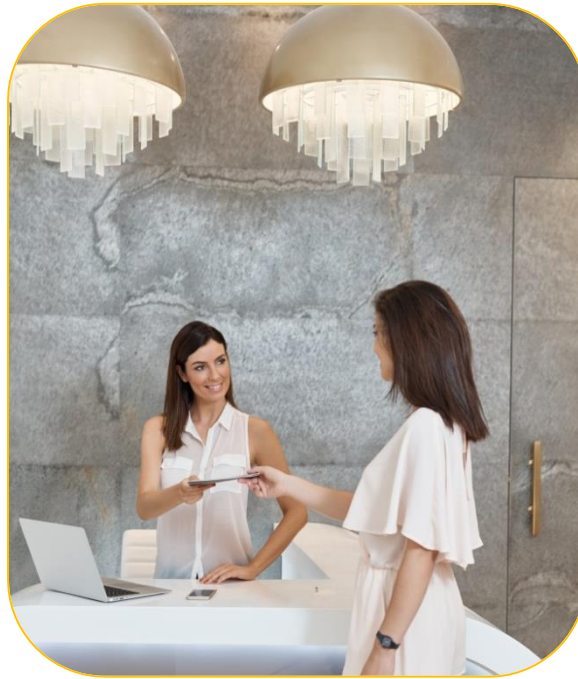
LEARNING OUTCOMES

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

- Book appointments and maintain the register;
- Gather required information regarding the services;
- Handle clients and cater to their needs efficiently;
- Maintain professional attitude and pleasant behavior towards clients;
- Maintain the reception and adjacent area in a neat and tidy manner;
- Maintain the records properly and follow correct filing and storing procedures;
- Process payments in all the forms, cash, card, online, etc;
- Produce invoices accurately using manual and computerised billing systems;
- Reconcile payments with billing done at the end of the shift;
- Calculate applicable taxes correctly and explain the components of the charged invoice to the customer; and
- Handover money and receipts to authorised personnel at the end of the shift.

INTRODUCTION

A salon receptionist is the first point of contact when a customer enters in a salon. Receptionists represent the image of a salon both in person and over the phone and customers feel comfortable when they see a smiling and warm personality at the reception. Salon receptionist has a very important role in all the functions of the salon. They are the spokesperson because they book the appointments, schedule the services, process the payments, keep the place in order and handle the customers and their queries.



Qualities

A salon receptionist has to work in a busy environment with a lot of people coming and going. A smiling face and a friendly nature will make the clients feel welcome and at home. A receptionist needs to be acquainted with all the services that the salon offers so as to answer the queries of the customers. Good administrative skills are a plus in this position.

Responsibilities

The main responsibilities of a salon receptionist are:

- Answering the phone calls
- Scheduling the appointments
- Welcome the client upon entering the salon
- Answer the queries
- Handling money and cash registers
- Call to confirm the appointments
- Helping a stylist in need

Personal grooming



Grooming is important for a positive self-image to maintain a pleasing and attractive appearance. Grooming is fundamental to project a positive first impression on the guests. A fresh and groomed person makes the guest feel happy about the place. Following are important:

- Hair should be clean and styled appropriately
- Nails, skin and teeth should be kept clean
- Wear natural make-up
- Use soft perfumes or body spray to avoid body odor
- Avoid too much jewellery
- Wear clean clothes
- Wear clean footwear

SESSION 1: CLIENT CARE

LEARNING OUTCOMES

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

- Book appointments and maintain the register;
- Gather required information from customers to book an appointment;
- Handle clients and cater to their needs efficiently; and
- Maintain a professional attitude and pleasant behaviour towards clients.

How to book appointments?

A salon receptionist's main task is to take the phone calls and book the appointments. A salon's services are mostly booked beforehand and over the phone. This calls for a prompt action, organising skills, positive behaviour.

Recording medium

- Most of the salons use hard copies, as in, registers to record the appointments.
- Some might use technical methods like a computer data base.
- The computers are a faster method in scheduling an appointment but in case of a technical breakdown, this might pose a problem.
- So, salons prefer to keep a hard copy too which can be accessed without any problems of failure or deletion of data.
- Previous records are also needed to know the history of a client.



Dealing with calls

- A salon receptionist has to talk politely and in a friendly manner.
- The first thing to be done is a happy greeting.
- They have to be patient and courteous with all type of customers under all circumstances.
- They have to listen carefully and understand the requirement of the customer.
- They should try to develop a positive relationship with a customer.



Scheduling an Appointment

Step 1: The first thing to be noted is customer name and contact details followed by service or treatment required, time and date of appointment, name of the person providing the service.

Step 2: Note the details accurately and promptly in a suitable medium.

Step 3: Schedule the bookings after estimating timings of the services.

Step 3: Politely decline the timings if the asked slots are unavailable and offer the closest solution possible keeping in mind the need and preference of the client.

Handle the clients

As a receptionist you need to communicate well with all the people. This includes speaking, listening, using body language, knowing what to say and how to say it and understanding all the services and products.

Guidelines

- Greet the clients and ask them politely to take a seat.
- Assign the stylist or service provider to the client or assist them to the designated area.
- If there's a delay, offer them water or tea/coffee.
- Make sure the lounge or waiting area is organised and has magazines to help the waiting clients pass their time.
- Try to accommodate special or non-booked guests in consultation with the personnel.
- Inform clients of organisational facilities, services, prices and layout as required.
- Reply to the emails according to the organisational protocol.
- Never disclose any information about a client to any unauthorised personnel or other clients.
- Apologise to a client in case of a wrong booking, delay in service or any other mistake on which they are angry. Try to calm them down, offer and arrange a rectification if possible.
- Pass on messages to a client.
- Maintain the display and assist a client if asked.



SESSION 2: MAINTAIN THE RECEPTION AREA

LEARNING OUTCOMES

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

- Maintain the reception and adjacent area in a neat and tidy manner; and
- Maintain the records properly and follow correct filing and storing procedures.

Maintain the reception

Front Desk

The front desk is the first area where a client gets the first impression of the salon. The facilities of the reception area include the seating area, cloakroom, hot and cold drinks, newspapers and magazines and retail displays. It should be clean and tidy and well organised. It should have enough space for keeping the appointment registers, telephone, necessary stationary, etc.



Retail Area

This is a great idea to present the products to the customers. It is best if they can pick it and read the label and get to know the price too. The fancy displays or locked displays might scare off a customer, so, it's better to have a simple and clean display of products.



Storage Area

The records should be neatly and chronologically kept in the files and stored properly.

They should be labelled and kept in a way which makes it easy to retrieve them easily at the time of need.



Longue Area/Waiting Area

It should be clean and without any unpleasant odours. Magazines and newspapers should be kept neatly. Make sure the coffee machines are operational and clean. Offer water to the client and make them comfortable.

Remember to switch off all the electronic equipment, fans and lights at the end of the day.



SESSION 3: PROCESS PAYMENTS

LEARNING OUTCOMES

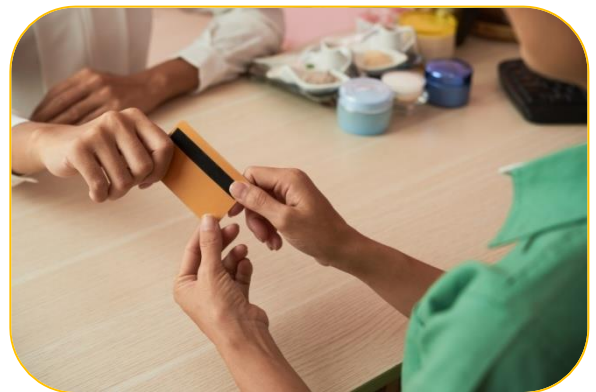
On completion of this unit, the student will be able to:

- Process payments in all the forms, cash, card, online, etc.;
- Produce invoices accurately using manual and computerised billing systems;
- Reconcile payments with billing done at the end of the shift;
- Calculate applicable taxes correctly and explain the components of the charged invoice to the customer; and
- Handover money and receipts to authorised personnel at the end of the shift.

Payment processing

This is the crucial responsibility which needs utmost care. Not only a sound knowledge of taxes but the knowledge of the operation of card machines is also imperative to process the payments.

- The main Payment types are
 - Cash transaction
 - Debit card
 - Credit card
 - Part cash/part debit card
 - Loyalty card
 - Gift voucher
- There should be maintenance of adequate change in the cash box to facilitate this process.
- The invoices should be carefully generated using manual or computerised billing systems as per the salon procedures.
- The applicable discounts or offers should be carefully and accurately calculated and applied to the invoices.
- Loyalty cards pose an effective way of generating client loyalty. Points are awarded when products and services/treatments are bought by the client and can be redeemed against future products and services/treatments. The receptionist should know how to redeem the points if the client wants to redeem them.
- Receptionist must know the salon procedure for both selling and redeeming gift vouchers.
- They should be able to handle the customer queries related to the bills and explain it to them politely.
- They should escalate the severe issues to higher authority, such as, damaged or counterfeit currency, declined cards, defected cheques, aggressive customers, damaged appliances, etc.
- They should never disclose passwords or confidential information to any person.
- They should know how to operate swipe machines.
- They should be able to calculate and handover the money and receipts to the designated personnel at the end of the shift.



PRACTICAL EXERCISE**Activity 1: Scheduling an appointment****Materials Required:**

The following resources are required:

- Appointment book
- Telephone

Step by Step Procedure:

The step by step procedure is explained below:

Step 1: The first thing to be noted is customer name and contact details followed by service or treatment required, time and date of appointment, name of the person providing the service.

Step 2: Note the details accurately and promptly in a suitable medium.

Step 3: Schedule the bookings after estimating timings of the services.

Step 3: Politely decline the timings if the asked slots are unavailable and offer the closest solution possible keeping in mind the need and preference of the client.

Activity 2: Maintain the reception area**Materials Required:**

The following resources are required:

- Service menu
- Telephone
- Various beauty products
- Newspaper, magazine etc.

Step by Step Procedure:

The step by step procedure is explained below:

Step 1: Organise the reception desk as per salon standards.

Step 2: Verify that the reception area is clean and tidy.

Step 3: Ensure that the telephone is in the working condition.

Step 4: Check that the products are displayed at a prominent location.

Step 5: Ensure that the customer lounge is clean.

Activity 3: Perform debit card transaction**Materials Required:**

The following resources are required:

- Service menu
 - Dummy invoice
 - Point of Sale (POS)
-

Step by Step Procedure:

The step by step procedure is explained below:

Step 1: Show the invoice to the client and explain the details.

Step 2: Check with the client what method of payment he/she prefers.

Step 3: If the client is willing to make the payment by the card, then request the client to provide the card.

Step 4: Check the type of card and swipe or insert the card in the machine.

Step 5: Enter the amount correctly.

Step 6: Ask the client to enter the password when prompted.

Step 7: Once the transaction is complete, handover the card and the receipt to the client.

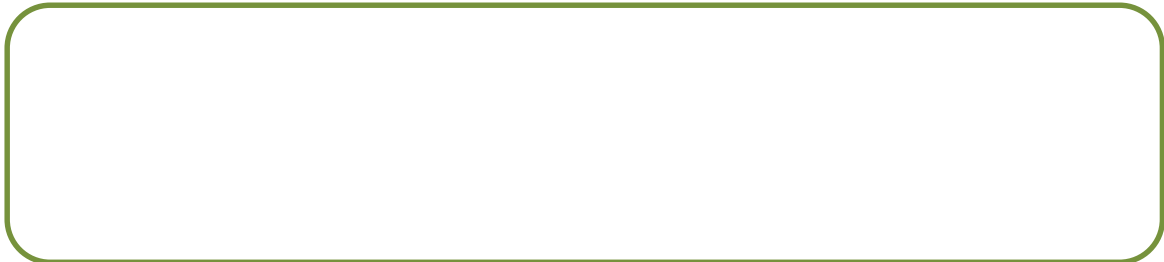
Step 8: Thank the client for their visit.

Step 9: Ask for the feedback from the client and if there were any service lapses, apologise for the same.

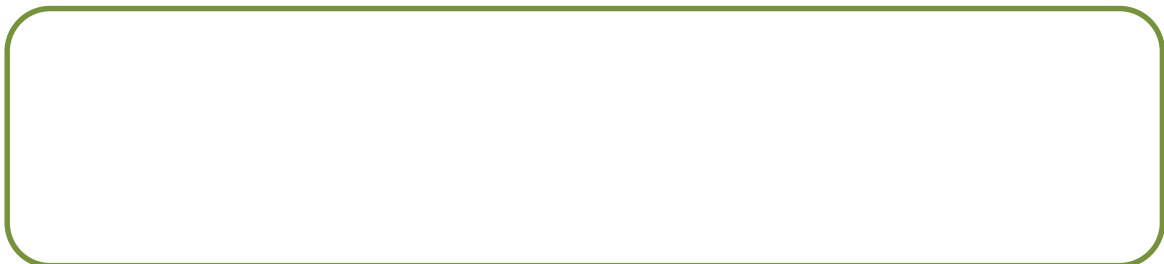
Step 9: Greet clients as per salon standards.

CHECK YOUR PROGRESS

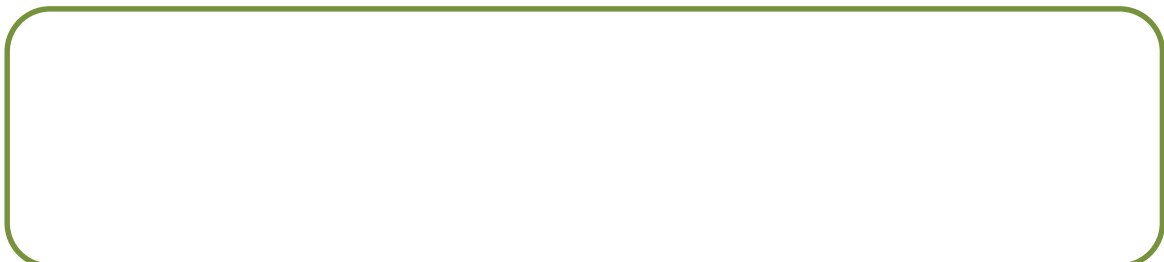
1. How will you schedule an appointment?



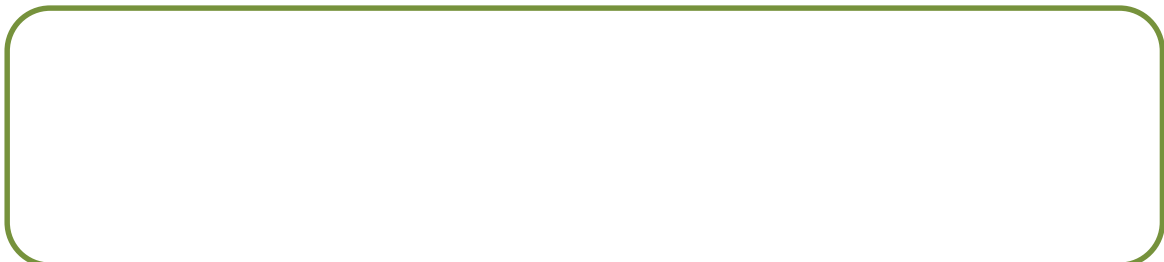
2. What all information needs to be collected from the client at the time of booking an appointment?



3. Name the areas of responsibility of a salon receptionist.



4. What are the different methods of payment?



5. Choose the most appropriate answer.
- a. The reception area includes:
 - i. Front desk
 - ii. Retail area
 - iii. Storage area
 - iv. All of the above
 - b. Who provides the details of the service at the reception area?
 - i. Beauty therapist
 - ii. Receptionist
 - iii. Salon manager
 - iv. Salon owner
 - c. Who books the appointment for a client?
 - i. Salon manager
 - ii. Salon owner
 - iii. Receptionist
 - iv. Beauty therapist
-

GLOSSARY

Term	Description
Front desk	It is the first area where a client gets the first impression of the salon.
Grooming	It is important for a positive self-image to maintain a pleasing and attractive appearance. Grooming is fundamental to project a positive first impression on the guests.
Loyalty cards	Points are awarded when products and services/treatments are bought by the client and can be redeemed against future products and services/treatments.
Payment types	Cash, Debit cards, Credit cards, Part cash/part debit card, Loyalty cards, Gift vouchers
Salon receptionist	The first point of contact when a customer enters in a salon. They book the appointments, schedule the services, process the payments, keep the place in order and handle the customers and their queries.

Sector: Beauty & Wellness
Job Role: Beauty Therapist

UNIT 4: CREATE A POSITIVE IMPRESSION AT WORKPLACE

LEARNING OUTCOMES

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

- Explain the code of conduct for a Beauty Therapist;
 - State the importance of professional skills like Decision Making, Problem Solving, Planning, Time Management and Customer Centricity for your role;
 - Describe the importance of Language skills; and
 - Communicate effectively at the workplace.
-

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 in maintaining a good salon image as well as being essential for health and safety.



SESSION 1: CREATING POSITIVE IMPRESSION AT WORKPLACE

LEARNING OUTCOMES

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

- 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.

Introduction

A client walking into the salon will expect a salon to be clean and tidy. The reception area is the first point of contact. The well-organised reception will make the client feel happy and assured of the best services.

A client also expects a caring and comfortable environment. All efforts should be made to make the client comfortable during the service from scheduling an appointment to the payment.

Scheduling an appointment

Reception area

Service area

Interaction with the receptionist/Service

Quality of the service

Payment process

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.



Salon 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.

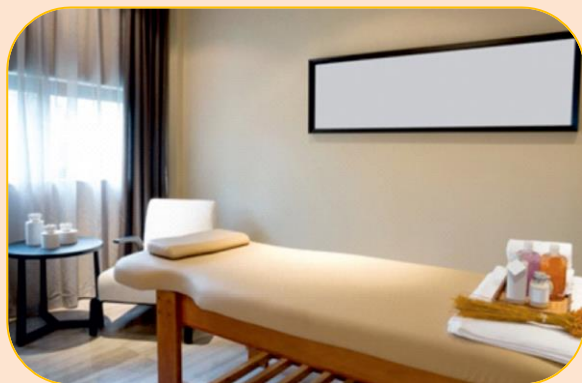
Providing a Caring Environment

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.

Caring environment

To provide a caring environment you must:

- Demonstrate a positive attitude towards work and other people.
- Have a clean and 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.



Communication using a Telephone

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

Words

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

times, dates and phone numbers.

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, e.g., pauses and breathing patterns.



Telephone Communication Difficulties

Some of the telephone communication difficulties are:

- 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 call	“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 cause inconvenience to 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.

How to Handle Contraindications?

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 behavior, 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, e.g., 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 of 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, 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 one's 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

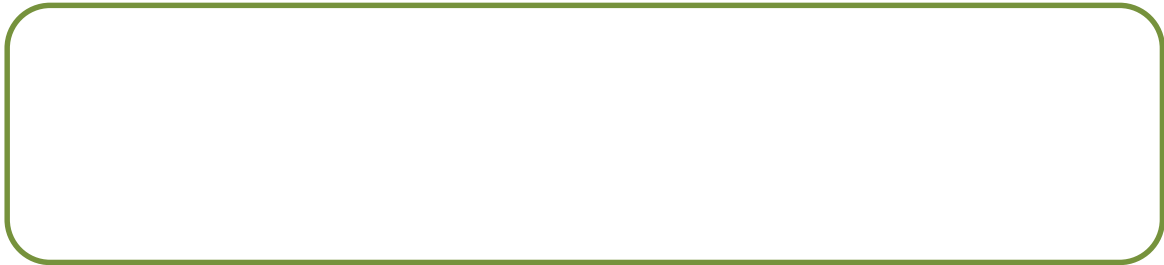
- If you need help or information, you should ask for it politely. Stating why you require assistance will explain to other members of staff how they are helping you. Being polite and professional at all times will promote team spirit.
- When a colleague asks for your help you should respond willingly 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.

GLOSSARY

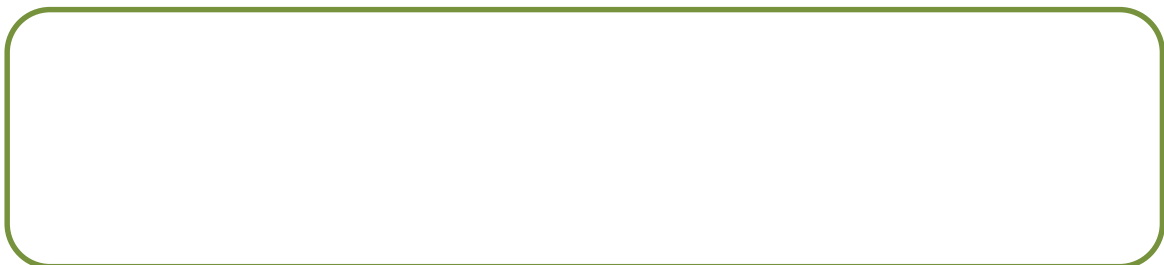
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CHECK YOUR PROGRESS

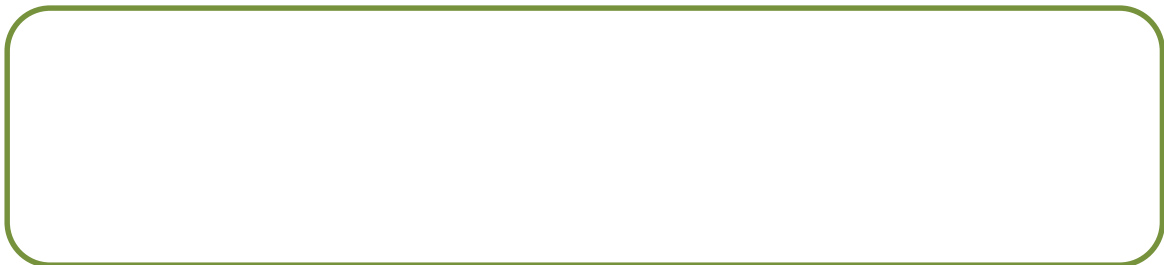
1. How should a salon reception area be organised?



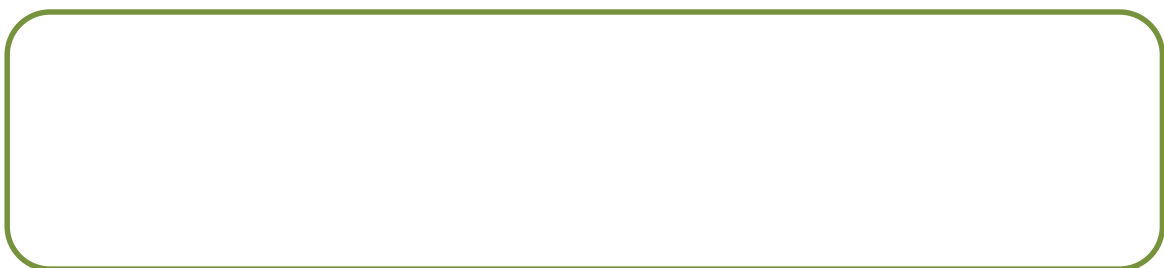
2. How will you provide a caring environment for a client?



3. State the importance of communication in providing a positive impression at a work place.



4. What are some of the difficulties of telephone communication?



5. List code of conduct for a salon staff.

