

# Participant Handbook

Sector  
**Beauty & Wellness**

Sub-Sector  
**Beauty & Salon**

Occupation  
**Haircare Services**

Reference ID: **BWS/Q0202, Version 3.0**  
**NSQF Level: 4**



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## Hair Dresser & Stylist

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5B, Upper Ground Floor  
23, Himalaya House, Kasturba Gandhi Marg,  
Connaught Place, New Delhi-110001  
Office: 011-40342940, 42, 44 & 45  
Email: info@bwssc.in  
Website: www.bwssc.in

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**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY & WELLNESS SECTOR SKILL COUNCIL**

for

### SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

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The preparation of this Participant Handbook would not have been possible without the support of the Beauty and Wellness Industry. The Industry feedback has been extremely encouraging from inception to conclusion & it is with their inputs that we have tried to bridge the skill gaps existing today in the Industry. We would specially like to thank BKCCAD for reviewing the handbook and given inputs for this trainee manual.

This Participant Handbook is dedicated to all the aspiring youth who desire to achieve special skills which would be a lifelong asset for their future endeavors and help them make a bright career in the Beauty and Wellness Sector.

## About This book

Welcome to the “Hair Dresser & Stylist” training programme. This PHB intends to facilitate the participants with detailed knowledge about the concept of Beauty & Wellness industry, Hair Dresser & Stylist profession and their functioning.

This Participant Handbook is designed based on the Qualification Pack (QP) under the National Skill Qualification framework (NSQF) and it comprises of the following National Occupational Standards (NOS)/ topics and additional topics.

1. Introduction (Bridge Module)
2. BWS/N9001 Prepare and maintain work area
3. BWS/N0205 Perform blow-drying of hair
4. BWS/N0202 Shampoo, condition the hair and scalp
5. BWS/N0206 Perform Indian head massage and hair spa services
6. BWS/N0207 Cut hair
7. BWS/N0208 Perform hair-styling and dressing
8. BWS/N0209 Colour and lighten hair
9. BWS/N0210 Perm and neutralize hair
10. BWS/N0211 Perform hair relaxing and straightening services
11. BWS/N9002 Maintain health and safety of workplace
12. BWS/N9003 Create a positive impression at the workplace

## Symbols Used



Key Learning  
Outcomes



Unit  
Objectives



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Tips

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# 1. Introduction

- Unit 1.1 - Overview of the Beauty Industry
- Unit 1.2 - Job Role of a Hair Dresser & Stylist
- Unit 1.3 - Few Major Companies of the Sector



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Evaluate the Beauty Industry
2. Recognize the job role of a Hair Dresser & Stylist
3. Identify a few major companies in the sector

## UNIT 1.1: Overview Of The Beauty Industry

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Analyze the beauty industry
2. Evaluate the career aspects in the industry

#### Overview of Beauty Industry

One of the fascinating areas for consumers is the Global beauty industry. The industry has been witnessing dramatic changes in the world market. These changes are mostly economic, cultural and social transformations are taking place in different parts of the modern world.

The industry has been able to pull a huge demand for products and services from the consumers worldwide; globalization is the major reason behind the extraordinary production of the products and services in this sector.

In the past two decades, the average growth of the Global Beauty Market was seen to be 4.5% a year, with annual growth ranging from 3% to 5.5%.



*Fig. 1.1.1: Various hairdos*

The Global Beauty market is generally divided into five segments:

- Skincare
- Haircare
- Colour (make-up)
- Fragrances
- Toiletries

These segments are diverse yet interrelated which provides the consumers with a range of services, making them satisfied. In everyday life, each person follows a regime of personalized beautification. This includes:

- Shower
- Shave
- Shampoo
- Weekly nail trim
- Monthly haircut

The next step is the holistic view of our beautification ritual which may include a periodic visit to the beauty salon. The beauty salon has been increasingly improvising the various services, a few of them includes:

- Hairstyling
- Hair removing
- Facials
- Nail care and various other services

The beauty industry has been growing phenomenally every year. Women contribute approximately 85% of salon industry revenue, while men's facial care is the next big wave to hit globally. The rising influence on the middle class has upgraded the consumption lifestyles and willingness for adapting expensive services.

The expansion of Spa and Salons are visible in luxurious hotels, resorts, cruises and other varied places which gives a huge platform for employment as well.

### **Career Opportunities within the Hair and Beauty Sector**

The estimate of the global fashion industry is over one Trillion Euro or about 2% of the value of the world economy.

An estimated four million people are employed around the world in this industry, which includes:

- Fashion design
- Sourcing materials
- Manufacturing
- Distribution
- Marketing
- Retailing
- Advertising
- Communications
- Publishing
- Consulting and much more

Out of the several employment options, this course will be focusing on the role and responsibilities of a Hair Dresser & Stylist.



*Fig. 1.1.2: Spreading and sizing hair before cutting it*

List of different hair dressing services

1. Blow Dry
2. Hair Styling
3. Hair Cut
4. Shampoo and Conditioning
5. Perform advanced hair services

## UNIT 1.2: Job Role Of A Hair Dresser & Stylist

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. State the concept of hairstyling
2. Analyze the job role of Hair Dresser & Stylist

### Concept of Hairstyling

Hairstyling is a process where the hair of a person is arranged, cut or styled to give an amplified look. Various aesthetic factors are taken into consideration when styling a person's hair. Those factors include:

- Artistic instincts of the stylist
- Physical attributes of the person (subject)
- Image that the subject desires

Hairdressing is the practice of hairstyling, which is currently one of the highly sought-after occupations in India.

If we look back, in ancient India, hairdos were a lot simpler than what it is at present. The hairstyle of an unmarried female was braided on both sides. After the female got married, the braid style changed to one. While for the men, the hairstyle apart from the normal were the 'jatas' or 'dreadlocks'.

Currently, the beauty industry has undergone a drastic style change. Few of the current hairstyles that people prefer are:



Daisy Braid



Medium Shag





Shaggy Crop



Diagonal Bow Braid



Diffused Curls



Undercut Mohawk Fade



Mermaid Fishtail Braid



Tousled or Out of the Bed Style

### Responsibilities of a Hair Dresser & Stylist

Apart from cutting or styling the hair of the clients, there are a number of responsibilities that a Hair Dresser & Stylist has to take care of. Few of the responsibilities include:

- Informing the latest and upcoming hairstyling trends
- Advising clients regarding haircare
- Scheduling an appointment and maintaining clients
- Learning more about new hairstyles, hair cutting, and arrangement techniques
- Keeping records of the clients
- Keeping a thorough knowledge of hair products as per the hair types and qualities
- Advising clients on hot towel treatment or hot oil '*champi*'
- Advising clients on hair treatment as per hair type
- Keeping the workstation clean and sanitized



Fig. 1.2.1: Hair Dresser & Stylist cutting a client's hair

### Personal Attributes of a Hair Dresser & Stylist

- A Hair Dresser & Stylist must possess good communication skills along with a pleasing personality.
- A Hair Dresser & Stylist must be able to work under pressure.
- A Hair Dresser & Stylist must be polite and patient.
- A stylist must have good hand-eye coordination.
- A Hair Dresser & Stylist must also have good customer service orientation and attention to detail.
- Customer orientation
- A Hair Dresser & Stylist should maintain a clean appearance. A Hair Dresser & Stylist should maintain hygiene and should not have bad breath or body odour when working.
- A Hair Dresser & Stylist should be well aware of the important updates regarding their field and can provide instant answers to clients' queries.



*Fig. 1.2.2: Stylist suggesting hair styles to clients*

## UNIT 1.3: Few Major Companies Of Beauty & Wellness Sector

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Identify a few major companies in the sector

#### Few major Beauty Companies

Below is the list of 5 top beauty brands available in India that we all love for different reasons:

##### Lakmé



- Lakmé belongs to the Unilever brand which is ruling the Indian market with their products priced at moderate rates.
- It is one of the most trusted brands in India.
- Lip liners and lipsticks, nail paints and eyeshadow, eyeliners, foundations and blushes, are few of the most sold products.

##### L'Oréal



- It is a French personal care company.
- L'Oréal offers a marvelous range of haircare products such as perfume, makeup, sunscreen, etc.
- L'Oréal, in May 2018, partnered with Valentino and announced the launch of their brand new fragrance.

## Revlon



- It is an American multinational company that offers various beauty and personal care related items like:
- Fragrance
- Haircare products
- Skin care products, cosmetics
- Currently, the brand ambassador for Revlon is Gal Gadot (Wonder Woman)

## Avon



- A direct selling company, Avon offers products in the category of personal care, household, and beauty.
- After Amway, Avon is the second largest enterprise in direct product selling and 5th beauty company in the world.
- Some of their highly sought products are:
  - Advanced techniques haircare products
  - Encanto (bar soaps, creams, lotions, etc.)
  - Full Speed Max Turbo (fragrance)

## Shahnaz Husain



- It has been named after the founder of the company, Shahnaz Husain, who set up this company in 1970.
- These products encompass Ayurvedic treatment and cure.
- The products mainly focus on skin rejuvenating qualities and hair treatment therapies.

## Exercise

### Choose the Correct Option

1. The global fashion industry is estimated to be worth over \_\_\_\_\_ or about 2% of the value of the world economy.  
a) One Billion Euro                      b) Five Million Euro                      c) One Trillion Euro
2. The expansion of \_\_\_\_\_ are visible in luxurious hotels, Resorts, Cruises and many more such places which gives a huge platform for employment as well.  
a) Spa and Salons                      b) Toiletries                      c) Cutlery Detailing
3. In the last two decades, the Global Beauty Market has grown by \_\_\_\_\_ a year on average, with annual growth ranging from 3% to 5.5%.  
a) 10.5%                      b) 4.5%                      c) 1.5%
4. \_\_\_\_\_ belongs to the Unilever brand which is ruling the Indian market with their products priced at moderate rates.  
a) Lakmé                      b) Lays                      c) Personi
5. Proficiency in \_\_\_\_\_ and keen service orientation would help in providing world-class services to the clients.  
a) Cleaning                      b) Communication                      c) Cooking





## 2. Prepare And Maintain Work Area



Unit 2.1 - Prepare And Maintain Work Area



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Relate to preparation and maintenance of work area

## UNIT 2.1: Prepare And Maintain Work Area

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. State the applicable legislation relating to the workplace
2. List the types of products, materials, and equipment required for the treatment
3. Relate the manufacturer's instructions related to equipment and product use and cleaning

### 2.1.1 Introduction – Workplace Environment

It is important that the working area in a salon should be inviting, hygienic and clean. Here we will focus on the preparation and maintenance of the workplace and the methods to carry out various hair treatments.

This will include the use of various hairstyling tools, setting up of equipment in the hair salon, preparing yourself and the client. Another of your duties will be to provide guidance to your assistant Hair Dresser & Stylist knowing the methods of waste disposal, and client records maintenance.

#### **Store Materials Securely in Line with the Salon's Policies**

Being a Hair Dresser & Stylist it is your utmost duty to keep track of the equipment or tools used at the hair salon. For this, it is necessary to keep a record book for it.

The record card (of a client) is a document that has all the required information (services or treatment) that the client has availed in that salon.

You should have a thorough knowledge of the hairstyling products and tools for different types of hair treatments. This can be easily maintained by keeping a register where you and your assistants can mention:

- Name of the client
- Type of service asked
- Type of hair
- Any scalp related problem
- Tools used for the service
- Condition of the tools
- Use of additional products
- Day and date of service provision

| Hairdressing - Client Record Card |   |
|-----------------------------------|---|
| Surname: _____                    | Have you ever suffered from hair loss? <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Forename: _____                   | Have you ever been diagnosed with alopecia? <input type="checkbox"/> Yes <input type="checkbox"/> No                                    |
| Date of Birth: _____ Age: _____   | Do you take any medications? <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Street: _____                     | Have you been pregnant in the past 6 months? <input type="checkbox"/> Yes <input type="checkbox"/> No                                   |
| Town: _____                       | Do you suffer from psoriasis to the scalp? <input type="checkbox"/> Yes <input type="checkbox"/> No                                     |
| Postcode: _____                   | Do you suffer from eczema to the scalp? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Phone: _____                      | Do you have a sensitive scalp? <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Mobile: _____                     | Have you any known allergies? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Email: _____                      | Do you frequently swim or go to the gym? <input type="checkbox"/> Yes <input type="checkbox"/> No                                       |
| General Practitioner: _____       | Do you have any upcoming holidays booked? <input type="checkbox"/> Yes <input type="checkbox"/> No                                      |
| Phone: _____                      | Did you currently coloured your hair? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Address: _____                    | If yes, how often? _____  |
|                                   | Have you used hair extensions before? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
|                                   | If yes, which method? _____   |
|                                   | How would you describe your hair type?  |
|                                   | <input type="checkbox"/> Fine <input type="checkbox"/> Medium <input type="checkbox"/> Thick <input type="checkbox"/> Very thick        |
|                                   | Hair is: <input type="checkbox"/> Curly <input type="checkbox"/> Wavy <input type="checkbox"/> Straight <input type="checkbox"/> Frizzy |
|                                   | Length: <input type="checkbox"/> Above the shoulder <input type="checkbox"/> Below the shoulder   |

Fig. 2.1.1.1: A sample of client record cards

### Tools

- Do not leave magnifying lamps in sunlight as this could cause a fire.
- Do not leave electrical leads trailing on the floor.
- Turn off and unplug electrical equipment when not in use.
- Do not put tools in uniform pockets.
- Store sharp tools in such a way so that they cannot be knocked off a shelf.
- All equipment and tools should be cleaned, disinfected and sterilized to avoid cross contamination and infection.

### Knowledge of Applicable Legislation Relating to the Workplace

Legislations in the workplace are generally related to:

- Health and safety, workplace regulations,
- Use of work equipment,
- Control of substances hazardous to health,
- Handling/storage/ disposal/cautions in the use of products,
- Fire precautions,
- Occurrences,
- Hygiene practice,
- Disposal of waste and
- Environmental protection.

### Ensure that Environmental Conditions are Suitable for the Client and the Treatment is carried out in a Hygiene and Safe Environment

- It is important to keep the work area clean in a hairstyling salon. As the presence of chopped hair (mostly in dust form) can be the reason of allergic reaction to certain clients.
- The tools should be placed in their respective places, and should be kept away from the walking space to avoid trips and falls.
- The tools that run on electricity should be kept away from the washbasin.
- It is better to install an AC instead of a fan. This will ensure that the chopped hair do not spread in the room, and the clients sit in a comfortable environment.
- The tools should be regularly cleaned and sanitized.
- While combing a client's hair if the comb or hairbrush falls on the floor, it is advisable to use a different comb at that time. The reason for this is static, which gets generated while combing and hair particles get stuck easily.
- The room should be spacious and the temperature should be comfortable.



*Fig. 2.1.1.2: Spacious room with ample light*

## 2.1.2 Types Of Products, Materials And Equipment Required For The Treatment

A beauty salon or beauty parlour is essentially an establishment that deals with cosmetic treatment for men and women. They use a various range of products to take care of their customers in the best way possible. To be a trained Hair Dresser & Stylist it is essential to know about the products that are used for various purposes in a beauty salon or a beauty shop.

### Identify and Select Suitable Equipment and Products required for the Respective Services

Styling tools generally include hair irons (including flat, curling, and crimping irons), hair dryers, and hair rollers.

We will also find the use of various hair products used for hairdressing. These are particularly used for holding for a specific hairstyle, adding volume, shine, texture, and curls.

The utility of hairpins should also be considered when creating certain hairstyles. Based on different cultural backgrounds, their designs and uses vary.

The important products, materials, and equipment which should be known to the Hair Dresser & Stylist for conducting the hairstyling sessions, are stated as below:

### Hair Irons



A hair iron is a tool used to change the structure of hair for a temporary period with the help of heat.

- There are three general kinds:
- Curling tongs - used to make the hair curly
- Straighteners - used to straighten the hair
- Crimpers - used to create small crimps in the hair

### Hair Dryer



A hand dryer or hair dryer is an electro-mechanical device that is designed to blow cool or hot air over wet or damp hair. This is to accelerate the evaporation of water particles and dry the hair.

Blow-dryers control the shape and style of hair by accelerating and controlling the formation of temporary hydrogen bonds inside each strand.

The setting of hair is temporary and extremely vulnerable to humidity. The setting disappears with a single wash of hair.

### Hairbrushes



A hairbrush is an ergonomic stick that has soft bristles. A hairbrush is used for combing or detangling the hair. There is a range of brushes that hairstylists use for hair styling. Few of the hair brushes used in the hair salons are:

- Teasing brush
- Combs
- Round metal brush
- Vent brush
- Paddle brush

### Scissors



Scissors and shears exist in a wide variety of forms depending on their intended use. Scissors that are used for cutting hair or fabric should be much sharper.

### Combs



- A comb is a toothed device which is used for managing hair by smoothening, detangling, and styling it.
- Combs can vary in shape according to function.
- Hairdressing combs may have a thin-tapered handle for parting hair and close teeth.

### Hair Clips or Section Clips



- These are lightweight clips that are useful in parting the hair while styling them.
- These clips have a long tail that can capture a long patch of hair.

### Hair Roller



- Traditionally, a hair roller is a small roller with Velcro.
- It is used for styling and curling hair with a blow-dryer.
- However, the damage that extensive heat application can cause to the hair is well known, and so a number of alternatives or heat-free hair rollers have been manufactured for the market.

### Ribbons



- A ribbon or riband is a thin band of flexible material, typically made up of cloth. However, some are also made up of plastic.
- Ribbons are often used in connection with dresses, but also applied for innumerable useful, ornamental and symbolic purposes.
- Cultures around the world use this device in their hair.

### Hair Elastics



- A rubber band is a short length of rubber and latex formed in the shape of a loop.
- In the U.S., it is called a hair tie and is often covered with fabric.
- Such bands are typically used to hold ponytails and braids together.



### Barrette



- A barrette is a clasp or pin for holding hair in place.
- Barrettes are worn according to size, with small ones at the front and large ones in the back.
- They are used to keep hair out of the eyes or secure hairstyles but can also be just ornamental.

### Hairpins



- A hairpin or hairpin is a long device used to hold a person's hair in place.
- They are needle-like and encrusted with jewels and ornaments.
- It often may be more utilitarian, i.e. designed to be almost invisible after being inserted into the hairstyle.
- The finished pin may vary from two to six inches in final length.
- The length of the wires enables placement in several styles of hairdos to hold the style in place.
- The kinks enable retaining the pin during normal movements.

Other than tools that are specifically meant for hairstyling, there are other products and material that are used in the beauty salon in general. Some of these products are also used in case of hairstyling and other haircare services.

Such products and materials are stated below :



Hair Steamer



Apron



Gloves



Chairs for shampooing, conditioning, hair cutting, etc.



Trolleys for displaying the products and equipment's as per treatment



Sheets



Towels



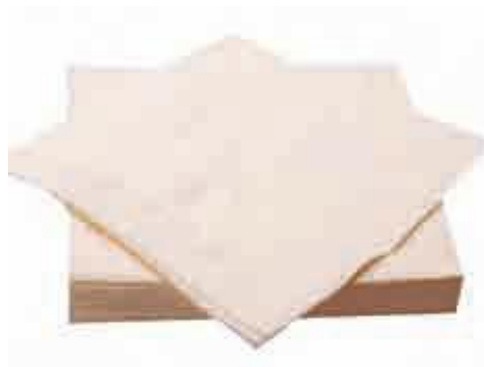
Cotton Balls



Disinfectant Solutions



Shampoo and Conditioner



Napkins or Tissue Papers



Haircre Lotions

### 2.1.3 Manufacturer's Instructions Related To Equipment And Product Use And Cleaning

- Before proper cleaning, the surface must be properly scrubbed, and no visible signs of debris or residue (contamination) should be found.
- Proper cleaning is conducted when there is no visible trace of residue. It should not be visible on the table tops, tools, and equipment.
- It should be followed by complete and thorough rinsing with clean water.
- Proper cleaning which is also called sanitizing, should be added in the disinfection step prior to the procedure.
- Proper disinfection is the destruction of potentially harmful or infection-causing microorganisms on a pre-cleaned surface.

#### **Set up the Equipment and Prepare the Products for Treatments in Adherence to the Salon Procedures and Product/ Equipment Guidelines**

- Clean oil and reset scissors and clippers regularly.
- Check scissors and clippers for bluntness and refer for sharpening as directed.
- Examine disposable razor blades and other sharp objects to detect imperfections and defects and replace as required.
- Dispose of the used blades.
- Maintain all tools and equipment in working condition.
- Check electrical equipment for loose wires of the equipment that are used and refer to a licensed electrician for repair when required.
- Maintain electrical equipment.
- Clean the tools and equipment regularly as per the direction is given by the salon.



Fig. 2.1.3.1: Cleaning the workstation

### Process and products to disinfect and sterilize the tools as per standard procedure

Hygiene maintenance is extremely important in salons. High standards of hygiene maintenance are necessary for controlling diseases and infections. It can be achieved by:

**Sterilization:** It is the process of killing all microorganisms. It also kills spores. These are bacteria in an inactive stage. Autoclaving is the right process towards true sterilization.

An autoclave is a machine that sterilizes equipment, utensils, and other materials through a combination of steam, heat, and pressure. It works similarly to a pressure cooker. Microorganisms cannot survive in an autoclave.

Sterilization is conducted for all equipment used in the salon. It includes:

- Scissors
- Tools used for manicure/pedicure
- Hair equipment
- Skin equipment



Fig. 2.1.3.2: Autoclave

Disinfection: It is the process of killing pathogenic microorganisms. It is a general procedure followed in the cosmetology industry.

There are procedures like extraction, waxing, and tweezing that can expose blood on the surface of the skin. Because of this exposure to blood, it is important to be careful in using excellent hygienic and sterile or disinfected materials.

Cleaning agents are used for disinfecting, few of them are:

- Bleach (hypochlorite)
- Chlorhexidine-based products
- Glutaraldehyde-based products, etc.
- Powder/liquid detergent

Everything belonging to the salon and of hard or soft surfaces or comes in direct contact with the clients is considered as "contaminated." Few examples are:

- Manicuring table tops
- Arm cushions
- Finger bowls
- Towels, etc.

All the contaminated surfaces should be thoroughly and properly cleaned and disinfected.

### **Place the Products in the Trolley for the Treatment**

Before treating the hair styling tools, it is important that similar types of tools are kept in one rack. The trolley should have the necessary equipment and products such as:

- Tweezers, eyelash curlers, nail care tools should be kept in one rack
- Razors, facial brushes, loofahs, shower poufs, sponge rollers, etc. should be kept together
- All type of makeup brushes should be placed together
- Flat irons, curling irons, blow driers should be in a separate rack
- Hairbrushes should be placed separately

There should be a proper checklist based on which the treatment room should be set up. The checklist should comprise of:

- The trolley should be disinfected before use.
- It should have a separate section to hold an ample amount of tissues and cotton.
- It should have the necessary hair styling tools and equipment.
- Clean treatment couch.
- Clean towels.
- Clean and sanitized treatment gowns for clients.



Fig. 2.1.3.3: Placement of products as per racks

### Sterilize, Disinfect and Place the Tools on the Tray

#### Tweezers, Eyelash Curlers, Nail Care Tools



- One of the best things to sterilize and disinfect tools like metal cuticle pushers, toenail clippers, and other metallic tools is to rub them with alcohol.

#### Scissors



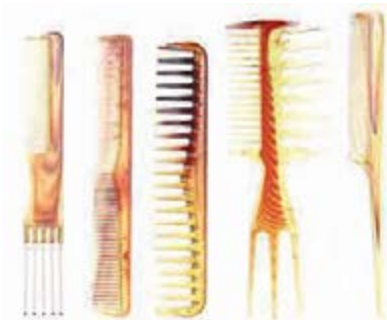
- The best way to clean scissors is to first soak them in warm, soapy water for 1-2 minutes. This will remove the chemical residue.
- With the help of a cloth, scrub excessive chemicals and dirt from the scissors. This should be carefully done, especially near the crevices.

### Flat and Curling Irons



- Hairsprays, silicone-based products, thermal spray products usually get accumulated in these types of iron.
- One of the best ways is to run a clean, dry cloth while the iron is still hot. It is important that the cloth should be thick enough to protect your hands from burning.
- The second process is the application of damp cloth on hot iron. The combination of damp cloth on hot surface generates steam, which is helpful in removing product build-up.

### Hairbrushes



- Gunk, hair and scalp oil are the usual impurities that you can see in hairbrushes.
- To remove hair from the brushes, it is better to cut the tangled hair stuck in the brush with the help of small scissors.
- To sanitize the brushes and combs, it is better to soak the combs in warm water containing a cleansing solution or clarifying shampoo.

### Blow-Dryers



- With the use of blow-dryers, hair styling products and dust get accumulated at the motor filter.
- To cleanse this equipment, you should carefully twist open the vent.
- After opening the vent, you can easily see the dirty mesh.
- With the help of warm, soapy water, clean the filter cap and the dirty mesh.

### Preparing Clients for Treatment

- During treatment, project a confident and friendly behavior.
- Make polite conversation prior to the treatment. This will make the client at ease.
- Introduce yourself and ask for the treatment type the client is looking for.
- Ask the client if they are allergic to any product or any ingredient available on hairstyling products.

### Dispose Waste Materials in Adherence to the Salon and Industry Requirements

- Items that the manufacturer designs to be disposed of after one use are called disposable or single-use items.
- These items must be properly disposed of after one use on a single client.
- Reusing these items is considered an unsanitary, improper and unprofessional practice.



*Fig. 2.1.3.4: Dispose of waste materials*

Few examples of disposable items are:

- Cotton balls
- Gauze pads
- Wooden implements
- Disposable towels
- Toe separators
- Disposable bed sheets
- Headbands
- Tissues
- Wooden sticks
- Arbor bands/sleeves for electric files
- Certain abrasive files and buffers

Single-used items are those that get damaged during disinfecting and cleaning process. These must be discarded after a single use on a client. There are chances of the products being contaminated if used improperly.

Examples include:

- Creams
- Lotions



- Scrubs
- Paraffin wax
- Masks
- Oils

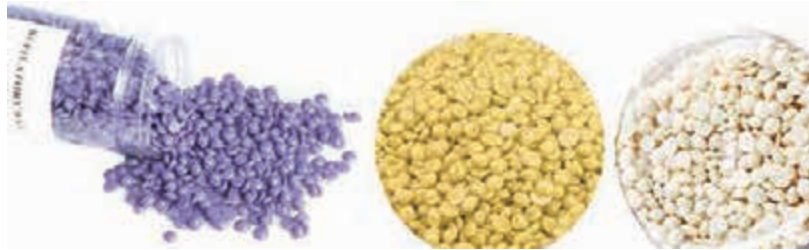


Fig. 2.1.3.5: Single-use items

- Usage and maintenance of haircare products should be done in a sanitized manner. This prevents contamination.
- A spatula or brush that came in contact with the skin should not be used for application of nail oil or paraffin. This may cause the introduction of bacteria and it may spread into the product. The result is bacterial contamination, making the use of that item unsafe.
- Presence of body fluid or blood on salon surface should be instantly removed. The place should also be sanitized.
- It is mandatory for a professional stylist to put on disposable and clean gloves every time he or she is attending a client.
- The usage of bleach solution (10%) or liquid disinfectant is a must for cleaning visible body fluid or blood.
- In case of any accidental cut, it is advisable to clean the wounded area with an antiseptic and tape the cut with a bandage.
- It is best to double-bag and discard cotton-tipped wood sticks and other disposable items after use.
- Any non-porous instrument or implement that meets an unhealthy condition of the nail or skin, blood or body fluid, must be cleaned with immediate effect.
- Then it should be disinfected with liquid disinfectant or 10% bleach solution for 5 minutes.
- Any porous/absorbent instrument that meets an unhealthy condition of the nail or skin, blood or body fluid must be immediately double-bagged and discarded in a closed trash container or biohazard box.



Click/Scan this QR Code to access the related video

## Exercise

### Fill in the Blanks

1. To clean up all visible blood or body fluid, cleaning liquid should be made by mixing \_\_\_\_\_% of bleach solution with liquid disinfectant.  
a) 50                                      b) 10                                      c) 60
2. After opening the vent of \_\_\_\_\_, you can easily see the dirty mesh that requires clean up.  
a) Blow-Dryer                              b) Curling Rod                              c) Hair Brush
3. \_\_\_\_\_ is conducted for all the equipment used in salon.  
a) Distillation                              b) Sterilization                              c) Activation
4. \_\_\_\_\_ are used for creating small crimps in the hair.  
a) Roller                                      b) Crimper                                      c) Straightener  
A: Crimper
5. Metal cuticle pushers should be cleaned with \_\_\_\_\_.  
a) Soap                                      b) Oil                                      c) Rubbing alcohol

## 3. Perform Blow-Drying Of Hair



Unit 3.1 - Use A Hairdryer To Blow-Dry Hair



## Key Learning Outcomes



After attending the session, participant will be able to:

1. State the method of using a hair dryer to blow dry hair

## UNIT 3.1: Use To Hairdryer To Blow-Dry Hair

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Relate the process of adherence to the health and safety standards laid out by the manufacturer and salon
2. List the basic anatomical structure of the hair and principles of hair growth
3. Tell the foundational principles and recommendations for blow drying to minimize damage, achieve objective and safe operation
4. State the important aspects related to blow drying
5. Relate the difference between disinfecting and sterilizing
6. State the customer service principles including privacy and protection to modesty of the customers

### 3.1.1 Adhere To The Health And Safety Standards Laid Out By The Manufacturer And Salon

**STEP #1:** It is very important to know whom to approach in the salon for any kind of health and safety situation. All staff members differ in their strength, there are members who are well trained in first aid, and there is staff who could faint with the sight of blood. So, it is important to know whom to approach for health and safety issues.

Situations could arise due to factors like:

- Faulty equipment
- Accidental breakages and spillages
- Accidents resulting in injury to clients
- Environmental factors

**STEP #2:** There should be set of rules and procedures imposed by the salon which should be followed by every member of the salon. These should be common knowledge for safety and protection within the salon.

There should be:

- Display of health and safety rules and regulations on the wall in a prominent position.
- Display the fire evacuation procedures.
- Regular training, with staff meetings to update them on safety issues.
- Giving future employees a clear outline at their initial interview as to what is expected of them.
- Maintaining records of injuries or first aid treatment given.
- Monitoring and evaluating health and safety arrangements regularly.
- Providing a written health and safety booklet.
- Consulting the experts and being knowledgeable as ignorance is not a permissible excuse.

**STEP #3:** Realizing the risks and hazards and taking appropriate action is the final step.

### Environmental Conditions Required and Expected For Carrying Out Services and Importance of Maintaining Them

It is important that the environmental conditions in the treatment room are suitable for the client and for the treatment. A comfortable treatment area will help to make sure that a salon visit is enjoyable for the client and a satisfying work environment for the employees of the salon.

**Conditions:** Air, light, space, temperature, sound, cleanliness, etc. are essential to be looked after.

**Lighting:** Lighting gives salon an atmosphere so that it can have a powerful effect on:

- How the client feels when he/she walks into the reception.
- Her or his level of relaxation once being in the treatment room.
- Satisfactory feeling at the end of the treatment.

The lighting of treatment room depends on the service that is offered.

For example, light-fixtures for makeup should be bright and should not cast shadows. However, for facial treatments, it should be relaxing and should have a soft light lamp for close work and skin analysis.

The lighting should in any case be:

- Bright enough to carry out treatments.
- Soft enough to enable clients to relax.

Therefore, it is recommended that a treatment room has a good overhead light on a dimmer switch and a magnifying lamp for close-up work such as skin inspection.



*Fig. 3.1.1.1: Spacious treatment room with ample lighting*

Make sure that:

- You can see clearly.
- You and your client don't squint because the lighting is poor, or become dazzled by lights that are too bright.
- Change flickering or faulty lights.



Properly Arranged Hair Salon



Use of Correct Sitting Arrangement

### Room Temperature

Clients tend to relax when they have treatments, and therefore their body temperature can drop. So, it is important that the salon is warm but not so hot and stuffy that becomes uncomfortable or encourages germs to multiply.

A comfortable temperature for beauty therapy work is between 20 and 24°C; with the level of moisture in the air between 40 and 60 percent. It is also important that the salon is warm enough for clients to undress for treatments.



*Fig. 3.1.1.2: Comfortable treatment area*

### Ventilation

- Circulation of fresh air is needed to make sure that clients and staff members do not feel suffocated or lethargic.
- One of the other concerns is related to fumes from products that can make people uncomfortable.
- Fresh air may be gained from open doors and windows and by having an air-conditioning system in the salon.
- In salons and spas having steam and sauna areas, regular checks should be made so that air does not become stank. So, good ventilation is essential.

If there is lack of fresh air:

- Infections spread because of germs and bacteria circulating the salon.
- The atmosphere becomes smelly and stuffed leading to unpleasant working areas for staff and clients.



*Fig. 3.1.1.3: Healthy and safe environment in a salon*

### **Importance of Clarifying and Following Instructions From the Client**

When you are a Hair Dresser & Stylist you need to keep in mind that your clients will not know all the essentials of hairstyling. It is your responsibility to instruct the clients or to clarify the points that they may be confused with.

When you clear details beforehand, your task becomes easier. For example, when your client calls you for an appointment and asks what he or she should do before coming for a haircut and blow dry, it is better to inform them to wash their hair and condition them properly.

Suppose, a client has a newly made tattoo at his or her nape of the neck and the person is instructing you to be careful while blowing at that area, it becomes mandatory for you to use a diffuser or a flat, blow dry nozzle.



### 3.1.2 Basic Anatomical Structure Of The Hair And Principles Of Hair

#### Hair Structure

- A strand of hair is made up of keratin, which actually is a tough protein.
- At the base of hair follicle, one can find the hair bulb.
- The anchor for each hair within the skin is the hair follicle.
- There are a number of glands present around the hair shaft.
- One of the important glands that produce natural lubricant for hair is the sebaceous gland.

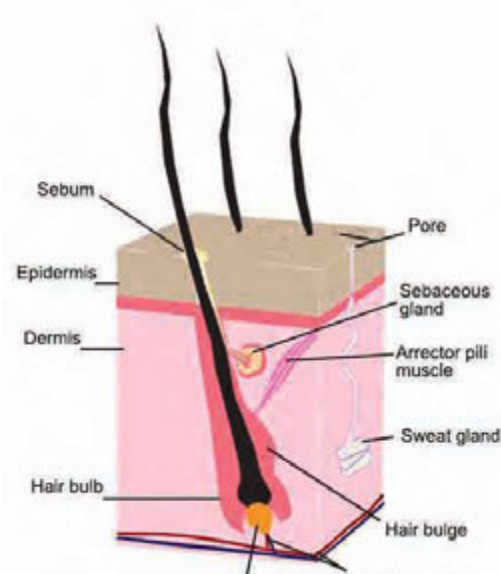


Fig. 3.1.2.1: Composition of hair

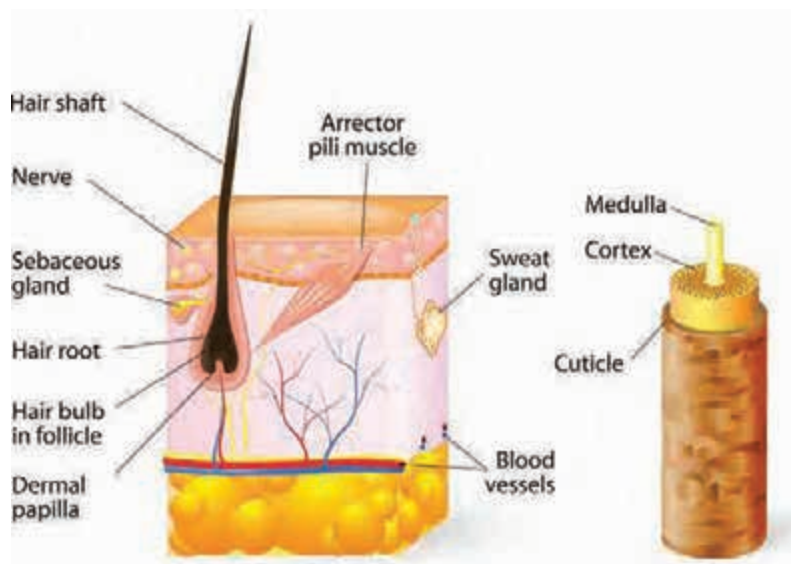


Fig. 3.1.2.2: Hair anatomy

### Differentiate between a variety of hair types

#### Very curly or Kinky hair



- These are tightly coiled curl patterns that have higher density but are fragile.
- Kinky hair has a higher susceptibility to damage.
- This hair type has fewer cuticle layers leading to hair shrinkage when wet.

#### Curly hair



- The shape of this hair type resembles the alphabets Z or S.
- This hair type is prone to damage due to climate dependency (dry climate makes the hair frizzy and humid climate makes the hair damp and prone to breakage).
- This hair type is usually voluminous.

#### Wavy hair



- The texture of this hair type is between curly and straight, giving it a wavy form (resemblance to sea waves).
- This hair type can be easily styled and tamed.
- The negative point of wavy hair is its susceptibility to becoming frizzy easily.

### Straight hair



- This is one of the most resilient hair types that reflects a healthy looking, smooth hair.
- This hair type is difficult to curl and hard to damage.
- This is one of the oiliest hair types as sebum secretion is more for straight haired people.

### Explain the structure of hair and Basic Principles of Hair Growth

While we talk about the structure of hair, we need to understand that a hair strand is not just a single entity but a group of items. These comprise of:

- Sebaceous gland
- Root
- Connective tissue sheath
- Vitreous membrane
- Outer root sheath
- Cuticle layer
- Inner root sheath
- Hair follicle
- Arrector pili muscle

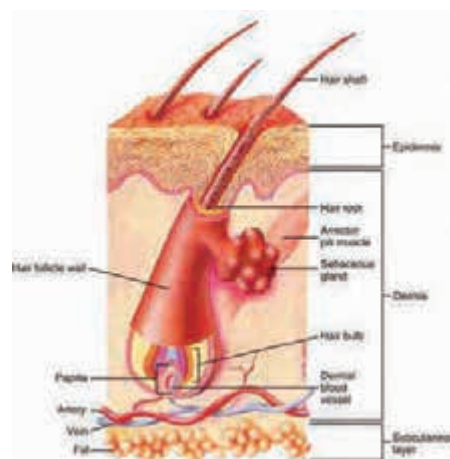


Fig. 3.1.2.3: Structure of hair

**Basic Principles of Hair Growth:** There are three phases based on which the hair grows. The cycle comprises of:

### Anagen

- This is the growth phase this is the active hair growth phase.
- During this time, the division of hair root is rapid.
- The lasting period of this stage is between 3 and 5 years.

### Catagen

- This is the intermediate or transitional phase.
- The lasting period of this stage is from 1 to 2 weeks.
- During this period, the hair follicles start preparing for their resting phase, and deeper portions of hair follicles start collapsing.

### Telogen

- This is the resting phase.
- The lasting period of this stage is between 3 and 4 months.
- This is the resting and shedding period.
- When the period ends, new hairs start growing, and older ones fall out.

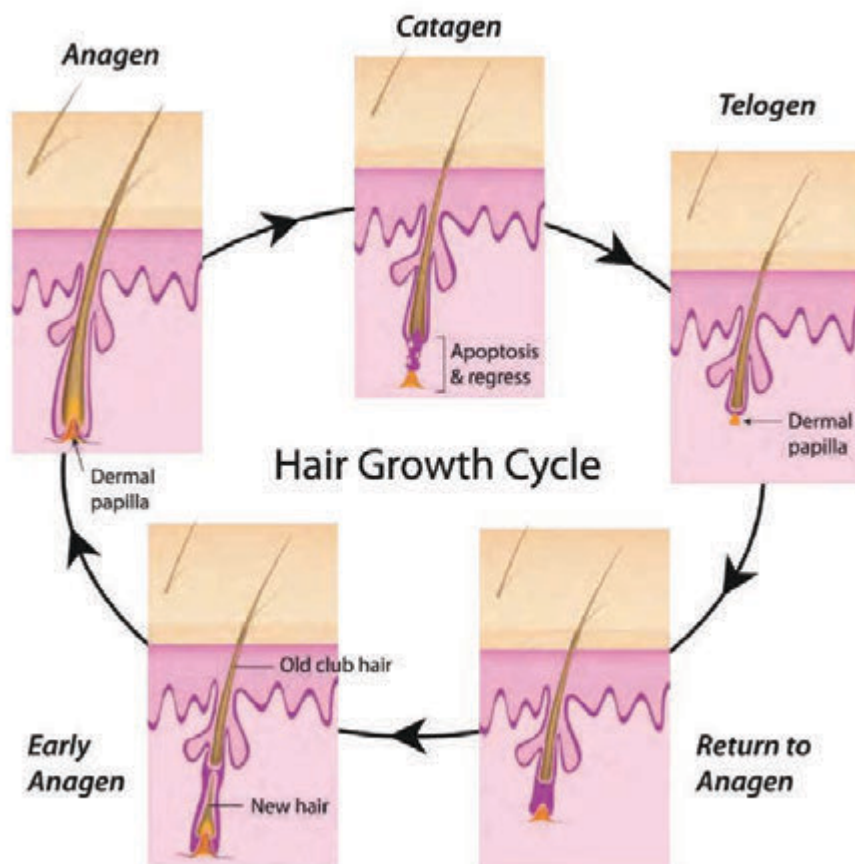


Fig. 3.1.2.4: Basic principles of hair growth

Hair has two parts: the hair follicle and the hair shaft.

### **Hair Follicle**

- The word 'follicle' is a Latin word derived from 'folliculus', which means a 'small bag.'
- An important part of skin, hair follicle helps hair growth by packing old cells together.
- Follicle is the only "living" part of the hair.
- The duration of hair growth and rest cycle usually comprises of five years.
- The percentage of follicle growing hair is 90% (one time) with an average annual growth of 15 cm or 6 inches.

### **Hair Shaft**

We identify hair as a threadlike, slender outgrowth directly from the follicle present on mammal skin. The main composition of hair is keratin with three morphological regions. They are:

- **Cortex** - This contains moisture and melanin (natural pigment).
- **Medulla** - This comprises the core of the hair.
- **Cuticle** - This is the hair shaft's outer transparent layer made up of over-lapping keratin cell.

These combine to form the shaft.

- The diameter of a single hair ranges from 0.04 to 0.12 mm.
- The shaft is the hair part that is visible on the skin and is made up of dead cells.
- The hair of lighter colour has a finer texture than red or dark coloured hair.

### **Explain How a Client's Hair Characteristics may Impact the Hairdressing Services**

**Hair Growth Patterns:** The choice of hair cutting and styling technique can be affected by hair growth pattern.

For example:

- If a client's hair growth pattern is cowlicks, it is better to suggest them to go for side half fringe instead of fringes.
- If a client's hair growth pattern has a double crown, suggest them for a haircut with a little length.

### **Hair Texture**

- A layered cut on a client with frizzy hair will destroy the look he or she wants to carry. Permed or curly hairstyles with proper conditioning will make their hair look more voluminous.
- Styling a person's hair of coarse texture can be difficult if smoothening products are not used.

### **Hair Type**

- For a person with straighter hair, going for a curled or permed hairstyle is extremely difficult. Appropriate styling tools and products can help the Hair Dresser & Stylist to achieve this, but for a short duration.
- The cutting service for curly hair is taxing than other hair types. This is because of its spring-like structure.

### 3.1.3 Foundational Principles And Recommendations For Blow Drying To Minimize Damage, Achieve Objective And Safe Operation

**Follow blow drying principles, while carrying out the procedure for safety, minimizing damage and achieving the desired look**

- The first principle is the selection of an appropriate blow dryer and its attachments. This is a necessary aspect as the same process is not applicable to unruly, wavy, curly or straight hair. For curly or wavy hairs, diffusers are the main requirement, whereas a flat nozzle is appropriate for straight hair.
- Blow drying should always be performed on clean and shampooed hair and scalp.
- It is important for a Hair Dresser & Stylist to use a microfiber towel to dry and soak excess water from the hair. This not only reduces the drying time but also decreases hair frizz, ensuring moisturized hair.
- The hot air from the blow dryer is one of the reasons for hair damage. So it is important that good heat protector serum or spray should be used before blow-drying the hair.
- To fasten the hair drying process and style it quickly, part the hair into smaller sections.
- The setting of the blow-dryer should always be on the coolest setting to prevent burning of hair shaft and scalp.
- It is always advisable that hot air should be applied on the hair for maximum 2 minutes at one go.
- As a Hair Dresser & Stylist it is important for you to know that the correct direction of air flow is from top to bottom of the hair.
- The movement of the dryer should not be focused too much on a certain part of the scalp. It is better to move the dryer continuously all over the hair.



Shampooing With Mild Shampoo



Hair Drying And Fluffing



Directing The Dryer From Top To Bottom

### Blow-Drying Tools and Equipment

Tools: Handheld dryer and attachments, different size and types of brushes, various combs, section clips

- Blow-dryer
- Towels
- Moisturizing shampoo
- Moisturizing hairspray/conditioner (optional)
- Ventilated hairbrush
- Styling lotion
- Hairspray
- Section clips

### Tools and Equipment

#### Blow-Dryer



An appliance that resembles a gun with a longer handle and barrel-like chamber from which hot air generates.

### Laser Comb



These are used for stimulation of hair follicle (hair growth).

### Hair Straightener



This is used for straightening hair or styling hair with or after blow drying. This tool is used to give the bounce after haircut.

This equipment is also used when a client's hair is curled in a different direction. The straightener is used for smoothing the curled hair before cutting it.

### Tongs



This appliance is helpful in curling or root lifting the already blow-dried hair.

### Vent Brushes



These are porous brushers with the opening at the comb head. Warm air from dryers can easily pass through the head, ensuring a speed-up hair drying process and natural wavy looking curls.



### Round Brush



These are useful in giving a tight curl to medium or short hairs and smooth detangling of hair.

### Pin Tail Comb



These are excellent for parting hair while using the blow-dryer.

### Denman



This is a popular brush type that is used for blow-drying. With the help of this brush, you can give a precision lift to a hairstyle.

### Factor Impacting Clients' Comfort Throughout The Drying Process And Importance Of Checking The Same Regularly With The Client

**Client Consultation:** Before you begin the treatment, try to determine the expectations of the clients.

Pre-treatment consultation is an excellent way to understand and interpret what the customer wishes and giving exactly the look that they desire. The factors impacting the clients' comfort are:

- Relaxing music
- Pleasant ambiance
- Quiet and clean space

- Respectful and polite staff
- Comfortable seating arrangements
- Clean towels or aprons to protect the dress

**Importance Of Checking The Same:** It is important to consider client care. This can be achieved through good and comfortable communication. As a Hair Dresser & Stylist you can do so by the application of the following aspects:

- Explaining the treatment process and what you are planning to do during the blowing session
- Trying to decipher the look that the client wants
- Answering the queries of the clients

**Blow-Drying Technique and Products**

To perform various blow-drying techniques for achieving the desired look, the products are like:

**For Curly, Wavy, or Coarse Hair**



Silicone Or Oil Based Shampoo



Setting Lotion



Paddle Brush



Leave-In Conditioner



Hair Spray



Flat Iron



Blow-Dryer

**For Straight, Wavy, or Thick Hair**



Silicone or oil-based shampoo



Velcro rollers



Silicone-shine spray



Gel cream



Flat cushion brush with mixed bristles



Flat iron



Blow-Dryer

#### Apply different blow-drying techniques

- Prep the hair by shampooing, conditioning and drying them well.
- To avoid over-drying, do not keep the heat setting of the hair dryer to the highest.
- In case of creating curls or waves, increase the airstream setting.
- Use your dominant hand (the hand that you use the most) to hold the brush. This will give you more flexibility and control with the brush.
- Before you start using the dryer, attach the concentrator nozzle to tame the frizz and give a smooth finish.
- Part the hair in sections and clip all with section clips.
- Take 1 section at a time to work on. Ensure that the sections are not too thick.
- Start the drying process from the neckline and go to the crown.
- The movement of the blower should be constant.
- After the hair is dried completely, switch off the heat setting and on the cool shot button to seal the cuticles.



Keeping The Hot Air Away From The Scalp



Blow-Drying From Neckline To Ends

### Blow Waving

- Start with the hairline (front) and follow its natural movement.
- Now, take a pin tail comb and insert the tail section.
- Grip the selected section of hair firmly.
- Use a backward combing movement and hold the hair section in a wave-crest pattern.
- Project hot air from the blow-dryer to the center of the created wave.
- It should be blown from the opposite direction of the comb.
- Blow the hot air in a cascading motion to prevent the hair damage.

### Blow-drying with Finger or hand drying

- Shampoo the client's hair and rinse well. Use a fluffy towel so that it can soak maximum water from the hair.
- While the hair is still damp, slowly part the hair into two sections. With highest wind power setting and lowest temperature, blow dry the hair. Ensure that there is considerable distance between the blow dryer and the scalp.
- Position the dryer below the client's chest level, angling the nozzle upwards.

- Start drying the hair from midway (hair) and go up. The average distance of the blow dryer from the scalp should be from 12 cm to 15 cm.
- Once the topmost portion feels a little dry, change the dryer's direction and blow it slowly to the downwards direction.



*Fig. 3.1.3.1: Hand drying blow-drying style*

**Scrunch Drying:** This technique of blow drying is generally used for curly hairs. The process is stated below:



- Prepare the hair for blow drying by removing excess moisture with a towel.
- Apply mousse.
- Run the fingers through the hair and lift it from the scalp. As you lift it, grip it firmly.
- Direct the heated air into your hands just before closing your grip.
- Hold the hair firmly and continue drying.
- It is important to follow the shaping process in the mirror.
- Continue to direct the hot air into the palm to prevent discomfort.
- Repeat the process to increase the volume and shape.
- Working from sides, make sure that the section is dry before proceeding to the next.

## Blow combing



After soaking excess moisture from the hair with a towel (after a bath), use a heat protectant to protect the hair from excessive heat and keep away the frizz.



Leaving a small section of hair, bind the rest of the hair with section clips.



Take a flat nozzle blow dryer and a round brush to smooth the curls.



Once the section dries, use the comb to give direction to the curls. Repeat the same process for the other sections.



If the hair texture is dry, use the anti-humidity spray to seal the style



Using your fingers, lightly fluff the hair. Do not scrub the scalp.



**Blow-stretching or straightening**

- Shampoo, condition, and towel-dry the client's hair.
- Use a good quality heat protectant product to protect the hair.
- Now, take a straightening balm and pour a quarter-size dollop on your palm.
- Massage it lightly on the client's hair, somewhat like fluffing the hair motion.
- Comb the hair from top to bottom in a sweeping motion.
- Part the client's hair into smaller section and clip those with section clips.
- Take a roller brush and one section of hair, and start blow drying the section by slowly sliding the brush.
- Continue the process for each section.
- Make sure that the tension created on each hair section while blow drying with the brush is consistent.



*Fig. 3.1.3.2: Blow-stretching*

**Follow the correct procedure for blow-drying hair****1. Wash The Hair:**

- It is best to wash the hair with Dry Hair Formula or a moisturizing shampoo.
- This not only protects and provides extra moisture to the hair but also offers better blow drying effects.

**2. Towel Off The Hair:**

- Towel off hair slightly, just enough to stop the dripping.
- Do not rub hair with the towel as the friction causes split ends, frizzy dryness and generally does a lot of damage.
- Instead, gently wrap the towel around hair and squeeze, like blotting the water out of the hair.
- If hair has too short a length for that technique, then wrap the towel around head and rub gently using strong, circular motions.
- Do not rub too fast or hard. If the person feels pain or hair breakage, then the process should be stopped.
- Hair does not have to be dry after toweling. It should not be soaked.

### 3. Separation Of Hair In Sections:

- Separate the hair into sections.
- The bigger the section, the longer it will take to dry.
- It is best to go for 4-6 sections, but make sure nothing is tangled.
- If hair is thick or long hair, try using clips to help.
- If hair is too short, parting can be done in two sections.

### 4. Start Of With Blow-Drying:

- Start blow-drying of the top/roots, about six inches away from the scalp.
- Maintain this distance throughout so nothing burns.
- Never blow-dry in an upwards motion as this causes more damage.
- Also, drying the hair prevents the cuticles to remain damp.

### 5. Moving The Position Of Blow-Dryer:

- Work the way down and remember to move the blow dryer around.
- If the dryer is focused on one spot for too long, it will dry out and burn the hair rather than simply drying it gently.

### 6. Leaving a Little Damp Hair:

- Leave hair a little damp.
- Do not ever dry until the scalp is completely dry. You need to leave in some moisture so hair will not dry out and become frizzy or damaged.
- Leave it tolerably damp, but not too much that it can wet the clothes. Leave it for some time. The hair will dry naturally in about 5-10 minutes.



Fig. 3.1.3.3: Hair drying

### Blow-Dry Hair to Achieve Volume, Straightening, and Movement

The blowing process for all the three aspects is the same with certain additional points.

#### Volume

- In case of volume, you are required to blow the air from down to up.
- After parting various sections of hair, the hot air should be blown opposite to the direction of parting.
- Take mini-breaks from blow drying, allowing the heat to dissipate and the root of the hair to cool down. This can also be done by gently fluffing the hair.



*Fig. 3.1.3.4: Blow drying of hair*

### **Straightening**

- In case of straightening, you are required to blow the air towards the direction of hair growth
- With the help of roller brush and blow dryer, you need to smooth the hair sections
- A hair straightener can give the final touch (if you want to achieve a sleek hair-do)



*Fig. 3.1.3.5: Straightening process*

### 3.1.4 Important Aspects Related To Blow-Drying

#### Importance of Direction of Air Flow When Drying for Achieving Desired Look

- Airflow direction is a necessary aspect to consider as it can change the appearance of a person.
- If you notice the images of two different people and their hairstyles in the section above, you will understand that change in airflow direction gives both the individual different hairstyles.
- Hot air blown towards hair growth will give a straightened hairstyle, whereas the air-flow against the hair growth will give a voluminous and bouncy look.
- It is also important to consider that direct airflow to the client's scalp can cause discomfort and burn the area.



Airflow in the same direction of hair growth



Airflow in the opposite direction of hair growth

#### Effect of Incorrect Application of Heat on the Hair and Scalp

We are already aware of the fact that hair is made up of keratin (proteins). When heat is applied to the proteins incorrectly or for a long time, these proteins get denatured. This simply means - hair damage.

Incorrect application of heat causes:

- Hair breakage
- Scalp burns
- Split ends

- Burning sensation
- Headache

And the serious effect of all, stunted growth due to hair follicles damage.

### **Method of Managing and Controlling Hair Sections During the Drying Process**

It is important for a Hairstylist to remember that after the completion of shampooing and conditioning process, the roots of hair remain weak and prone to breakage. So, it is of utmost importance that the hair should be treated well.

A Hair Dresser & Stylist should be careful while handling wet hair.

To manage hair sections, a Hair Dresser & Stylist should take the help of pintail combs. These combs have tails that resemble a blunt pin and are helpful for precise partitions.



To control the hair sections, the use of sections' clips are proved to be helpful.



### **Importance of Cooling Hair Prior To Finishing**

After the blow-drying process is complete, it is important that the hair should go through the “cooling stage.” This is because:

- It cuts down the thermal process that continues even faster after the blow-drying process stops. If the heating system does not cease, it will damage the hair.
- When heat is used for styling the hair, it breaks the hair's side bond, leading to the shape of the treated hair. Too much heat in the hair strands will dry it, resulting in limp and frizzy hair.



Fig. 3.1.4.1: Frizzy hair

### Identify tools and equipment for blow-dry and finish hair (Blow-Drying Products)

#### Blow-Styling Aids

##### Texturizer



This builds all-over volume to the hair as well as adds texture. This is also known as salt spray. This product is excellent for people who have slightly wavy or fine hair and gives a beachy hairstyle.

##### Volumizer



This product builds height at the hair roots, giving the limp hairs volume and bounce.

## Hair Sprays



These products are useful in freezing the created hairstyles in place. It does not give the hair an oily look as it contains alcohol and it evaporates quickly.

## Sea Salt Spray



This is a styling agent that acts as a dry shampoo. It absorbs grease giving the hair a tousled, devil-may-care look.

## Apply Products for Moisturising and Styling

### Dressing and Setting Aids

#### Hair Wax



These are good for setting hair that has shag, pixie or choppy cuts. This product gives weight to the hair and efficiently works to set the hair.

### Pomade



The texture of this product is similar to wax but it is used for giving a sleek and shiny effect to the hair.

### Hair Clay



This resembles a lot like fiber, giving the hair a malleable hold and matte finish.

### Gel



This is a drugstore product that gives high shine and maximum hold to the hair.



## Protectors

### Heat Protecting Sprays



The sprays are easy to use and spread without much effort.

### Heat Protectant Serum



These are thermal protectants that ensure that the hair is not damaged from high temperature. The texture of this product is like light oil and leaves a greasy look if used more than the required amount.

## Curl Enhancers

### Mousse



These are light in texture and are used for enhancing and to define the curls.

### Spray Gel



This product is used for taming frizz and locking in curls. This defines the ringlets without making the hair crunchy.

### Effect of the Humidity and Drying Process on the Hair

#### Humidity

- This is one of the universal catalysts that make the hair go frizzy, giving the hair a damp and limp look.
- It is a fact that hair is hygroscopic in nature. Due to humidity, it can absorb moisture from the atmosphere, thereby causing the hair to swell up to 16% (diameter)
- Hair protein does not remain uniform. The reacting proteins like paracortex and orthocortex become different in the presence of water.
- Due to frizz, hair frequently rubs with the clothes making the cuticle rough and prone to breakage.



*Fig. 3.1.4.2: Effect of the humidity*

**Drying process**

- This process takes place when blow-dryers are used for a long time in one section.
- Another of the reasons is the choice of heat setting.
- Too much heat implementation on hair shaft can damage it.
- This can lead to dry and limp looking, brittle hair.

**3.1.5 Difference Between Disinfecting And Sterilizing**

Before we step into learning the difference between disinfection and sterilization, we need to understand that both are decontamination processes. Both these processes are important procedures they require to be followed diligently in a hair salon.

| Sterilize  | Disinfect   |
|--|---|
| This process is used for equipment made of steel like scissors, pintail combs, tweezers, razor, etc.   | This process is used for decontaminating surfaces at the salon like washbasin, chair, dressing table, etc.  |
| Types of disinfection include: <ul style="list-style-type: none"> <li>• Phenolics</li> <li>• Oxidizing agents</li> <li>• Aldehydes</li> <li>• Alcohols</li> <li>• Air disinfectants</li> </ul>   | Types of sterilization include: <ul style="list-style-type: none"> <li>• Filtration</li> <li>• High Pressure</li> <li>• Irradiation</li> <li>• Chemicals</li> <li>• Heat</li> </ul>   |
| Methods: <ul style="list-style-type: none"> <li>• Sodium bicarbonate (NAHCO3)</li> <li>• UV light</li> <li>• Biguanide polymer polyaminopropyl biguanide of low concentrations (10 mg/l)</li> <li>• Phenolics like Dettol</li> <li>• Oxidizing agents like chlorine</li> <li>• Glutaraldehyde and formaldehyde like spores and fungus</li> <li>• Alcohol</li> <li>• Triethylene glycol and propylene glycol</li> </ul> | Methods: <ul style="list-style-type: none"> <li>• Sterile filtration (mechanical filtration, chemical sterilization, irradiation, sonic and ultrasonic vibrations)</li> <li>• Radiation sterilization</li> <li>• Chemical sterilization</li> <li>• Heating</li> </ul> Steam (use of autoclaves) |

**Importance Of Using Products Economically And Storing Products Correctly To Minimize Wastage**

If you see the varieties of products used in hair salons, you will find that most of the products look similar. This is not on the context of the packages (bottles or boxes) but the texture and look of the products. So it is important that the products are stored separately, i.e., hair setting products should be kept separately from the hair protectant products.

Again, as a Hair Dresser & Stylist it is important for you to understand the correct amount of product that you should use to style a client's hair. The appropriate amount of heat protecting serum that can easily serve the purpose is 2 dollops (2 rupee coin size) for average length hair. Amount more than the considerable amount will make the hair greasy and limp.

Wastage can also be minimized if you know how to use the products economically. The stock of hair products that hair salons store is based on the budget and footfall of customers. A higher number of customers mean placing huge orders for hairstyling products. The main idea of intelligent placement of orders is to save money. So, it again becomes the responsibility of the Hair Dresser & Stylist to learn and teach their assistants the correct way and amount of products to use on clients.



*Fig. 3.1.5.1: Use of hair products economically*



*Fig. 3.1.5.2: Another way of using hair products economically*

#### **Cross-Infection, Cross-Infestation - Their Causes and Precautions for Prevention (contraindications to hair services)**

- This is the crossing or passing of pathogenic micro-organisms that can infect a healthy person.
- This type of infection usually takes place when hairdressers use the same hair styling tools on both

infected person and a healthy person.

- These types of infections can be from cuts, dandruff, scalp infections, abrasions, etc.
- Some of the common infections that can easily transfer are:



Lice Infestation



Bacterial Folliculitis



Fungal infection



Dandruff

**Carry Out The Procedure Using Methods That Minimise Risk Of Cross-Infection**

- The best way to prevent this is to use sanitized hair tools.
- It is better to use tools like combs, brushes, clips, towels, rollers, etc. on one client and keeping them aside to be washed.
- Hands should be properly washed after each session with soap and water.
- After washing hands, sanitizers should be used.

### 3.1.6 Customer Service Principles Including Privacy And Protection To Modesty Of The Customers

#### Risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon

Salon privacy has been a hot issue in the beauty industry. It is important to take the issue of privacy seriously. The information that is collected from the client should be used to provide services to the client and not for any other unwanted purpose.

The information cannot be shared outside the parlour. Also, it is the liability of the parlour that the client information should not get leaked by any means. The information should be collected only to keep a proper track of the client's records and to keep track of the forthcoming appointments and services.

#### Important Customer Service Tips

- **Understand the Client** - Different clients ask for different services from the salon. Make sure that the staff understands the need of the client.
- **Decent Behaviour** - Make sure that the staffs are cordial with the client. Also, the staff members should be within their limits and not open (personal basis) to everyone who walks in.
- **Client-Friendly** - Make the client comfortable. This is the key to a well-balanced customer service. Great customer service means making the customer feel at ease.
- **Helpful Nature** – Generally, clients trust the opinions of the beauty salon employees and other beauty professional. Make sure that the client is assisted in a proper way. But by no means can one afford to ruin a client's mood by giving improper advice.
- **Responsiveness** - Providing a quick response becomes very important when dealing with a client. This is another tenet of good customer service.
- **Allow Feedback** - Ask the client whether he/she is satisfied with the services or not. Good or bad, feedback from the client should be welcomed.



Fig. 3.1.6.1: Customer service

### Policy and Procedure To Serve Minors And Importance Of Following The Same

- Apart from haircuts and styling, no other treatments like skin bleaching, facial or waxing shall be performed.
- Ensure a guardian/parent is present for minors under age 14. This is utterly for supervision as guardians can state the appropriate length of hair that needs to be cut or the specific styling.
- A guardian bringing a child who has bruises near the head should be politely declined for service at that time.
- Proper investigations should be made if the minor has any head infection or allergic reactions against a product.
- Hair treatment to minors should be given with care.



*Fig. 3.1.6.2: Policy and procedure to serve minors*

### Importance of Keeping Accurate Records of Services, Clients and Product Usage (Inventory)

Keeping good records is vital for any business. Whether that's to help manage your costs, whether it's for legal, regulatory or tax reasons, or simply to help manage and improve your business. Collecting, storing and effectively analyzing your data is vital. In case of beauty industry, it is vital to keep an appropriate record of customers on a regular basis. Faulty record keeping can lead to a big problem.

- There is a legal obligation to keep appropriate records. This saves a lot of problems in the future.
- Keeping records helps a business to grow. It helps in the overall improvement of a business organization.
- Keeping records help to create a knowledge base that can help the customers to know more about an ongoing business.
- Storing information can help the employees of the organization in learning and development.
- Keeping records can help in proper utilization of time.

Record books, log books, registers, etc. are the ways of keeping records of various things. In case of the beauty industry, it is very important to keep records of the regular activities that are taking place inside a beauty salon or beauty parlour. Name of the client, name of the attendee, service(s) provided, exact day and date, time, etc. should be properly recorded, regularly. A trained Hair Dresser & Stylist should know how to keep records with the help of record books, registers, etc. after a specific service is given to the customers.

Things that are generally used for keeping records are :

- Record Books
- Registers
- Log Books

**Sample Records**

### SALON SERVICE & RECORD CARD

CLIENT'S NAME \_\_\_\_\_ STYLIST \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_ (M)  
 \_\_\_\_\_ (H)  
 EMAIL \_\_\_\_\_

ALLERGIES: \_\_\_\_\_

HAIR POROSITY  NORMAL  POROUS  EXTRA POROUS  
 HAIR TEXTURE  FINE  MEDIUM  COARSE

RECOMMENDED RETAIL \_\_\_\_\_

### SALON SERVICE

CLIENT \_\_\_\_\_ DATE \_\_\_\_\_  
 STYLIST \_\_\_\_\_

| FOILS                  |  |
|------------------------|--|
| SEMI/SEM PERMANENT     |  |
| PERMANENT COLOUR       |  |
| TINT                   |  |
| TREATMENT              |  |
| SHAMPOO & BLOW DRY     |  |
| SHAMPOO CUT & BLOW DRY |  |
| COLOUR CORRECTION      |  |
| DRY CUT                |  |
| CHILD'S CUT            |  |
| MENS CUT               |  |
| UPSTYLING              |  |
| CHEMICAL STRENGTHENING |  |
| KERATIN SMOOTHING      |  |
| PERM                   |  |
| RETAIL                 |  |
| OTHER                  |  |
| TOTAL                  |  |
| COMMENTS _____         |  |

| DATE | THERAPIST | TREATMENTS/PRODUCTS USED | PRICE |
|------|-----------|--------------------------|-------|
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |
|      |           |                          |       |

### SALON SERVICE & RECORD CARD

CLIENT'S NAME \_\_\_\_\_ STYLIST \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_ (M)  
 \_\_\_\_\_ (H)  
 EMAIL \_\_\_\_\_

ALLERGIES: \_\_\_\_\_

HAIR POROSITY  NORMAL  POROUS  EXTRA POROUS  
 HAIR TEXTURE  FINE  MEDIUM  COARSE

RECOMMENDED RETAIL \_\_\_\_\_





| SALON SERVICE & CLIENT RECORD CARD |                                   |                                  |                                      |
|------------------------------------|-----------------------------------|----------------------------------|--------------------------------------|
| Client's name:                     | _____                             |                                  | D.O.B _____                          |
| Address:                           | _____                             |                                  |                                      |
| Phone:                             | _____                             | Mobile:                          | _____                                |
| Work:                              | _____                             | E-mail:                          | _____                                |
| <b>CONDITION OF HAIR</b>           |                                   |                                  |                                      |
| Texture                            | <input type="checkbox"/> Fine     | <input type="checkbox"/> Average | <input type="checkbox"/> Coarse      |
| Condition                          | <input type="checkbox"/> Dry      | <input type="checkbox"/> Normal  | <input type="checkbox"/> Doily       |
| Natural Form                       | <input type="checkbox"/> Straight | <input type="checkbox"/> Wavy    | <input type="checkbox"/> Curly       |
| Natural Colour                     | Level _____                       | Tone _____                       |                                      |
| Amount of Grey                     | Front _____ % _____               | Back _____ % _____               |                                      |
| Existing Hair Treatment            | <input type="checkbox"/> Perm     | <input type="checkbox"/> Relaxer | <input type="checkbox"/> Highlighted |
|                                    |                                   | <input type="checkbox"/> Bleach  | <input type="checkbox"/> Tint        |
|                                    |                                   | <input type="checkbox"/> Semi    |                                      |
| Date of Skin Test                  |                                   | Results                          | _____                                |

### Store Information Securely In Line With the Salon's Policies

- The purpose of collecting personal information has to be communicated to the client in clear words.
- Collect only necessary personal information from the client.
- Collect the data that the client is willing to provide.
- Only use personal information for disclosed purposes.
- Ensure that the information collected is completely secured and managed properly.
- The parlour authority must take appropriate measures to ensure the security and confidentiality of the information that is collected from the customer.
- An inventory should be maintained on two aspects – products that need to be ordered, and products that are left at the end of the day.

### Check The Client's Comfort and Well-being throughout the Service and Adapt Procedures to Ensure the Same, Reassure the Client With Necessary Information and Positive Comments as Required

Different clients have different comfort levels, and being the Hairstylist, it is your responsibility to ensure that your customer is comfortable. This can be done by:

- Adjusting the temperature of the air conditioner
- Using the appropriate chair for the hair service (for blow-drying, the chairs should be angled 90°, and for shampoo, the chair should be slanting)
- Moving the nozzle of the dryer away or switching it off when the client feels uncomfortable
- Adjusting the hair styling procedure as per the comfort of the client
- Loosening or tightening the barber cape as per the client's comfort



*Fig. 3.1.6.3: Plastic wrapper*

#### **Ask Questions to Check with the Client Their Satisfaction with the Finished Result**

For any business, feedback is essential. This will not only help you to understand the experience of the clients but also know the required changes you need to input on your service provision.

- Is the hairstyle as per your liking?
- Were you comfortable in the entire session?
- Did you face any problems?
- Would you like to know the products to maintain this style?
- Are you satisfied with the results?

#### **Thank Customer for the Feedback Post-Service, where Customer is not satisfied with Service take actions to Resolve Matter to Customer Satisfaction or Apologise for the same and Refer this to the Supervisor (Superior)**

- After the customers give their feedback, thank them politely for their patience and co-operation
- If the feedback is good, ensure them to continue to use the service in the same way
- In case the feedback is bad, ask them the areas where they felt uncomfortable or the service provision was not up to the mark
- It is better to give them a feedback form where they can easily mention the remarks
- Ensure the customers that the issues will be sorted soon and strict actions will be taken
- In case of dissatisfaction, apologies for their inconvenience
- Remember to inform about the matter to the supervisor



*Fig. 3.1.6.4: Customer service and compliance to feedback*

**Provide Specific After-Procedure, Homecare Advice and Recommendations for Product Use and Further Services to the Client**

- Ask the customer to use shower caps before popping into the shower
- To maintain volume, use dry shampoo
- Use roller brushes while brushing the hair
- Before going to bed, part the hair in bigger sections and use Velcro curlers to wrap the hair. Secure it with bobby pins.
- Advise them to use a cotton-lined shower cap on their curler hair before they go to sleep.
- Ask them to be careful around water. In case the hair gets wet, immediately apply anti-frizz serum throughout the hair.



*Fig. 3.1.6.5: Use of velcro curlers*

### Dispose Waste Materials as Per Organisational Standards in a Safe and Hygienic Manner

- As soon as cotton wool, tissues or other disposable are used, those should be disposed immediately to foot pedal bin.
- Any other type of bin is unsuitable.
- It will require touching the lid to open the bin that means hands will not remain clean.
- It increases the risk of crossinfection.
- For skin fluid treatments, all the wastes are required to be disposed in the clinical waste bin.
- Wastes should be disposed of straight away.
- Cleaning should be done between the times of works, for example: during pedicure, nail varnish drying time should be utilized to dispose of the dirty towels and water in the manicure bowl.



Fig. 3.1.6.6: Types of waste boxes

- Further, everyday items of salon waste should be disposed of in enclosed waste bin fitted with suitably resistant polyethene bin liner.
- Once the bin is full, it is required to be tied with wire and suitably placed for refuse collection.
- For any reason, if bin liner punctures, it should be placed in a second bin liner for disposal.
- After every disposal of waste, the bin should be cleaned with hot water and detergent. It should be kept dry as well.
- Much of the waste that salons produce is recyclable, but it is the time, convenience and the right information that makes all the difference.

The Waste Pyramid is a great way to understand how to deal with the waste that comes from the salon. It highlights the importance of reducing and reusing waste before it is even recycled. It helps towards reducing waste and saving money.

- Chemical Waste: Dilute with water and then dispose of.
- Sharps/Glass: Wrap up any sharps in paper or tissue before it is disposed to the bin.
- Aerosols: Should be disposed of in containers where hot ashes are not disposed.

## WASTE HIERARCHY

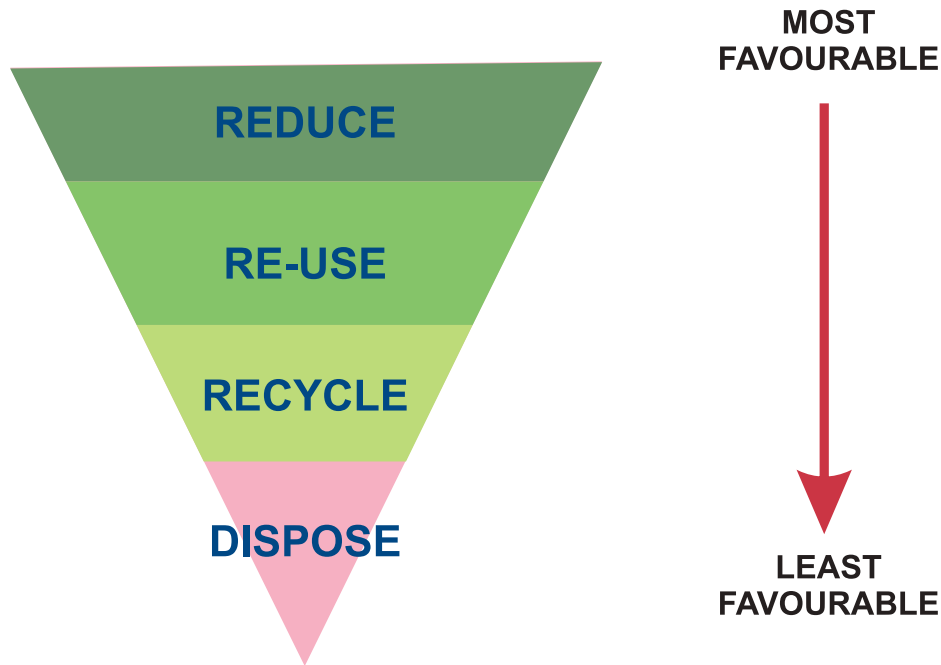


Fig. 3.1.6.7: Waste pyramid

### Use Work Methods to Minimise Wastage

- Instead of buying bulk of hair concentrated, buy refills
- This is also applicable to other hair products. Instead of buying a large number of products at one go, it is better to place an order of those products that will be required in the upcoming month. This will not only curb the wastage limit but also the products will be used within their expiry date.
- Misuse of energy is also a type of wastage. So, when buying hair appliances, check the energy star labels. 5 stars mean high energy saver and 1 star means lowest energy saver.



Click/Scan this QR Code to access the related video

## Exercise

### Choose the Correct Option

1. The anchor for each hair within the skin is:
- a) Epidermis
  - b) Hair follicle
  - c) Dandruff

2. Identify the following product:



- a) Clear Plastic Hair Spray Bottle
  - b) Drinking Water Bottle
  - c) Bottle Used for Applying Mehendi
3. After washing the hair of the client, what is the next step to perform?
- a) Applying styling lotion to the hair of the client
  - b) Combing the hair of the client
  - c) Towelling off the hair of the client
4. Certain styling lotions are used to style the hair after blowdrying. One such styling lotion that can be used is:
- a) Mousse
  - b) Cleansing Milk
  - c) Dry Shampoo

5. Identify the following tool:



- a) Hair Straightener
- b) Blow-Dryer
- c) Streamer





## 4. Shampoo, Condition Hair And Scalp



Unit 4.1 - Prepare Self and Client

Unit 4.2 - Shampoo and Condition the Hair



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. State the process to prepare self and client
2. Describe the process of shampoo and conditioning the hair

## UNIT 4.1: Prepare Self And Client

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Analyze and prepare self and the client for shampoo, conditioning the hair and scalp

### 4.1.1 Why Is Shampooing Necessary?

There are various reasons for which shampooing is performed. One of the main reasons is removal of dirt, natural oil, and dust and skin cells.

#### **Prepare self and client for shampooing and conditioning the hair and scalp**

The aspects related to preparing self and clients for shampoo and conditioning the hair and scalp are:

#### **Position self and client throughout service to ensure privacy, comfort and safety**

Make the customer sit on a reclining chair that is specially used for shampooing and conditioning sessions



Supporting the backside of the head, help the customer to put the neck on the crevice of the shampoo basin



Stand at that side of the customer where you can work with your dominant hand, i.e., If your dominant hand is right, you should stand at his or her right-hand side. This is for those situations if you are shampooing from the front side.



In case the area around the basin is spacious, stand behind the basin



### **Prepare to shampoo and condition the hair and scalp**

Before you start with the shampooing process, wash your hands with an antiseptic soap and use a good sanitizer.

- Wear a disposable to cut down the chances of cross-infection.
- Also, wear an apron to protect your clothes from getting wet.
- Make sure that you are not wearing any jewellery, watch, kada (steel bangle), bracelet, etc., while working.
- Do not wear strong perfume that can be a reason for customer discomfort.
- Wear a shirt or dress whose sleeves are either half or quarter.



*Fig. 4.1.1.1: Folded sleeves*

**Check the client's comfort and well-being throughout the service**

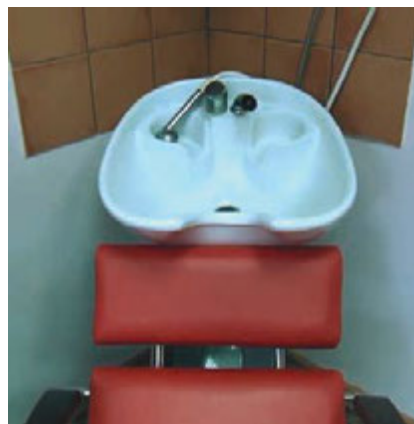
- Prepare the customer with a neck strip or a shampoo cape
- Ensure that the cape or the strip is not tied tightly
- Ask the customer to remove jewellery pieces like earring, chains, clips, etc.



*Fig. 4.1.1.2: Client without Jewellery*

**Work area:**

- Ensure that the areas near the shampoo basin is clutter free
- The basin should be clean and free of hair from the previous shampooing session
- Make sure that the shower is working properly



*Fig. 4.1.1.3: Clean shampoo basin*

**Ask relevant questions to consult the client and to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures**



*Fig. 4.1.1.4: Consultation with client*

Before providing the service to the clients, it is important to ask them certain questions. They may be like:

- Did you apply oil or any medicated cream on your scalp?
- Do you have any scalp or hair related issues?
- Are you taking any medication for it?
- Do you suffer from dandruff?
- Are you allergic to ketoconazole?
- What shampoo and conditioner do you regularly use?
- Do you use the same shampoo and conditioner brand or prefer to switch?
- Do you have oily scalp or dry scalp?
- Do you have a problem with using cold water?

## UNIT 4.2: Shampoo And Condition The Hair

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. List the contraindications and respective necessary action
2. List, select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition that meet client's needs and service plan
3. State the action of shampoo and water to cleanse hair

### 4.2.1. Contraindications And Respective Necessary Action

**Identify contraindications to shampoo and conditioner**



Scabies



Tinea capitis (scalp ringworm)



School sore or Impetigo

#### **Actions**

- Try to keep the environment clean within the salon.
- Clean the equipment well.
- There are certain equipment that cannot be cleaned with water. For such equipment, the cleansing technique should be performed with 70% alcohol.
- Clean hairbrushes and other water cleanable tools in detergent and tepid water with scrubbing action.
- Never forget to pre-rinse the tools in cold water.
- While working, remember to wear gloves.

## 4.2.2 Select Products Suitable For The Client's Hair And Scalp Condition

There are several kinds of shampoos available in the markets, which are designed as per the hair type and hair condition.

They are discussed below:

### Plain Shampoos:



Plain shampoos are clear and transparent; they may have a natural amber shade or some other colour. They are just a detergent based product and rarely contain ingredients that add shine and lustre to hair. A plain shampoo can be used for healthy hair that has never been chemically treated.

### Herbal Shampoos:



Herbs usually have drying properties and are good for oily hair and scalp.

### Anti-Dandruff Shampoos:





Anti-dandruff shampoos are made by adding a germicide to plain shampoo and so are effective for mild dandruff conditions and a consistently itchy scalp. Use only one rinse of it and repeat with your own shampoo to return the hair to its normal pH because these shampoos usually have a high pH factor.

#### **Protein Shampoos:**



These shampoos mend the cuticle of damaged hair after chemical services.

#### **Henna Shampoos:**



Henna dries hair. Hence it is good for oily hair.

#### **Balsam Shampoos:**



These shampoos are good for dry and damaged hair. They give hair a healthy and shiny appearance.

**Lemon Shampoos:**



These are good for oily hair.

**Conditioners**



Leave-in conditioner  
(Dry or Damaged Hair)



Detangling Spray (Oily or Fine Hair)



Soy or wheat protein conditioners  
(Curly, Wavy or Thick Hair)



Extra moisturizing conditioner  
containing essential oils/ silicone/ panthenol/  
stearyl alcohol/ cetyl (Coarse Hair)



UV filter conditioner (Colour-Treated Hair)

Conditioning hair is very important after shampooing; even if the hair type is oily. It has become essential due to the harsh effect of modern lifestyle on our hair growth. Air conditioning, central heating, chemical treatments, blow dryers, electric rollers, sun heat, wind, chlorine and even our perspiration harms hair.

Other damaged situations of hair are:

- The heat dries the hair
- Chemical changes its texture
- Constant winding over roller spikes
- Breaking and split ends

Instant styling and rough handling of hair injures the hair cuticle. The moisture of hair damages the cortex, making hair dry, lusterless and prone to tangles. The natural moisture, bounce and health get spoiled, and thus it becomes essential to condition hair after shampooing.

The conditioner helps in:

- Protecting
- Restoring health
- Restoring shine
- Manageability of hair

Conditioners are temporary restorer of natural oils. It covers the hair shaft and does not penetrate in hair and scalp. The ragged scales of cuticles lie flat and smooth. Thus, the purpose of using conditioner is not only for making hair soft but also for keeping the hair healthy.

**Selecting a Conditioner;** Conditioners come in almost as many formulations as shampoos. They are selected as per hair type and hair damage.

#### Types of Conditioners

- **Basic Conditioners:** They coat the hair with a fine layer which helps in easy combing, gives shine to hair and makes it manageable. The conditioner is applied on hair, left on for some time and then rinsed thoroughly.

- **Intensive Conditioners:** They condition the hair which are dry, frizzy, and unmanageable with split ends. It helps in restoring natural moisture and shine. The conditioner is applied and kept for two to five minutes and then rinsed with enough water.
- **Conditioning Sprays:** Conditioning sprays are leave-on conditioners. They are mostly used before heat styling. They act as a protective shield around hair shaft against the harmful effects of heat. This kind of conditioner is also good for reducing static electricity on flyaway hair.
- **Leave -In Conditioners:** These kinds of conditioners are used after shampooing and are not rinsed. They help in restoring moisture, shine, and reduce static electricity. They can be used daily and are good for all types of hair. These kinds of conditioners also form a protective shield around the hair shaft against the effects of sun rays and heat styling.
- **Restructurants:** These conditioners not only mend the ragged cuticle but also penetrate the cortex to repair and strengthen the inner part of the damaged hair. They are also helpful to limp hair, which has lost its natural moisture and shine.
- **Conditioner For Chemically Treated Hair:** These conditioners form a protective shield around the porous areas of the hair shaft, preventing colour loss. Perm conditioners are used for maintaining the bounce in curls.



Fig. 4.2.2.1: Conditioners used in salons

#### Some Common Brands

- Sunsilk (Hindustan Unilever Ltd.)
- Pantene (Procter & Gamble India)
- TRESemmé (Hindustan Unilever Ltd.)
- Fructis (Garnier India Ltd.)
- Park Avenue Beer Shampoo
- L'Oreal (L'Oreal India Pvt. Ltd.)

#### Check the Water Temperature and Flow to Meet the Needs of the Service Procedure and Client Comfort

- Water is also an important factor in deciding the type of shampoo that is to be used.
- Hard water contains calcium, magnesium, salts and other minerals, which caddles the shampoo.
- This leaves a deposit in the hair shaft, making the combing process difficult.

- Therefore, it is best to use an effective hard water shampoo containing a chelating agent that works by scooping up certain minerals in hard water or soften hard water by distillation, water softeners, or by adding a pinch of washing softeners or by adding a pinch of washing soda to a bucket of water.
- The water temperature for washing the hair should never be hot. It can make the hair dry and brittle.
- If possible, try to keep the water cold.
- In case the customer feels uncomfortable with cold water, use lukewarm water.
- The flow of the water should be from the beginning of the scalp line (forehead) to the tips. The same goes for the neckline.



*Fig. 4.2.2.2: Hair washing technique*

#### **Adapt massage techniques to meet the needs of the client (Shampoo Using Rotary Massage Technique)**

- Hold the head of the customer similar to how you hold a burger.
- Wet the hair and take a dollop of shampoo on your left palm and spread it with the other hand.
- Spread your fingers apart .
- With a semi-loose grip, place the finger pads on the scalp.
- Keep your fingers still.
- With controlled and slow circular movements, glide the fingers to the scalp.
- The movement will be from the arm and not fingers.
- To lather, the pressure from fingers should be light.
- To remove grime, the pressure should be firm.



*Fig. 4.2.2.3: Shampooing using rotary massage technique*

## Shampooing, Conditioning and Massage Techniques and Equipment

### Safety Considerations for Shampooing Hair

- Make sure to rinse the hair of the customer thoroughly with water before applying shampoo on the hair.
- Shampoo makes a better lather on wet hair and spreads more evenly.
- If the hair is washed properly before shampooing, lesser shampoo is required.
- Use lukewarm water to rinse the hair of the customer. Avoid using direct cold water when applying shampoo to a client.
- Avoid using shampoo directly on the scalp.
- Mix the shampoo with some water before applying it. This helps the shampoo spread properly and evenly throughout the surface of the scalp.
- The scalp needs more attention while shampooing because the roots are often the oiliest. The ends of the hair are older and comparatively drier and thus end up getting more dehydrated after being washed with shampoo. So focus more on cleaning the scalp properly rather than the ends of the hair.
- Rinse out the shampoo with warm water.

### Procedure for Shampooing

The procedure to perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process are:

- Step 1:** Make the client sit comfortably in the shampoo chair.  
Remove all hair accessories like hair clips, pins and band, and ask her/him to remove any jewellery if necessary.
- Step 2:** Place a clean towel on the client's neck, covering the neck and shoulders and clipping its edges at the front.
- Step 3:** Place the shampoo cape on the towel and around the neck, tightening its edges at the front and resting the loose end of the cape at the basin to avoid water dripping on the ground.
- Step 4:** Detangle hair with a paddle brush to loosen dead cells and free hair from dust, grime and excessive oil.
- Step 5:** Now ask the client to rest his/her head on the headrest provided at the basin.
- Step 6:** Check the temperature of the water on the back of your hand. Then wet the hair thoroughly. Use lukewarm water for shampooing.
- Step 7:** To avoid water coming onto the face, keep your left hand's thumb and index finger on the forehead of the client and continue moving it there only with the flow of water.
- Step 8:** Apply shampoo and massage gently with your finger pads, starting from the front hairline and working down the length of the hair.  
Be firm, but not rough.
- Step 9:** Concentrate around the hairline and neckline areas where dry flakes usually accumulate.
- Step 10:** Lift the client's head, supporting it with your right hand, holding the forehead with your left hand and massaging the nape area.
- Step 11:** Massage behind the ears one by one, turning the client's head in the opposite direction.
- Step 12:** After a few minutes of massage, rinse the hair thoroughly until the water runs clean and clear, no shampoo residue should be left behind.
- Step 13:** The last rinse should be with cold water as it has a shrinking and closing effect, making the cuticles lie flat against the hair strand. This creates a smooth, reflective surface against which light bounces to produce an attractive sheen.

**14. Step 14:** Repeat only if required.

If not, squeeze excess water out and open the cape.

Lift the towel using both your hands and wrap the head, wiping the hair gently.

**15. Step 15:** Remove the shampoo cape, towel and neck strip.**16. Step 16:** Use a detangling comb to make hair tangle free, starting with the hair ends at the nape and moving towards the crown.**17. Step 17:** Discard the neck strip and place the used towels in the laundry bag.**18. Step 18:** Keep the shampoo, conditioner and other unused supplies in their proper place.**19. Step 19:** Remove hair from combs and brushes and place them in the sterilizer.**20. Step 20:** Clean and sanitize the shampoo basin, the shampoo chair. Wash your hands.**Safety Considerations for Conditioning Of Hair**

- Never apply the conditioner directly on the scalp of the client. This makes the roots even oilier than they naturally are.
- The hair needs the conditioner more than the scalp. Therefore, the process of conditioning should be performed from the mid of the hair till the tips of the hair.
- The tips or the end of the hair are generally the driest part. They need more nutrition than other parts of the hair.
- Always apply more conditioner at the ends and leave it for a little longer than 2 minutes.
- Wash the conditioner off under cool running water (not warm water this time).
- The cold water helps to close the cuticles and retain the moisture.
- Washing hair with cold water at the end will ensure that the hair does not absorb more moisture from the environment.
- In such a condition do not rub the hairs with a towel to dry it. A blow dryer can be used in such a situation or leave the hair to dry itself naturally.

**Procedure for Conditioning**

The procedure of basic application of conditioner is stated below:

- 1. Step 1:** After shampooing, blot the hair with a clean towel to remove excess moisture.
- 2. Step 2:** Before applying conditioner on the client's hair, take into account the following factors:  
The type of hair and extent of damage.  
Length and thickness of client's hair.
- 3. Step 3:** Amount of conditioner taken for application should be the size of a coin.  
Using too much of conditioner shall give the opposite effect.  
It can make the hair dull and unmanageable.
- 4. Step 4:** Start applying the conditioner, leaving 2 inches from the scalp because it is naturally oily and the first few inches of the hair will be the oiliest.
- 5. Step 5:** Work down to the hair ends where nourishment is required.
- 6. Step 6:** Comb hair with a wide toothed comb to distribute the conditioner equally.
- 7. Step 7:** Next step follows rinsing of hair, which should be done appropriately so that all the excess conditioner is washed away.
- 8. Step 8:** Regular rinsing should be followed by cold water for extra shine.

### 4.2.3 Action Of Shampoo And Water To Cleanse Hair

The make of shampoos is based on cleansing agents. These are known as surfactants. In simple words, these are basically soap molecules. These have two sides.

- One of the sides is known as 'hydrophilic', which attracts water
- The other side is known as 'lipophilic', which attracts oil

#### How shampoo works?

When shampoo and oil are applied to the scalp and hair, the soap molecule pulls the naturally producing scalp oil (sebum) into the water. During this process, dirt, dead skin cells, and any chemical residue from hair styling product are also removed from the scalp and hair.



*Fig. 4.2.3.1: Cleansing hair with shampoo and water*

#### Factors That Affect Scalp Massage

- **Knowledge And Skill Deficiency:** Massage does not only means rubbing or scrubbing the scalp in circular motion. It is a technique that has a number of steps and hand motions. You will read about it in the section 5.2.2. It is extremely important to know the proper technique of massage otherwise, the clients may suffer from cricks and other head and neck injury.
- **Stamina And Strength:** Head massages involve physical activities. The Hairstylists are required to put appropriate pressure on scalp areas. However, if the stylists do not know what amount of pressure needs to be applied, he or she may injure the person.
- **Mood:** It is a proved aspect that different types of emotions do affect work performance. Where a positive mood initiates good results, negative mood can easily produce negative results.

#### Tools and Equipment Used To Carry Out Shampoo and Conditioning Services, Their Operations, Safety Precautions, Cleaning and Maintenance Procedures



Some of the necessary tools and equipment required for the task are:

### Neck Strip



**Operations** – this is a white strip that is put around the collar of the customer before the beginning or shampooing session. This ensures that the water does not drip down to the dress during or after the hair washing session.

**Safety Precautions** – The straps should not be tied too tight.

**Cleaning and Maintenance Procedures** – In most cases, the neck straps used are usually disposable. However, the non-disposable ones are required to be cleaned and sanitised.

### Apron



**Operations** – It is used for protecting the dress from water, hair styling chemicals, bits of hair, and thermal equipment. Added to it, aprons have slots or pockets where the stylists can keep items like comb, clips, rollers, etc.

**Safety Precautions** – While using electrical, thermal equipment, ensure that the apron is not wet.

**Cleaning and Maintenance Procedures** – The aprons can be cleaned with detergent and sanitised with cloth sanitizers.

### Shampoo Cape



**Operations** – These are tied around the neck of customers where neck strips are not in use. It ensures that the clothes of clients are safe from chopped hair, water, shampoo, and other hair products.

**Safety Precautions** – The straps of the cape should not be tied too tight.

**Cleaning and Maintenance Procedures** – The capes can be cleaned with detergent and sanitised with cloth sanitizers.

### Towels



**Operations** – It is used for drying the wet hair of customer.

**Safety Precautions** – NA

**Cleaning and Maintenance Procedures** - The towels can be cleaned with detergent and sanitised with cloth sanitizers.

### Detangle Brush



**Operations** – It is used for detangling hair.

**Safety Precautions** – The teeth of the brushes should be wide. It is best to use the brush in a single direction rather than twisting and turning in different directions.

**Cleaning and Maintenance Procedures** - Remove excess hair with a thin object like the tail of pin tail comb. Wash it with a solution of shampoo and hot water.

### Shampoo



**Operations** – It is used for cleansing the scalp from accumulated oil, grime, dust, and dead cells.

**Safety Precautions** – Select appropriate shampoo as per hair type. Be careful during its application so that it does not enter the eye.

**Cleaning and Maintenance Procedures** - NA

### Conditioner



**Operations** – It is used for conditioning the hair, locking the moisture, helping in reducing tangles, and imparting a glossy shine.

**Safety Precautions** – It should be used in small quantity otherwise it will leave the hair limp.

**Cleaning and Maintenance Procedures** - NA

**Complete the Shampooing and Conditioning Process With Suitable Towel Wrap Procedure to Remove Excess Remaining Water And Reposition The Client Comfortably For Completion Of Service**



Take a soft towel and blot excessive water



Flip the hair over the head



Put the towel above the nape of the neck. It is better to put the end of the towel just on the back hairline



In one direction, twist the towel



Holding the twisted section, flip it to the back of the head



Final result

**Detangle Hair without Causing Damage to Hair or Scalp Using a Tooth Comb**

- The most important step to initiate the detangling process is the use of conditioner.
- It is best to do so by using a leave-on conditioner or a good quality detangling serum.
- Blow-dry the hair well so that the root of the hair is completely dry.
- Fluff the hair so that it attains a voluminous body.
- Take a wide tooth comb for detangling hair.
- Part the hair into multiple sections .
- Hold the comb in your dominant hand and support the hair section in the other one.
- Continue the detangling process with gentle but firm motion.

**Provide suitable aftercare advice**

- Use a hat or a scarf when stepping out in sun.
- Do not use hot water to wash hair.
- Use conditioner after shampooing.
- Do not brush your hair with your fingers.
- Keep the setting of the dryer at the coolest.
- Do not comb wet hair.
- Rinse off the conditioner with cold water.
- Use good quality hair serum. Preferably, Argan oil or Moroccan oil based.



Click/Scan this QR Code to access the related video

## Exercise

### Fill in the Blanks

- \_\_\_\_\_ are detergent-based products and does not contain ingredients that adds shine and luster to hair.  
a) Herbal Soaps                                    b) Hair Rinse Lotions                            c) Plain Shampoos
- As a Hair Dresser & Stylist while choosing a shampoo for the client, one should choose a shampoo with a pH factor ranging between \_\_\_\_\_ as they are excellent cleansers and do not harm the hair and scalp.  
a) 5 and 7    b) 10 and 15                                        c) 1 and 4
- If a client wants to reduce static electricity on flyaway hair, \_\_\_\_\_ should be suggested by a Hair Dresser & Stylist.  
a) Intensive Conditioners                        b) Herbal Conditioners                        c) Conditioning Sprays
- While shampooing the hair of a client, one should always avoid applying the shampoo directly on the \_\_\_\_\_ of the client.  
a) Eyes    b) Scalp    c) Face
- While washing the conditioner off, one should use \_\_\_\_\_.  
a) Hot boiling water                                b) Normal water that is kept in the room temperature  
c) Cold running water

## 5. Perform Indian Head Massage And Hair Spa Services



Unit 5.1 - Prepare Self and Client

Unit 5.2 - Perform Scalp Massage and Hair Spa Services



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. State the process of preparing self and client
2. Relate the steps to perform scalp massage and hair spa services



## UNIT 5.1: Prepare Self And Client

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. List the preparations for clients and self
2. Identify contraindications if any that restrict the services or products sought by the customer
3. Explain politely to the customer why service is denied or modified, in case done so, for contraindications

### 5.1.1 Prepare Self And Client

#### Preparation for Client

- Ensure the ambience of the salon is comfortable.
- Ask the clients to remove their clothes. You should provide them salon garments.
- In case the clients are not comfortable in changing clothes, give them salon capes.
- Ask the clients to remove their jewellery such as earrings or chains in a safe place before starting with the hair treatment.
- Drape the neck area carefully with plastic capes or towels.

#### Preparation for Self

Being a Hair Dresser & Stylist your presentation matters more to your client than you do. You should be well groomed and follow the following aspects:

- Keep a smiling face and a positive attitude
- To control contraindications and maintain hygiene, you should always wear gloves and aprons
- Wear minimal jewellery
- Wear subtle perfume
- Your nails should be clipped and clean
- Maintain personal hygiene
- Your clothes should be cleaned and ironed

## 5.1.2 Identify Contraindications That Restrict The Services By The Customer

When learning about contraindications regarding Indian head massage, it is important that Hair Dresser & Stylists are aware of the three types.

| Total Contraindications                     |   |
|---|---|
| Osteoporosis or Arthritis in Treatment Area | Physical ailment like Adhesive Capsulitis, Vertigo, Anaphylaxis |
| Recent Haemorrhage                          | Cervical Spondylitis  |
| Severe Bruising in the Treatment Area       | Undiagnosed Bumps and Lumps                                     |
| Neck Injury                                 | Sycosis Barbae  |
| Head Injury                                 | Conjunctivitis  |
| Earache                                     | Head Lice   |
| Migraine                                    | Fever   |
| Tinnitus                                    | Dysfunction of Nervous System                                   |
| Bells Palsy                                 | Scalp Infections  |

| Medical Contraindications        |                        |
|----------------------------------|------------------------|
| Low or High Blood Pressure       | Diabetes               |
| Acute Rheumatism                 | Recent Operations      |
| Slipped Disc                     | Epilepsy               |
| Whiplash                         | Arthritis              |
| Cancer                           | Osteoporosis           |
| Inflamed Nerve                   | Medical Oedema         |
| Sciatica (Trapped/Pinched Nerve) | Haemophilia            |
| Motor Neurone Disease            | Pacemaker Installation |
| Parkinson's Disease              | Hypotension            |
| Multiple Sclerosis               | Hypertension           |
| Asthma                           | Thrombosis             |

| Local Contraindications |           |
|-------------------------|-----------|
| Psoriasis               | Swelling  |
| Dermatitis              | Bruising  |
| Eczema                  | Abrasions |
| Sunburn                 | Cuts      |

### 5.1.3 Explain Politely To The Customer Why Service Is Denied Or Modified In Case Done So For Contraindications

It is never an easy thing for a customer to accept a denial. However, there are times when as a Hair Dresser & Stylist you are required to deny service or treatment. In such situations, it is better to explain the main reason for your refusal to a particular service.

This can be done by:

- Stating the reason and contraindications
- Guiding the clients with details
- Stating the ill effects of continuing the salon treatment
- Advising the client for a proper medical treatment
- Offering gift vouchers or discounts on the next visits

#### Perform Pre-Shampoo or Other Preliminary Procedures in accordance with the Required Service

Pre-shampoo is a treatment to provide the required nourishment to the hair and enhancing its elasticity without depriving it of its natural oil. This treatment is usually performed on dry and damaged hair so that the treatments can penetrate the locks and condition it.

Here are the detailed steps for performing the pre-shampoo treatment.



- The first step is to analyse the hair type and choose the appropriate oil for it.
- The commonly used oils are Almond, Avocado and Coconut.
- Comb the hair well so that there are no tangles.
- With the help of pin tail comb, part the hair.
- Pour a small amount of oil on a cotton pad and dab it on the scalp.
- Do not scrub the pad.
- With your fingertips and using a circular movement, spread the oil all over the scalp (with light pressure).



- If the client has naturally textured hair and unmanageable, tangled hair, use detangling butter. This will keep the hair smooth and moisturised.



- In case the client has colour-treated hair, use wheatgerm-based hair creams. This will restore the natural lipid film on the hair.



- After the application of the product, leave the treatment to dry off completely.
- There are pre-shampoo treatments that dry as fast as 10 minutes or as slow as 2-3 hours.
- It is up to your discretion which product you would use.
- However, it is best to leave the treatment for at least an hour as this is considered an ample amount of time for the hair to soak all the goodness of the treatment.



- Put a shower cap on the client's head to prevent the product from dripping.



- After the product is completely dried and has penetrated the hair, wash it off well with a mild shampoo.
- Ensure that the shampoo is not fragrant.



- After washing the hair, rinse the hair well and apply a good conditioner.
- It is best to leave the conditioner for at least 3 to 5 minutes.
- Wash it off well and dry the hair with a microfiber towel.

## UNIT 5.2: Perform Scalp Massage And Hair Spa Services

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. List and select suitable mediums and perform hair spa and the scalp massage
2. State hair spa and massage techniques and their equipment
3. Describe the position and principles of Marma Pressure Points
4. Describe contact dermatitis, its causes and precautions for prevention

### 5.2.1 Select A Suitable Medium To Carry Out Hair Spa And Scalp Massage

There are a number of methods to perform scalp massage. The massaging technique is considered complete when it is used with a medium.

Some of the mediums are:

- Oil
- Gel
- Cream

However, oil is considered the best medium to perform scalp massage. This is because oil provides the required friction to give the best results.

Added to this, oil provides nourishment to the roots and also makes the massaging movements easier. A wide range of base oils is available that can be applied on to the scalp.

Most extensively used oils are:

- Almond Oil
- Coconut Oil
- Olive Oil
- Aloe Oil

A few drops of essential oils can be added to the base oil to enhance the overall effect. Most extensively used essential oils are:

- Rosemary Oil
- Lavender Oil
- Castor Oil
- Peppermint Oil

These are especially great for the scalp and hair. They have a calming effect on the central nervous system.

Select products suitable for the client's hair and scalp condition (Massage Mediums and Scalp/Hair Service Concentrates)

Massage Mediums



Olive Oil



Sesame Oil



Almond Oil



Mustard Oil



Coconut Oil



Peach Kernel Oil



Wheatgerm Oil



Grapeseed Oil



Jojoba Oil



Hair Spa Hydrating Concentrate



Protective Scalp Concentrates



Protective Scalp And  
Hair Strengthening Concentrates



Scalp Cleansing Concentrates



## 5.2.2 Hair Spa And Massage Techniques And Equipment

Use various massage techniques to complete the service as required

### Effleurage Massage



- Effleurage is a sort of primary scalp massage in which hairlines are delicately massaged either with one hand or both the hands or with a stack of the thumb.
- In this kind of massage, the pressure is on the blood veins of the scalp.
- It expands the blood flow in the scalp and makes scalp tissues more grounded.
- By and large, effleurage rub has an exceptionally unwinding, mitigating and quieting impact on the focal sensory system.

### Petrissage Massage



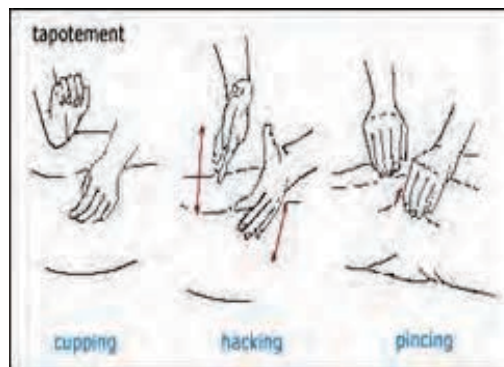
- Petrissage scalp massage is another exceptionally successful scalp massaging treatment.
- This massage utilises few rolling and squeezing developments in round movement to expand blood course in the scalp region.
- Now and then light or overwhelming massaging like strokes are likewise connected.
- Petrissage massage is an incredible incitement process that is extremely restoring.

### Vibration Massage



- This is again an enthusiastic type of scalp massage.
- Vibration massage is done onto the scalp utilizing quick developments with fingertips or palms.
- The strategy is similar to the one used for facials.
- These are little, delicate and quick movements.
- This massage builds blood flow in the scalp and is exceptionally fortifying for the nerves.
- It essentially mitigates mental pressure and cerebrum haze.
- Vibration kneading makes the scalp and hair delicate and supple.
- It nourishes hair along these lines making them radiant and gleaming.
- It is additionally known to fix hair loss and numerous different issue of the scalp.

### Hacking or Tapotement Massage



- This is a type of scalp massage wherein skin of the scalp is stroked with sides of the hands.
- This is known to build blood course.
- However, hacking massage isn't prescribed to individuals who experience the ill effects of hypertension.

### Indian Head Massage

- Indian head massage is a relaxing and holistic treatment that uses acupressure massage on the head, face, neck and shoulders. The main aim is to rebalance the energies of human bodies.
- Indian head massage is an ancient therapeutic treatment that has been practised in India for thousands of years.
- It is a part of the Hindu healthcare practice of Ayurveda.
- Indian head massage focused on the head, neck and shoulders and was originally used to improve scalp and hair condition.
- It is a deep massage, using a variety of pressure and techniques, including circular massage strokes on the scalp, deep tissue work on your shoulders and stretching the neck.
- Indian head massage has become a popular addition to spa treatments or rituals, such as massage and facials.

### Adapt massage techniques to take into account influencing factors

- Suggest the client wear clothes that are loosely fitted. This will make the client feel more comfortable during the massage.
- Remove all the hair bands, hairpins or clips, before the process starts.
- Generally, oil is needed for an Indian head massage. Ask permission from the client before oiling his/her hair.

- Make the client aware of the fact that after the massage the hair will smell strongly of the essential oils used during the massage.
- Make the client feel comfortable in the salon or spa ambience before the process begins.
- Make sure that there is no discomfort or hesitation regarding the process in the mind of the client.

### Carry Out and Adapt Massage Techniques to Suit the Client Needs and To Perform the Service Plan

#### Part 1: Preparations and Starting Off

Make preparations.



Search for a quiet place away from any distractions and with a comfortable temperature.

- Put on some soft music.
- Light some candles to prepare the room.

**Ask the customer/client to take a seat and get comfortable.**



- Explain them the process and ask them if they have any discomfort or pain.
- Stand behind, placing your hands lightly on their shoulders as you both take several deep breaths.

Massage the shoulders.



- It eases away fatigue and tensions with an upper back, shoulders, arms, and neck massage.
- Start by squeezing the trapezius muscle gently, close to the neck.
- Work your way outward to the shoulder. Repeat the process thrice.

**Work in towards the spine.**

- Bring your hands back up next to the neck with the thumbs, extend and make small circles with the thumbs on either side of the backbone just below the collar line.

**Massage the tops of the shoulders.**

- Place your forearms at the sides of the neck and roll them outwards toward the shoulder by rotating at the wrists.
- After rotating, lift your forearms and move them a couple of inches away from the neck and repeat.
- When you reach the shoulder, come back to centre and repeat this process twice.

**Part 2: Massaging the Neck****Work up to the base of the skull.**

- Continue with the circles up to the back of the neck until you reach the hairline.
- Lower your hands back down and repeat twice.

**Massage the neck.**

- Step on one of the sides of your client and place one hand at the base of the client's neck.
- Next, place your dominant hand gently on their forehead to keep their head from falling forward.
- With the rear hand, open your thumb and glide your hand up the back of the neck.
- Don't put pressure directly on the vertebrae.
- Once you reach the hairline, let your hand be on the forehead for some time.
- Apply light pressure on the back of the head.
- Lower your other hand with which you have supported the client's head and repeat from the base of the neck.
- You can even add circling motion that will go in an upward stroke (if there seems to be a lot of tension present).
- Repeat this step about five times.
- When your supportive hand reaches the hairline for the last time, let it remain there.

**Slowly allow the head to tilt forward without strain or effort.**



- Keep your hand at the recipient's hairline.

**Move the head back.**



- Gently lift the head without forcing, simply allowing the head to move within its range of motion.
- Repeat the whole process thrice: forward and backward.

### **Part 3: Massaging the Head**

**Massage the head.**



- Stand behind the client and loosen his or her hair if restrained.
- With your fingers spread, bring your hands to the sides of your client's head.
- Your fingers should be pointing up.
- Apply light pressure on the head and slowly move your hands up with a shampooing-like motion.
- Try to keep the heel as well as your fingers of your hands in contact with the scalp.
- Once you reach the top of the head, maintaining gentle traction from the heels of the hands raise your hands.
- Now lower your hands and move them around to different areas of your client's head.
- Repeat this step four or five times which will cover the entire scalp.

#### Rub the scalp.



- Bring your dominant hand to the client's forehead for stability.
- Start rubbing the scalp by moving pad of your fingers vigorously (back and forth).
- Continue rubbing the scalp with pressure, and then switch hands and repeat on the other sides.

#### Briskly rub the scalp.



- This should be done all over the scalp with just the fingertips of both hands.
- Continue this for about a minute.

#### Stroke the Scalp



- Stroke your fingers through your recipient's hair from the top of the forehead back.
- During the final strokes, draw the client's head back slightly.
- Put the fingers over the forehead and draw the fingers down alongside the brow line.
- This should be done to the entire temple, making small circles.
- Repeat this process thrice.

#### Finish up.



- With smooth strokes, beginning at the forehead, slowly work your way to the back of the head.
- Do this for about a minute, allowing the pressure to become lighter towards the end until your hands float off the head.

#### Massaging Techniques - Hot Oil Champi

Follow the guidelines below for performing a proper hot oil champi on the client:

1. **Step 1:** Pour some oil into a bowl and warm the oil by placing the bowl in hot water.
2. **Step 2:** Apply the oil to different parts of the scalp using the tips of your fingers by parting the hair of the client as needed.
3. **Step 3:** Also, work some oil along the length of the hair.
4. **Step 4:** Work the oil into the scalp using a circular motion.
5. **Step 5:** Cover your entire scalp, all the way down the sides to the ears and at the back to the neck.
6. **Step 6:** Use both fists to tap the head all over gently. This stimulates the circulation.
7. **Step 7:** Next, rub your fingers on the scalp and gently pull small tufts of hair, helping to relieve muscle tension.
8. **Step 8:** Leave the oil on for at least 30-60 minutes or longer if possible.
9. **Step 9:** For added conditioning and softening of hair, dip a towel in hot water, wring it out, and wrap it around your head after the massage.
10. **Step 10:** Wash the hair with a gentle, natural shampoo using appropriate shampooing technique.

#### Benefits of Hair Massage or Hot Oil Champi

- Massaging the scalp and hair with hot oil stimulates the scalp, nourishes the hair roots and hair.
- It effectively relieves mental fatigue.
- It helps enhance mental clarity and focus, and balances and nourishes emotions.
- Slow, deliberate movements are relaxing while steady but vigorous movement helps enhance energy and circulation.
- The herbs in the oil help to calm the mind, promote better quality of sleep.
- It also enhances memory and helps to withstand the effects of day-to-day stress.

**Provide post conditioning services in accordance with the hair type of Products, Skin, Hair Structure, and Type**

- After a head massage with oil, a client requires a good shampooing session.
- Conditioning the hair after the session is completely optional. The oil used in the massage helps the hair to get nourished.
- Avoid washing the hair of the client with cold water after a head massage with oil.
- Always use water that is lukewarm for washing hair.

**Hair and Scalp Conditions, Their Causes and Contraindications to Indian Head Massage**

**Alopecia Areata**



Symptoms - crawling sensations, bald patches

Causes - misunderstanding of the immune system that attacks hair follicles

**Bamboo Hair**



Symptoms - knotty and dry hair strands, sparse hair growth, loss of eyebrows

Causes - inherited mutated gene (SPINK5) that leads to abnormal growth process

**Hair Loss**





Symptoms - clumps of hair stuck on the brush, thinning patches

Causes - Hypothyroidism, hypopituitarism (underactive pituitary gland), heredity, hormonal changes

Other conditions are:

- Woolly Hair syndrome
- Trichorrhexis Nodosa
- Ringworm of the scalp
- Psoriasis
- Melanoma
- Head Lice
- Dandruff

### **Contraindications to Indian Head Massage**

Do not perform an Indian Head Massage, if:

- The client is, or she thinks she might be, pregnant.
- The client has any medical conditions or is receiving any treatment or medication at present.
- The client has recently had an injury or operation.
- The client is allergic to anything, particularly has skin allergies.
- The client has had any broken skin or sores on the scalp

All the above-mentioned points may affect the kind of oil treatment that the client is going to receive during the Indian Head Massage.

### **Address Hair Concerns by Identifying Appropriate Remedial Action**

Frizzy hairs split ends, hair loss, dandruff; these are the common hair issues that clients come with for treatments in the salons. Lack of lustrous hair is also another common concern that scares the customers. In such scenarios, it is important for you to identify the hair concerns and address those with appropriate remedial actions. Some of the actions include:

### **Head Mask**



- These are hair treatments that are applied to the hair and scalp to give and replenish the required nourishment.
- The ingredients that are present in head masks are usually hydrating ingredients, butter, and oils.
- Where conditioners provide the required nourishment and lock the moisture in the hair shaft, these masks are a better option as they sink into the strands.
- These masks are helpful in making the hair healthy by reducing the damage.

### Hair Spa



- This is a rehydrating hair therapy that helps healthy hair growth.
- This ensures that the hair becomes shiny, bouncy and strong.
- Hair spas strengthen the hair follicle, giving it a bouncy look.
- This is an extremely beneficial treatment and can be even applied to minors (as young as 14-15-year-old children).
- It normalizes oil secretions.
- It restores vital oils in the hair.
- It stimulates blood circulation and increases cell metabolism.

### Serum Application

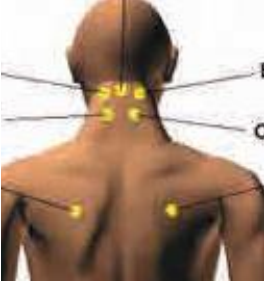








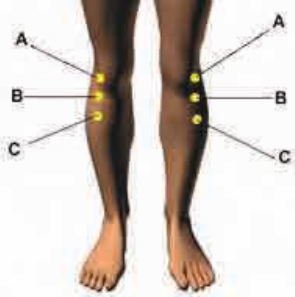


- Serums are healthy potions for hair that are enriched with amino acids, ceramide, and silicon.
- The work of these potions is to act as a protective cover for the hair shaft.
- It does not enter the hair shaft (due to the presence of silicon) but makes the hair glossy and helps in detangling the knots.

### 5.2.3 Position And Principles Of Marma Pressure Points

To apply suitable pressure on the marma pressure points as per the requirement and client comfort, you need to have this information:

| Image   | Position  | Pain Relief Area   |
|---|---|--|
|    | The flesh between the thumb and the index finger.   | A headache, Earache, Toothache, Neck pain, Shoulder pain, Abdominal pain, Back pain, Knee pain, Foot pain, Heel pain |
|    | The skin between the 2nd and the 3rd toes.  | Headache, Toothache, Neck pain, Shoulder pain, Abdominal pain, Back pain, Knee pain, Foot pain, Heel pain            |
|   | The outer tip of the eyebrow.   | Headache   |
|  | One thumb-width above the midpoint of the eyebrow.  | Headache   |
|  | If the arm is bent at right angle, a vertical groove forms on the front of the shoulder. The point lies at the center of this groove. | Shoulder pain  |
|  | The back surface of the shoulder, one thumb width above the end of the armpit.  | Shoulder pain  |

| Image   | Position  | Pain Relief Area     |
|---|---|----------------------|
|    | <p>Pointed bone at the back of the shoulder.</p>  | <p>Shoulder pain</p> |
|    | <p>Outer border of the forearms, 2 finger-widths above the wrist joint.</p>   | <p>Neck pain,</p>    |
|   | <p>Near the ear, on a prominent structure called the 'Tragus'.<br/>Just above point 'Tragus.'</p>                           | <p>Earache</p>       |
|  | <p>Near the outer corner of the eye.</p>  | <p>Earache</p>       |
|  | <p>Clench your teeth and feel a prominent oblique muscle on the lower part of the cheek<br/>Just beneath the cheekbone.</p> | <p>A toothache</p>   |

| Image   | Position  | Pain Relief Area            |
|---|---|-----------------------------|
|    | <p>On bending the head forward, two vertebrae stand out prominently on the neck. This point is located between these 2 vertebrae.</p>   | <p>Neck pain</p>            |
|    | <p>The inner part of the ankle joint has a prominent bone. From the tip of this bone move four finger-widths upward. The point is at this level, just behind the vertical leg bone.</p> | <p>Abdominal pain</p>       |
|  | <p>At the center of the crease at the back of the knee joint.</p>   | <p>Back pain, Knee pain</p> |
|  | <p>Just below the kneecap, there are 2 depressions. This point lies at the center of the outer depression.</p>  | <p>Knee pain</p>            |
|  | <p>At the center of the front surface of the ankle joint.</p>   | <p>Foot pain</p>            |
|  | <p>At the back of the ankle joint is a firm rope-like structure called Achilles tendon. This point is located just before the Achilles tendon.</p>                                      | <p>Foot pain</p>            |

## Position and Principles of Seven Primary Chakras

### Root Chakra



**Sanskrit Name** – *Muladhara*

**Colour** – Red

**Location** – Base of the spine, i.e., below your belly button and near your tailbone.

### Sacral Chakra



**Sanskrit Name** – *Svadhishana*

**Colour** – Orange

**Location** – below belly button, with extension till the center.

### Solar Plexus Chakra



**Sanskrit Name** – *Manipura*

**Colour** – Yellow

**Location** – Solar plexus begins at the center of the belly button. This extends to the breastbone, especially at the chest's center where the two sets of ribs connect.

### Heart Chakra



**Sanskrit Name** – *Anahata*

**Colour** – Green

**Location** – It is located over the heart and the energy is radiated down through the throat to the breastbone

### Throat Chakra



**Sanskrit Name** – *Vishuddha*

**Colour** – Blue

**Location** – Between the collarbone. The energy radiates to the center of eyes and down to the heart's center.

### Third-Eye Chakra



**Sanskrit Name** – *Ajna*

**Colour** – Indigo

**Location** – Between the eyebrow.

### Crown Chakra



**Sanskrit Name** – *Sahaswara*

**Colour** – Violet – White

**Location** – Top of the head. The energy radiates down to the eyes and connects the person to the Universe.

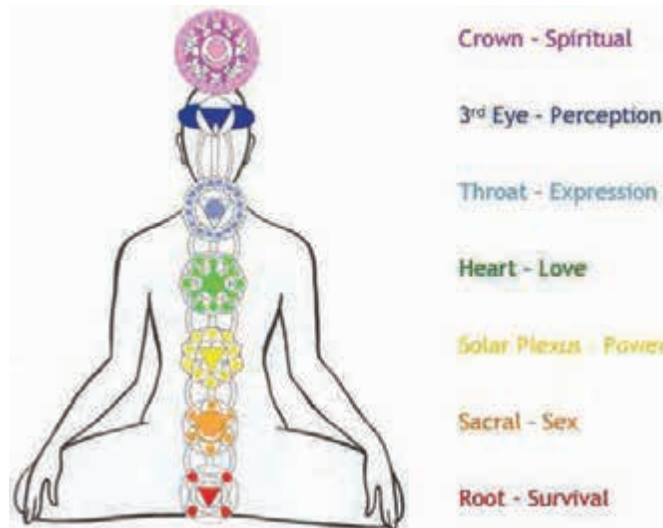



Fig. 5.2.3.1: Seven primary chakras

### Consequences of Using Incorrect Products

- It can increase the pH level of the scalp leading to scalp infections
- It can dry the hair, making the hair strands brittle
- It can remove excess of sebum, leading to problems like dandruff
- It can cause discolouration of hair, making it look like a burnt brick
- It can break the hair cuticle
- It can lead to hair fall or stunted hair



## 5.2.4 Contact Dermatitis, Its Causes, And Precautions For Prevention

| Image   | Position  | Pain Relief Area   |
|---|---|--|
| <p>This is a type of skin infection where the skin becomes, and rashes appear.</p>  | <p>This may happen due to an allergic reaction or if the skin's protective layer gets damaged. Common types of triggers are:</p> <p><b>Irritant contact dermatitis</b></p> <ul style="list-style-type: none"> <li>• Pepper spray</li> <li>• Detergents</li> <li>• Kerosene</li> <li>• Drain cleaners</li> <li>• Bleach</li> <li>• Battery acid</li> </ul> <p><b>Allergic contact dermatitis</b></p> <ul style="list-style-type: none"> <li>• Certain medications</li> <li>• Fragrances in cosmetics, perfumes, shampoos, hair products</li> <li>• Peels of citrus fruit</li> <li>• Latex rubber</li> <li>• Chemicals used in tanning leather</li> <li>• straighteners</li> <li>• Hair dyes</li> </ul> <p><b>Photocontact dermatitis</b></p> <ul style="list-style-type: none"> <li>• Irritation due to exposure in sun</li> </ul> | <ul style="list-style-type: none"> <li>• When buying any hair product, check the label for "unscented" or "hypoallergenic."</li> <li>• In case you feel that the product is irritating your skin stop using it immediately.</li> <li>• Ask the client if they have sensitive skin. If they say yes, go for a patch test.</li> <li>• Use mild soaps and hair products.</li> <li>• In case irritation persists, wash the area well with water and soap.</li> </ul> |

### Factors That Affect Head/Scalp Massage

- **Scalp Condition:** It is imperative that a person suffering from scalp infection or any abrasion around neck should not be given head massages. Application of head massages during such conditions may aggravate the target area. This may stand to be hazardous or sometimes, fatal for the person. Another condition is related to oily scalp. Head massages cannot be given on an oily scalp as it will mix with the sebum, encouraging scalp infection.
- **Hair Condition:** It is also advisable to avoid the application of head massages when the hair is brittle, or the person is suffering from hair fall. As head massages are a vigorous process and require the use of mediums like oil, this may aggravate the situation, leading to higher hair fall rate.

- **Hair Length:** One of the challenges of massages is its application in long hair. It is easier to give head massages to short or medium length hair than to people with longer hair. This increases the chances of tangle and knot formation and strain to the hair roots.



*Fig. 5.2.4.1: Oily scalp encouraging scalp infection*

**Provide suitable aftercare advice**

Offer tips to the clients as to how a newly conditioned hair must be maintained at home. You must have proper knowledge regarding the products that you sell the clients.

## Exercise

### Choose the Correct Option

1. After a hot oil *champi*, a Hairstylist should avoid washing the hair of the client with \_\_\_\_\_.

- a) Shampoo                                      b) Conditioner                                      c) Cold Water

2. \_\_\_\_\_ massage utilizes a few rolling and squeezing developments in round movement in order to expand blood course in the scalp region.

- a) Petrissage                                      b) Champi                                      c) Patisserie

A: Petrissage

3. Identify the common pain relief area given below:



- a) Outer tip of the eyebrow                                      b) Skin between the 2nd and the 3rd toes  
c) Pointed bone at the back of the shoulder

4. Before performing an Indian Head Massage, suggest the client to wear clothes that are \_\_\_\_\_. This will make the client feel more comfortable during the message.

- a) Oversized                                      b) Tightly fitted                                      c) Loosely fitted

5. Identify the common pain relief area given below:



- a) Flesh between the thumb and the index finger  
b) One thumb-width above the midpoint of the foot  
c) At the center of the front surface of the ankle joint





## 6. Cut Hair

Unit 6.1 - Prepare Self and Client

Unit 6.2 - Carry out Haircuts



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. State the process to prepare self and client
2. State the process to carry out haircuts

## UNIT 6.1: Prepare Self And Client

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Demonstrate the way to position self and client in a manner to ensure privacy, comfort, and safety, throughout the service

### 6.1.1 Position Self And Client In A Manner To Ensure Privacy, Comfort And Safety, Throughout The Service

#### Other Preparatory Aspects



Make the customer sit on a straight chair that is specially used for hair cutting session



Raise the chair to a height where you (Hair Dresser & Stylist) do not require bending your knees or back.

This will also help you to see your work properly



There should be ample room around the chair so that you do not find any obstruction while cutting the client's hair



A hair cutting cape should be placed snugly around at the neck of the customer so that bits of hair does not transfer inside the dress

## 6.1.2 Identify Various Hair Cutting Tools

It is important to select the correct cutting tool to achieve the desired look.

### Hair Cutting Tools



General hair shears (used for haircuts)



Thinning scissors  
(used for cutting hair to reduce thickness)



Electric clippers  
(removing unwanted hair from sideburns and around the neck)



Manual clipper  
(same as electric clipper's function)



Shaping razors  
(shaping the haircut)



T-blade trimmer  
(trims hair and is used for styling)





Hair dryers (styling hair)

### Grooming Tools



Hair Shaping Combs (style hair)



Flat brushes (smoothing hair strands)



Curling or round brushes (curling hair)



Wide-tooth combs  
(detangling long hair strands)



Cutting comb (cut hair from nape)

### Types of Products Available For Achieving Final Look



Smoothing serum



Detangler



Mousse



Hair gel



Hairspray

## UNIT 6.2: Carry Out Haircuts

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Practice the art of questioning clients to identify the desired look before cutting
2. Analyze and select the technique or procedure most suitable to the client's hair and to achieve the desired look
3. State various cutting techniques and texturizing technique while carrying out the service

### 6.2.1 Ask Questions Or Use Charts, Catalogues To Consult the Client To Identify The Desired Look Before Cutting

There are a number of things a Hair Dresser & Stylist requires to do before he/she starts with the hair cutting session. Amongst those, knowing the clients' preferred haircut is one. To know this, all you need to do is ask.

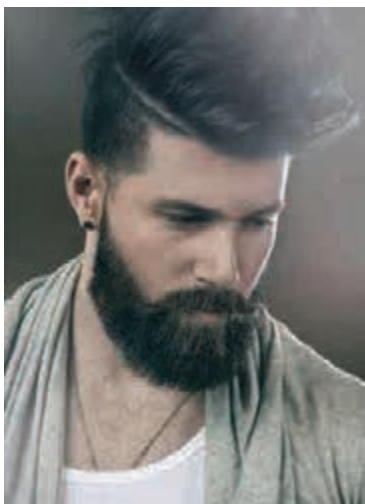
Few of the questions are:

What length would you like your hair to be after the cut? (For females)

- Did you shampoo your hair?
- Did you recently colour your hair?
- Is there any specific style you would like to have?
- Did you apply any hair styling gel?
- Would you like to select a haircut from our salon's catalog or you have an image?

You can also show charts and catalogs like these:

#### Hairstyling Techniques - Men



Undercut



Spike With Waves



Thick Wavy Curls



Pompadour



Spiky Hair



French Crop



Crew Cut



High Fade Comb Over



Layered Taper Fade



Shaved Sides With V-shaped Back

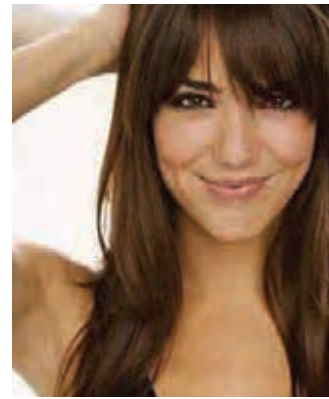
**Hairstyling Techniques - Women**



Gisele Waves



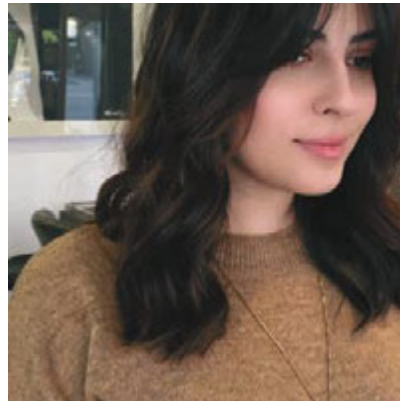
Edgy



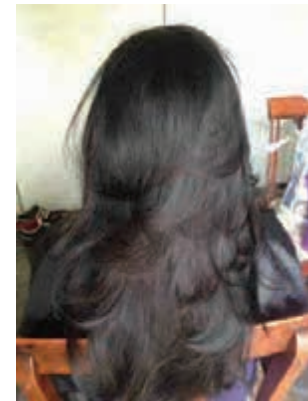
Haircut With Fringes



Short Bob



Side Swept Blunt Bangs



layer cut

**Identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results**

As per Andre Walker System:

| TYPE 1: Straight |                             |   |
|------------------|-----------------------------|---|
| 1a               | <b>Straight (Fine/Thin)</b> | Hair tends to be very soft, shiny, oily, poor at holding curls but difficult to damage. |
| 1b               | <b>Straight (Medium)</b>    | Hair characterized by volume and body.  |
| 1c               | <b>Straight (Coarse)</b>    | Hair tends to be bone-straight and difficult to curl. Common in Asian women.            |
| TYPE 2: Wavy     |                             |   |
| 2a               | <b>Wavy (Fine/Thin)</b>     | Hair has a definite "S" pattern and is usually responsive to a variety of styles.       |
| 2b               | <b>Wavy (Medium)</b>        | Can tend to be frizzy and a little resistant to styling.                                |
| 2c               | <b>Wavy (Coarse)</b>        | Very frizzy with thicker waves; often more resistant to styling.                        |

| TYPE 3: Curly |                      |   |
|---------------|----------------------|---|
| <b>3a</b>     | <b>Curly (Loose)</b> | Curly hair that usually presents a definite "S" pattern and tends to combine thickness, fullness, body. |
| <b>3b</b>     | <b>Curly (Tight)</b> | As 3a but with tighter curling.   |
| TYPE 4: Kinky |                      |   |
| <b>4a</b>     | <b>Kinky (Soft)</b>  | Hair tends to be very fragile, tightly coiled and can feature curly patterning.                         |
| <b>4b</b>     | <b>Kinky (Wiry)</b>  | As 4a but with less visible curly patterning.   |

As per FIA hair classification:

| CURLINESS  |  |
|------------|--|
| Straight   |  |
| <b>1a</b>  | Stick-straight.  |
| <b>1b</b>  | Straight but with a slight body wave adding some volume.   |
| <b>1c</b>  | Straight with body wave and one or two visible S-waves.  |
| Wavy       |  |
| <b>2a</b>  | Loose with stretched S-waves throughout.   |
| <b>2b</b>  | Shorter with more distinct S-waves.  |
| <b>2c</b>  | Distinct S-waves, some spiral curling.   |
| Curly      |  |
| <b>3a</b>  | Big, loose spiral curls.   |
| <b>3b</b>  | Bouncy ringlets.   |
| <b>3c</b>  | Tight corkscrews.  |
| Very Curly |  |
| <b>4a</b>  | Tightly coiled S-curly.  |
| <b>4b</b>  | Z-patterned (tightly coiled, sharply angled).  |
| Very Curly |  |
| Fine       | Thin strands that sometimes are almost translucent when held up to the light. Shed strands can be hard to see even against a contrasting background; similar to hair found in many people of Scandinavian descent. |
| Medium     | Strands are neither fine nor coarse. It is similar to hair found on many Caucasians. You can also try rolling a strand between your thumb and index finger. Medium hair feels like a cotton thread.                |
| Coarse     | Thick strands whose shed strands usually are easily identified against most backgrounds; similar to hair found in many people of Asian or Native American descent.   |

| Volume |        |                                   |
|--------|--------|-----------------------------------|
| i      | Thin   | Circumference less than 2 inches. |
| ii     | Normal | Circumference from 2 to 4 inches. |
| iii    | Thick  | Circumference more than 4 inches. |

## 6.2.2 Select the Technique or Procedure Most Suitable to the Client's Hair and to achieve the Desired Look

There are 2 ways with the help of which the desired look of the clients can be achieved. Different factors that must be taken into consideration before and during cutting are:

### 1. Physical Stature

During the selection of hairstyle, the whole appearance of a person should be kept in mind, which includes height, size, and overall body shape. Women with short height should avoid masses of curly hair, which makes the head appear out of proportion with the rest of the body. Whereas, Tall and hefty women will look silly with hairstyles which are small sized close to the head.

### 2. The shape of the Face

- **Square Face:** The square face has an angular jaw, broad forehead, straight hairline, and a square jawline. Medium length asymmetric hairstyles with lots of layers add to softness and counterbalance the square features and facial angles.
- **Round Face:** The round face is broad with rounded contours, round hairline and full, plump cheeks. A medium length asymmetric hairstyle breaks the roundness.
- **Heart Shaped Or Triangular Face:** The heart-shaped or triangular face has a wide forehead, wide cheeks, and narrow chin line. A side parting with short bangs cuts down the excessive width at the forehead and cheeks.
- **Diamond Shaped Face:** The diamond shaped face is narrow at the forehead and the chin with extreme width through the cheekbones. Hairstyle selected must be full across the forehead.
- **Oval Shaped Face:** The oval shaped face is considered the best and most versatile as no style look sensational on it, sharp features and proportionate neck length is equally important for the style adaptation.

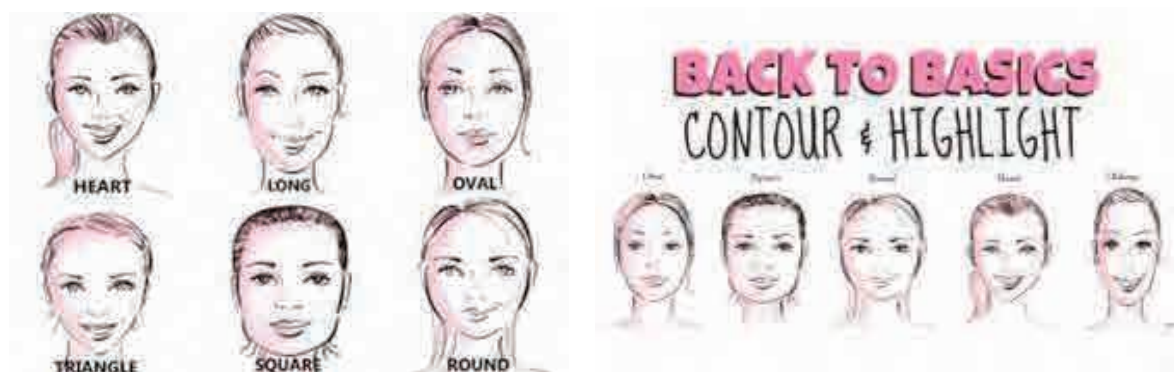


Fig. 6.2.2.1: Different facial structures

### Follow Established Guidelines Related To the Selected Procedure to Accurately Achieve the Required Look

- Cutting guidelines are specially prepared for sections of hair.
- Each section is cut in such a way that both the length and cutting lines are visible.
- These guidelines can be followed throughout the cutting process to help you produce even and with precise results.
- If you do not have the guidelines to follow or you do not follow the ones you have, you are likely to end up with an uneven and unsuccessful haircut.

#### The guideline:

- When you have decided on the style and the length of your haircut, you can make your first cutting guide.
- This is the area that forms the foundation to a haircut.
- When you are learning the basic techniques of haircutting, it is important to have an understanding of how the foundations of haircuts work.
- For example, it is easier at the beginning to learn to cut your perimeter shape first. This helps you to build the foundation (underpinning) or exterior shape of your haircuts. Also, this, in turn, gives you the guideline you will use to cut your interior shape, which is known as 'layering'.

## 6.2.3 Use Various Cutting and Texturising Techniques while Carrying out the Service

### Types of Cutting

#### Club cutting (precision)



- This is also known as blunt cutting.
- The hair cutting areas are the top and the sides of the head.
- The hair section is stretched and held gently but firmly between two fingers, and then the tips are cut.



## Slicing



- Slicing reduces the weight of the hair internally and externally to add movement and texture.
- The technique is used on a finished haircut, which can be either wet or dry.
- Hold your scissors open (cutting freehand) and slide them down the shaft of the hair, slowly opening and closing the blades.
- Slicing is a good way to take a lot of weight out of the hair the more often you open and close your blades, the more hair you will remove.

## Scissor Over Comb



- The comb is used for taking a section and guiding the hair to a straight line and then snipping the locks
- This is mostly done for short hair

## Feathering



- After washing and drying your hair, part the hair into 8 sections.
- Hold a section of hair with your non-dominant hand and the scissors with the dominant hand.

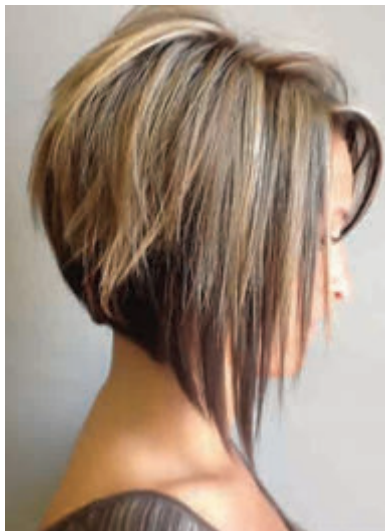
- Glide the hair through your finger until you have reached the desired place.
- With the vertically pointing angle of feathering shears, cut the hair ends to give a feathered look.
- The cut should not be more than 0.32 cm or 1/8th inches.

### Thinning



- This is done with razor or scissors to thin a specific hairline section.
- The scissors used in this case is the thinning scissors
- Take the comb end of the scissor and guide it to the desired level, and cut the hair

### Graduation



- A build-up of weight, 45 degrees from the head shape.
- This technique can be done in different ways like around the face (face framing), at the nape (stacked/ angled bob), or side swept bangs.
- When this technique is utilized, it gives movement and structure to your cut.

### Apply various sectioning techniques to carry out the desired haircut

- Sectioning is a crucial element in achieving a balanced style. Most cuts are divided into segments: back, sides, front, and interior.
- It is important to take clean, precise sections while parting hair or follow precise guidelines around the shape of the haircut.
- Sections should correspond with cutting line. For example, if cutting line is horizontal, horizontal

section should be taken or, if cutting line is curved, then curved section should be taken.

- You should also consider the structural and facial features of your client – the position of their eyes and ears, the shape of their nose, their hairline points, etc.
- Make sure you take enough sections.
- The higher number of sections and guidelines you use in the neck, side and front areas, the easier you will find the cutting process. Remember, if you make your sections clean, you will get accurate cutting lines.

### Cutting Angles When Cutting and Its Effects



Whatever method of cutting you want to use, you need to angle the scissor at certain points. The two most important to consider are:

- The angle between the hair and the head, when you hold a hair section away from the head; and
- The angle at which you make a cut across a section of hair.

You control how the cut lies and how the weight of the hair is distributed with the way you use your fingers and your hand action.

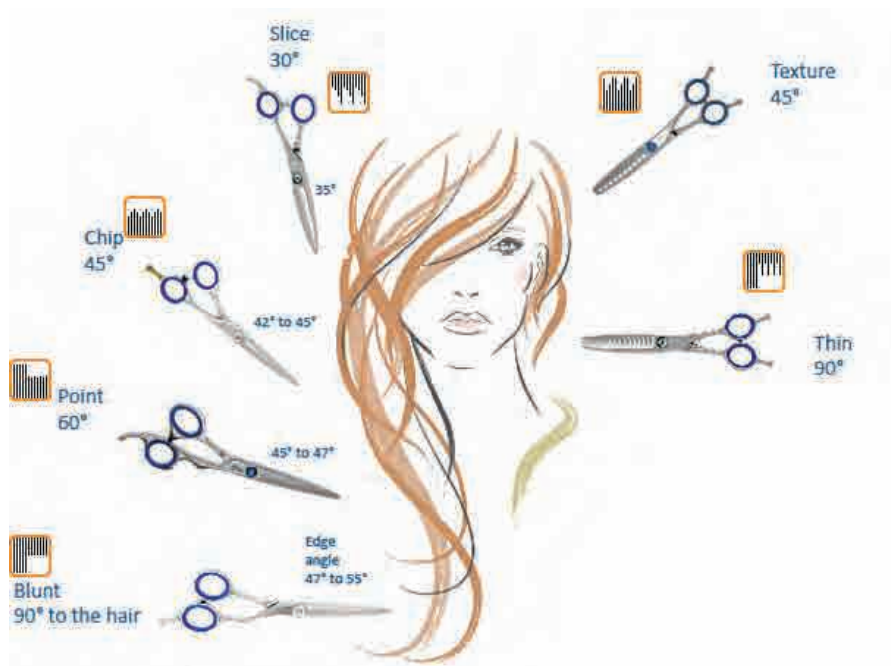


Fig. 6.2.3.1: Hair cutting angles with scissor types

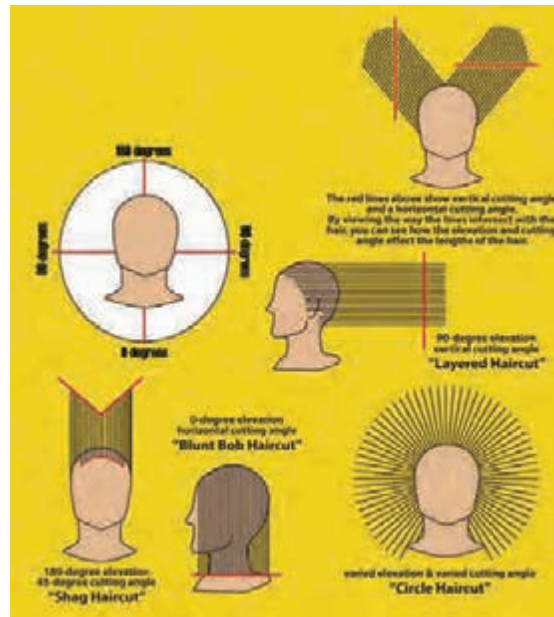


Fig. 6.3.2.2: Cutting angles

### Hair Cutting Techniques - Dry Hair



- The first aspect of this cutting technique is that the hair requires being dry.
- Take a pin tail comb and create sections by using zigzag partings.
- Now take a dry cutting shear as they give pointed cuts.
- With the help of your bent fingers, grip the hair section and allow it to fan it out.
- Finally cut the hair as per the requirement .

### Importance of Tension When Cutting

- Proper knowledge of tension is important for a Hair Dresser & Stylist. Apart from the straight hair, the texture of other hair types is usually springy in nature.
- When you apply proper tension to the hair, you can be assured to give a clean haircut.
- The application of tension allows the hair to be cut at a straight angle.
- So, it is important for a stylist to hold the hair not too loosely or too tightly.

**Contraindications for Hair Cutting and Respective Necessary Actions**

- Severe Bruising in the treatment area
- Conjunctivitis
- Fever
- Scalp infections
- Inflamed nerve
- Thrombosis
- Dermatitis
- Cuts
- Sunburn
- Abrasions
- Swelling

**Common Issues That Client Face During Haircut And Their Solutions**

- After you are done with cutting the client's hair, give them a hand mirror. Ask them to inspect the haircut. If they ask you to make certain changes in their haircut or don't like the cut, apologize to them and try to fix the hairstyle after asking the clients.
- There are cases when it is seen that the Hair Dresser & Stylist has cut the hair more than the asked length. In these cases, there is no instant solution. What you can do is apologize for your mistake and be extra cautious from your next service.
- In case a client wants you to replicate a hairstyle from a magazine or any website, analyze it carefully. If required, see the image when giving a haircut to avoid any blunder.

**Advice for Aftercare**

It is important to give aftercare advice to the clients. Provide them suggestions on how to take care of their haircuts. Suggest them products that they should use to take care of their hair. Ask them to use clean comb and hair accessories. Advise them to opt for frequent hair trimming to avoid split ends.

## 6.2.4 Steps Of Cutting Hair

### WOMEN



STEP 1



STEP 2



STEP 3



STEP 4



STEP 5



STEP 6



STEP 7



STEP 8



STEP 9



STEP 10



STEP 11



STEP 12



STEP 13



STEP 14



STEP 15



STEP 16



STEP 17



STEP 18



STEP 19

### MEN



STEP 1



STEP 2



STEP 3



STEP 4



STEP 5



STEP 6



STEP 7



STEP 8



STEP 9



STEP 10



STEP 11



STEP 12



STEP 13



STEP 14



STEP 15



STEP 16



STEP 17



STEP 18



STEP 19



STEP 20



STEP 21



STEP 22



STEP 23



STEP 24



STEP 25



STEP 26



STEP 27





STEP 28



STEP 29



STEP 30



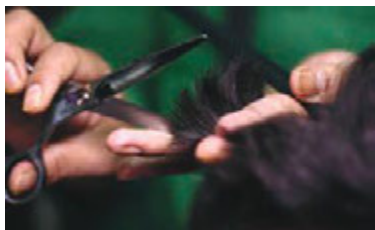
STEP 31



STEP 32



STEP 33



STEP 34



STEP 35



STEP 36



STEP 37



STEP 38



STEP 39



STEP 40



STEP 41



STEP 42



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## Exercise

### Fill in the Blanks

1. A \_\_\_\_\_ should be placed snugly around the neck of the customer so that bits of hair do not transfer inside the dress.  
a) Bowtie                                      b) Sunglass                                      c) Hair cutting cape
2. \_\_\_\_\_ is used for shaping the haircut.  
a) Shampoo                                      b) Shaping razors                                      c) Compass
3. \_\_\_\_\_ hair is frizzy with thicker waves; often more resistant to styling.  
a) Coarse Wavy                                      b) Straight                                      c) Curly
4. The \_\_\_\_\_ face has as angular jaw, broad forehead, straight hairline and a square jaw line.  
a) Triangular Face                                      b) Diamond Shaped                                      c) Square
5. \_\_\_\_\_ reduces the weight of the hair internally and externally to add movement and texture.  
a) Slicing                                      b) Pricing                                      c) Layer cut

# 7. Perform Hairstyling And Dressing



Unit 7.1 - Perform Hairstyling and Dressing



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Demonstrate the elements and processes required to perform hairstyling.
2. Demonstrate hairstyling and dressing

## UNIT 7.1: Perform Hairstyling And Dressing

### Unit Objectives

After attending this unit, participant will be able to: 1. Illustrate hair styling and dressing

### 7.1.1 Hairstyling And Dressing

There are a number of factors that are important for hairstyling and dressing. Here are few of the important ones:

#### Perform back combing/back brushing technique as required

As we have already read the process of shampooing and conditioning in section 4.2.2., we will continue with the process after this.

Take volumizing gels or mousse and spread it from the roots of the hair to the tips.



Here the blow drying process needs to be done after flipping the hair upside down. It is better to use a diffuser to protect the hair from heat damage.



After the hair is completely dry, take a section of hair and hold it straight upward. Ensure that no strand escapes.



Take a fine-tooth comb and apply firm brush strokes from midway of the hair section to the roots.



Do so for the other sections until you can see the scrunched look near the roots



Now brush the hair's top layer with light pressure and back comb. Fix it with clips.



Complete the style by spraying a good quality hair spray.



**Control and secure hair effectively into place, during dressing (Products and tools to achieve the desired effect)**

There are a number of elements that are useful in controlling and securing hair during dressing session. Two of the major ways are:

- **Use of Setting Sprays:** These are used after the hair is styled properly. These sprays have hardening agents that lock the hairstyle and does not allow stray hairs to escape. Added to this, these sprays also ensure that the hair looks naturally glossy.



*Fig. 7.1.1.1: Result created with hair spray*

- **Use Of Hairpins:** Hairpins are essential elements that help in controlling the shape of a hairstyle. The styles may be a pouf, side curls, buns, etc. The pins that are considered best for the purpose are of three types.
  - Bobby pin or long grip pin
  - Small bobby pin
  - Hairpins or U pins

### Apply Finishing Product Following Manufacturer's Instructions to Maintain the Style

- Hair wax and gels should be taken in small quantity (coin-sized) and warmed up. This can be done by smearing the product on the palms and then applying it halfway to the tip of the hair.
- The same process requires to be used for serums to give the hair a glossy finish without making the hair look limp.
- Hair setting sprays and volumizers should be applied from at least a foot away from the hair.

### Various Styles of Dressing Hair

It is important for a Hair Dresser & Stylist to ask and take the necessary steps before planning the style according to the occasion. It is imperative that the stylist is well aware of the latest hairstyles that customers look from them.



Hair Accessories



Scrunch Dry



Plait



Twists



Tonging



Braids



Crimping



Weave



Straightening





Knots



Pin Curls



Chignon



Finger Waves



Pleat



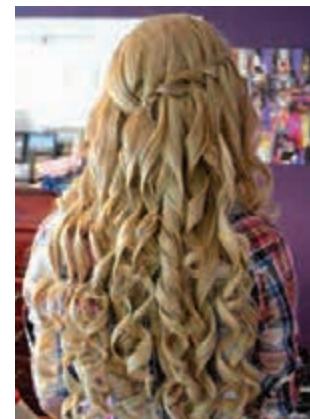
Wet/Dry Setting



Rolls



Added Hair



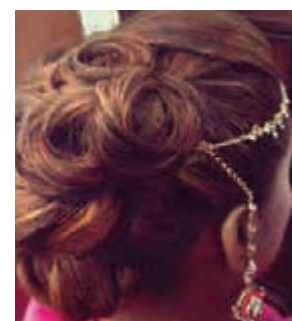
Barrel Curls



Hot Rollers



Ringlets



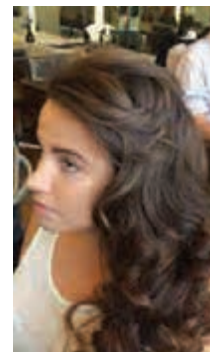
Up-Dos



Smooth Blow-Dry



Iron Curls



Curly Blow-Dry

### Styling techniques to achieve the desired effects

#### Thermal curling:



It produces temporary curls that last until the next wash. The style is achieved through thermostatically controlled irons. It is done on freshly shampooed and thoroughly dried hair.

No creams or lotions should be used prior using curling rods as it reduces the chances of long-lasting curls. Conditioners can be used after shampooing to avoid excessive dryness of hair. To restore moisture in hair, serum can be used after applying the hairstyling technique.

#### Braiding:

It is the most popular hairstyling technique which can be excelled with practice. This kind of hairstyle allows the Hairstylists to explore their own styling skills. There could be development of dexterity, synchronization, concentration, confidence and finger strength required for professional hairstyling.

- Untangle the hair with a wide tooth comb.
- Now, collect the hair to the base and divide it into three sections.
- Bring the hair section from your left-hand side and put it above the middle hair section without leaving any of the hair section.
- Now repeat the same with the right hair section.
- Shift the hair strands in the same process in a criss-cross direction.
- While braiding down the hair, tighten it.
- Take a ponytail holder to secure the braid.

**French Braiding :**

It can be done in any way and anywhere on the head, from one single braid to many braids (cornrows). For a neat French braid, follow the steps given below:

- In damp hair, apply setting lotion or gel.
- Take neat and equal sections of hair.
- Comb and smoothen every strand of hair while picking and braiding the sections.
- If there are split ends, twist the strand every time a new section is joined.

**French Roll:**

This is a very simple and convenient hairstyle for the client with medium to long hair. It looks decent and suits all occasions.

**Effects That Can Be Achieved By Curling On and Off Base**

Curling on and off base is done for curling, lifting and giving volume to the hairstyle. Both the effects can be achieved with the help of wind from the blow-dryer. Added to this, you can avoid the section and roller marks with the assistance of brisk wind.

As you know that on and off base winding is used when more volume is required. For this situation, more root lift is needed. Hence, these processes are used.

- 'On Base' curls can be achieved when you hold the strand at 45° beyond the base
- 'Off Base' curls can be achieved when you hold the strand at 90° beyond the base

The process of curling on base and off base looks like this:



On base with rollers



On base with a curler



On base effect



Off base with rollers



Off base with a curler



On base effect when used with this type of curling rod

**Importance of adapting temperature of equipment to suit different hair types**

We are already aware of the different hair texture types. Where the types range from course and dry to smooth but frizzy hair; using the same temperature for varied hair types can damage the cuticles.

When the blow-drying or hairdressing process after shampooing starts, it is imperative to use the highest setting of the blow dryer. This is necessary to dry the roots of the hair after which the styling process can take place.

During the hairstyling process, the temperature of hot air should be on the cooler side.

The same is applicable to the utility of straightener and curling iron. It is important that the straightening iron or the curling rod should be moved away from the hair after 2 minutes. This allows the hair strands to cool down.

Few of the temperatures required in this case are:

- 210° for thick and abundant hair
- 190° - 210° for normal and resistant hair
- 180° for normal and fragile hair
- 150° - 180° for fine and strong hair
- 120° - 150° for fine and fragile hair
- 60° - 180° for synthetic hair

**Provide suitable aftercare advice**

After performing the services, you must tell the clients how they require to maintain their hair after coloring and styling. Added to this, you must also tell them the product types they are supposed to use to maintain their hair.

## Exercise

### Choose the Correct Option

1. What should be applied with firm brush strokes from midway of the hair section to the roots?  
a) Fine-tooth comb    b) Curling rod    c) Straightener
2. Which of the options is a type of hairpin?  
a) Nail paint    b) Bobby pin    c) Safety pin
3. What should be applied from at least a foot away from the hair?  
a) Hair setting sprays    b) Mousse    c) Shampoo
4. 'On Base' curls can be achieved when you hold the strand at which angle?  
a) 45° beyond the base    b) 155° beyond the base  
c) 90° beyond the base
5. Which temperature is required for thick and abundant hair?  
a) 190°    b) 210°    c) 50°

## 8. Colour And Lighten Hair



Unit 8.1 - Perform a Variety of Colouring Techniques such as Full Head, Regrowth and Highlighting and/or Lowlighting



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Evaluate the different colouring techniques
2. Apply different colours on hair



## UNIT 8.1: Perform A Variety Of Colouring Techniques Such As Full Head, Regrowth And Highlighting And/Or Lowlighting

### Unit Objectives

After attending this unit, participant will be able to:

1. Evaluate the concept of hair colouring and lightening
2. Identify various types of colouring products and their effect on hair structure
3. Recognize tools and equipment used for colouring
4. Evaluate the contraindications related to hair colouring services
5. Apply essential hair colouring techniques

### 8.1.1 Overview Of Hair Colouring And Lightening

Hair colouring, also known as hair dyeing, is the practice of changing the natural colour of hair. Hair colouring can be done professionally by a hairdresser or a professional Hair Dresser & Stylist or independently at home.

The main reasons for changing the natural colour of hair are:

- To cover grey or white hair.
- To change to a colour regarded as more fashionable or desirable.
- To restore the original hair colour after it has been discoloured by hairdressing processes or sun bleaching.

#### Hair Colour Terminologies

- **Paper-Thin Highlights:** This is the subtlest form of highlights – more of a glister than a noticeable line.
- **Gloss:** It is a shiny overlay on the hair. Usually, it means a finishing product for hair colour and styling.
- **Glaze:** Semi-permanent product used for adding shine and for protecting hair colour from fading.
- **Colour Bath:** Colour applied over lathered up hair to adhere to porous areas like faded hair, or to blend a highlight.
- **Fillers:** These are used to even out a hair colour before using a permanent colour.
- **Oxidation:** It is a chemical change in hair colour caused by air. This usually results in the yellowing of bright highlights.
- **Dimensional Colour:** This colour brings out the movement of a haircut.
- **Tipping:** It is a lightning technique done by freehand with colour. This process is reserved for colouring the hair tips.

## Hair Examination and Principles Of Colouring

## Hair Color Chart



- A high density of eumelanin causes black hair in the hair. It is the darkest hair colour.
- Brown-haired people have a high quantity of melanin and a lower quantity of pheomelanin in the hair. Women with such hair are called Brunettes.
- Blonde hair contains a lower density of both eumelanin and pheomelanin. Blonde hair has a range of shades like platinum blonde to strawberry blonde.
- Auburn hair has a higher density of pheomelanin and a lower density of eumelanin.
- Red hair is caused by a special gene which remains recessive. This hair kind has the highest levels of pheomelanin.
- White hair is the result of a lack of melanin.

### Colour Theory (Law of Colour)

It is important to understand the theory of colour pigments before applying colour. An equal amount of red and blue mixed together will make violet, yellow and blue in equal amount makes green, an equal amount of red and yellow makes orange. This system is called the Law of Colour.

Colour is selected according to skin tone and eye colour. The criteria for selecting an appropriate colour which goes with the basic skin tone and the eye colour is given below:

| Colour Selection Criteria  |   |
|--|---|
| i) For light skin tone :   |   |
| <b>Black eyes</b> <ul style="list-style-type: none"> <li>• Light brown shades</li> <li>• Red highlights</li> </ul> | <b>Brown eyes</b> <ul style="list-style-type: none"> <li>• Blonde highlights</li> </ul>                           |
| ii) For medium olive complexion :  |   |
| <b>Black eyes</b> <ul style="list-style-type: none"> <li>• Warm brown shades</li> </ul>                            | <b>Brown eyes</b> <ul style="list-style-type: none"> <li>• No ash colours</li> <li>• Blonde shades</li> </ul>     |
| iii) For dark or brownish complexion :   |   |
| <b>Black eyes</b> <ul style="list-style-type: none"> <li>• Copper highlights</li> </ul>                            | <b>Brown eyes</b> <ul style="list-style-type: none"> <li>• Red highlights</li> <li>• Golden highlights</li> </ul> |

### Explain the principles of colour applications

There is a basic rule that is mostly followed in case of hair colouring. The basic rule of hair colouring is that cool tones neutralize warm tones and warm tones neutralize cool tones. The cooler the tone of colour, higher will be the effectiveness with which it can eliminate the warm colour. It's easy to identify the warm and cool colours if you understand colour principles.

**Primary colours:** The three primary colours actually create both neutral and artificial colours. The primary colours are:



- Red (warm tone)
- Blue (cool tone)
- Yellow (warm tone)

**Secondary colours:** If you mix equal parts of two primary colours together, you'll get secondary colours.



- Blue & Yellow = Green
- Blue & Red = Violet
- Red & Yellow = Orange

**Tertiary colours:** If you mix an equal portion of a particular primary colour with their immediate next secondary colour, what you'll get is a tertiary colour.



- Blue & Green = Blue-Green
- Blue & Violet = Blue-Violet
- Red & Orange = Red-Orange
- Red & Violet = Red-Violet
- Yellow & Orange = Yellow-Orange
- Yellow & Green = Yellow-Green

**Neutral colours:** When all three primary colours are present a neutral colour is created.

**Complementary colours:** Colour tones that neutralize each other are known as complementary colours. To create a neutral colour, mix these complementary colours: For example - Blue and Orange Red and Green-Yellow (Gold) and Violet



## Permanent, semi-permanent and temporary colours

### Permanent



- Although it is called permanent, it does not last forever.
- The shades, however, last a very long time.
- It remains vibrant if properly cared for.
- Most hair colours are available in the permanent kind.
- It is one of the most popular forms of hair colouring.

### Temporary



- It fades faster than the natural colour.
- It gives the hair a more natural finish.
- It fades with every wash, so the colour keeps changing.
- It is appealing because it allows one to keep experimenting with the latest hair colouring styles.

### Highlights



- This technique helps achieve sun-kissed locks.

- It lightens hair locks.
- This helps to add multiple dimensions to the hair.

### **Lowlights**



- In contrast to highlights, lowlights darken the hair.
- It is mostly used in combination with other hair colouring techniques.
- It adds depth and dimension to hair.
- It also makes hair look thicker and more voluminous.

### **Balayage**



- This is now the most popular colouring technique.
- Many popular actresses sport this style.
- It is a freehand colouring technique.
- It gives a natural finish to the hair.
- In this process, hair can be heavily or lightly coloured.

### **Ombre**



- It is a shadowing technique.
- This seamlessly blends two colours.
- In this technique, the hair is darker in the roots and fades as it moves towards the tips.
- It is an elegant look.
- This does not need a regular touch-up, so it is low maintenance.

### Root Colour



- It is a comparatively newer trend.
- In this technique, the roots are coloured a darker shade.

### Henna



- It is fast catching up as a popular, chemical-free hair colour.
- It works different effect for different natural hair shades it is applied to.

### Hair Chalks



- It is a simple and fun way to play with hair colour.
- It can be removed in a single wash.

### International colour chart

The International Colour Chart (ICC) is a numerical system that is used to classify hair colour. This system is recognized worldwide. This means that each hair colour has a definition that is recognized all-round the globe. Manufacturers can officially use this chart on hair colour charts and tubes/boxes of hair dyes. Although the chart is not perfect, the ICC goes a long way to standardize the concept of how we define hair colouring products.



Fig. 8.1.1.1: International colour chart

### Colour application principles and procedures

- **Global colouring:** Colouring the complete hair is called global colour. The technique is known as global colouring. The global colouring is performed mostly for grey hair. It is also done for darkening or lightening the natural colour of the hair.
- **Grey coverage:** Covering grey hair can be very simple. The only catch is to discover which hair colour has the best grey coverage. Colouring grey hair can be simple, whether you're covering grey hair completely, or just touching up the roots.
- **Re-growth:** Regrowth is new hair that grows closest to the scalp, which is also known as your roots. It is the natural hair colour of that particular person.
- **Highlighting:** Hair highlighting is a technique which is used for changing a person's hair colour, but the natural colour doesn't change completely. This is done using lightener or hair-colour to colour specific hair strands. There are four basic types of highlights. They are foil highlights, hair painting, frosting, and chunking. Highlights can be done using natural or artificial colours.
- **Lowlighting:** The concept of lowlights is similar to that of highlights, yet there are some basic differences. Lowlights involve darkening strands of hair by using colours that are darker than the natural colour of hair, In contrast, highlights use colours that are lighter than the natural shade.
- **Colour correction:** Colour correction is meant to fix a prior colouring service that had unwanted and undesirable results. Most people opt for colour correction because of brassy, orange highlights, or at-home colour that came out differently than desired. Colour correction is done by a professional Hair Dresser & Stylist.





Fig. 8.1.1.2: Colour correction

## 8.1.2 Different Types Of Hair Products And The Effects of Hair Products On Hair Structure

Hair colouring products consist of a solution that contains dye intermediates which when mixed with a developer creates a dye as the chemicals react within the hair shaft. These products are generally used for the colouring of hair in a beauty salon.

### Permanent Hair Colouring Products:

- Permanent hair colouring products are always mixed with a developer.
- Using a higher volume of developer creates more lightening results and using a lower volume of developer creates less lightening results.
- Simultaneously with the lightening action, colour is deposited.
- Permanent hair colouring products are very versatile in that they can be used to match, darken, lighten or cover the grey hair.
- This kind of product requires a patch test.

### Demi-Permanent Hair Colouring Products:

- Demi-permanent hair colouring products are oxidative.
- They generally require a developer.
- They only deposit colour and do not lighten.
- They are less alkaline than permanent hair colouring products and require a lower volume developer.
- They contain the same dye as permanent hair colouring products. Therefore, they require a patch test before application.

**Semi-Permanent Hair Colouring Products:**

- In general, semi-permanent hair colouring products are designed to fade over time.
- They often last about four to maximum six weeks, depending on how many times the hair is shampooed in-between.
- Semi-permanent hair colouring products are not mixed with peroxide.
- They do not lift or lighten the natural hair colour and only deposit colour.
- This kind of product requires a patch test.

**Temporary Hair Colouring Products:**

- Temporary hair colouring products are non-oxidative.
- They do not require a developer.
- Temporary hair colouring products only coat the hair and are easily shampooed away. No chemical change in the hair occurs.
- There are various types of temporary hair colouring products in the marketplace and many new products are arriving frequently.
- Few of the existing types of temporary hair colouring products are:
  - Spray on
  - Shampoo
  - Liquid/rinse
  - Mousse
  - Gel
  - Mascara/wand

For providing appropriate hair colouring services, certain hair colouring products need to be taken care of. These products are to be kept in mind in particular, while or before performing any hair colouring services to the client in a beauty salon.

Few of these products are discussed below:

**Hair Dyes:** Hair dyes are the products that are used to give specific colours to the already existing natural hair colour. Most hair dyes vary greatly in their chemical composition.

Three main types of hair dyes are used for hair colouring. They are:

- Temporary Dyes
- Semi-Permanent Dyes
- Permanent (Oxidative) Hair Dyes

### Mehendi or Henna



Mehendi is also known as henna. Mehendi is used as a dye for the hair. It also makes the hair thicker, stronger and silky. If applied on a regular basis, it strengthens the roots of the hair naturally.

The best fact about henna is that it acts upon hair roots and it adds on to the thickness of the hair strands which will accentuate the volume of hair.

Henna is natural and also possesses the anti-fungal and anti-bacterial properties. Moreover, it also restores the scalp balance, also known as the acid-alkaline balance, without tempering the natural balance of the hair.

### Bleach or Hair Lightener

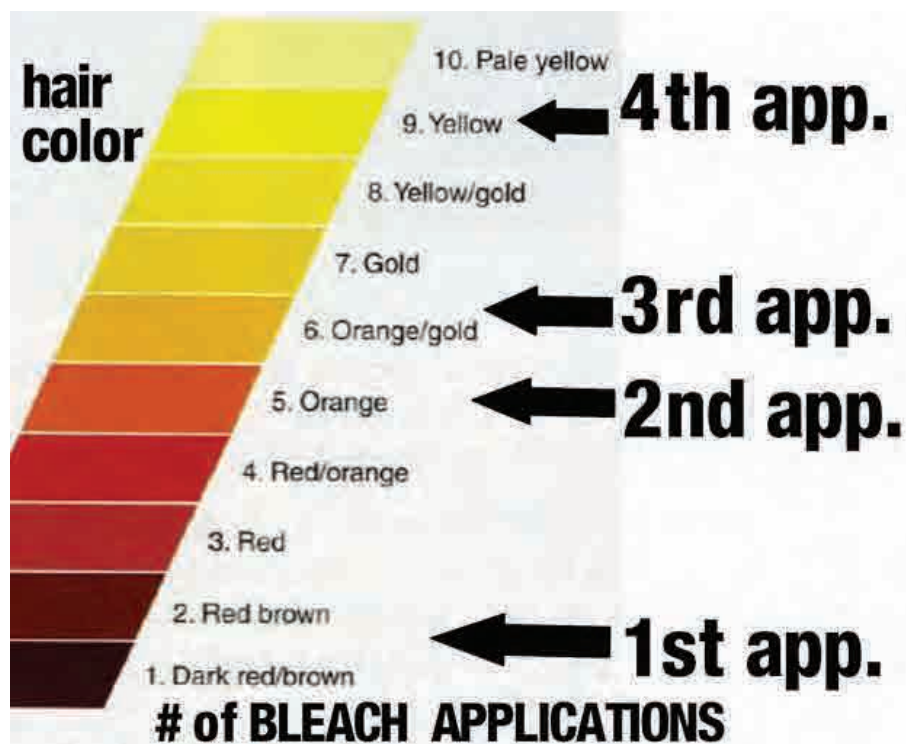
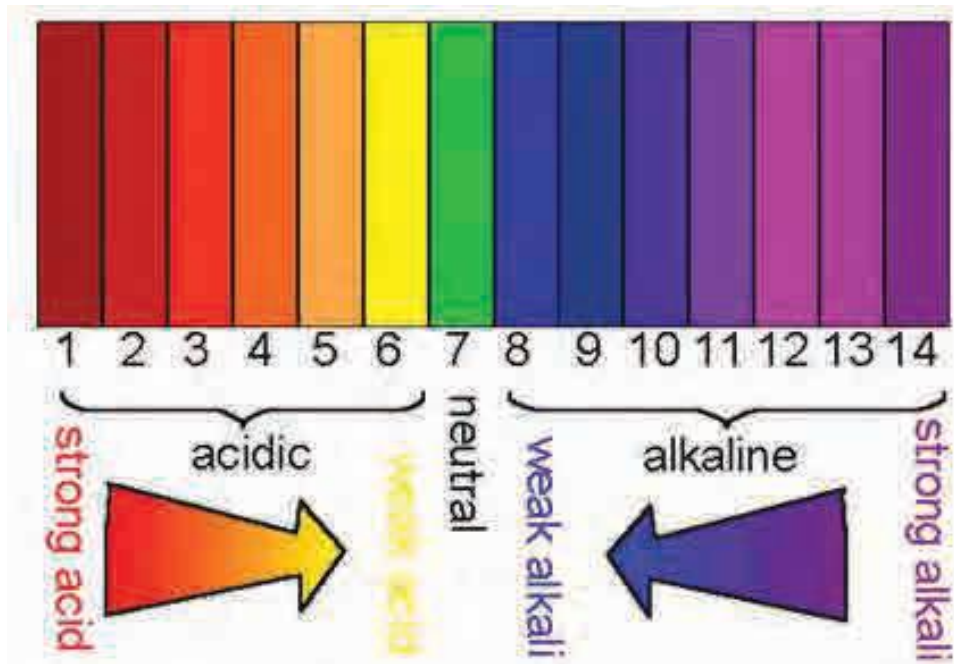


Fig. 8.1.2.1: Degrees of decolourization with their number of application

Hair lightening process begins after the application of bleach or any hair lightening product. The main ingredient of such product is mainly hydrogen peroxide (developer). The action happens due to the oxidation process within the hair shaft (cortex). It removes the melanin pigment that decolourizes the original hair colour.

The degrees of decolourization is represented in this diagram.

## pH scale and its effects on hair structure



The pH level of any substance is defined by its alkalinity or acidity. The range of pH scale begins from 0 and ends at 14. 14 represents base (strong alkali) and 0 represents strong acid.

In general, most of the hair colours (permanent) are alkaline in nature. Due to the application of an alkaline substance, the hair cuticle opens up. It allows the colour to penetrate directly to the cortex. Then the substance reacts with the pigment of the original hair, making the hair coloured. 7 - 8 is the pH for permanent colour. If the bleach is used quite often, it causes permanent damage to the cuticle layer.

| Natural Levels | Descriptive        | Contributing Pigment | Corrective Base |
|----------------|--------------------|----------------------|-----------------|
| 10             | ULTRA LIGHT BLONDE | PALE YELLOW          | VIOLET          |
| 9              | VERY LIGHT BLONDE  | LIGHT YELLOW         | VIOLET          |
| 8              | LIGHT BLONDE       | YELLOW               | VIOLET          |
| 7              | BLONDE             | YELLOW/ORANGE        | BLUE/VIOLET     |
| 6              | DARK BLONDE        | ORANGE/YELLOW        | BLUE/VIOLET     |
| 5              | LIGHT BROWN        | ORANGE               | BLUE            |
| 4              | BROWN              | RED/ORANGE           | GREEN/BLUE      |
| 3              | DARK BROWN         | RED                  | GREEN           |

Fig. 8.1.2.2: Effect of bleach on hair colour

### Strand Test

Before application of hair colour to the client, the assistant Hair Dresser & Stylist requires to conduct the following test, stated as below:

Once the colour is selected, a strand test should be conducted to make sure about the time required for processing.

The steps involved are stated below:

- Step 1: Mix a small amount in equal parts of the selected colour and 20 volume of H<sub>2</sub>O<sub>2</sub> (developer).
- Step 2: Apply the mixture from the root to the end of the selected strand, which must be dry. Retrain on the hair until the desired shade is derived.
- Step 3: Wash, dry and examine the hair strand. Once the results are satisfactory, further proceedings should be initiated.

It is important for the Hair Dresser & Stylist to keep the equipment and required materials ready before provision of services. If the colouring process takes a longer time, the client will surely doubt the efficiency of the hair colourist and will soon become dissatisfied and lose confidence.

### Post-procedure Conditioners



On one hand, shampooing the hair is important for cleansing the scalp. On another hand, a good conditioner that's dye-friendly is the key to restoring any damage that may occur in the process of colouring.

There are several conditioners that are specially designed for coloured hair. A specially formulated conditioner for coloured hair helps absorb the proteins and prevent the hair colour from fading or deteriorating.

### Hair Serum



Hair serum is basically a silicone-based product that coats the surface of the hair. Hair serum is quite unlike hair oil which penetrates the hair cuticles and causes changes to the hair structure.

There are many types and brands of hair serum available these days in our country that you can be used on the coloured hairs.

Hair serums are used actually to add shine and style element for the coloured hair. Also, hair serums smoothen the hair, while protecting colour-treated hair.

### Heat Protectants



To protect coloured hair from becoming damaged or broken, it is crucial to apply some heat protectant on the hair; especially to coloured hair.

These heat protectant products come in various forms. Heat protection can be used in the form of a heat protection spray, heat protection serum or cream.

### Bleaching Products



Bleaching products are also essential when it comes to the discussion regarding colouring products. Bleach works by breaking through the hair shaft and oxidizing the natural pigment that gives the hair its natural colour.

This process can be a cause of hair damage, and for the same reason, the hair needs to be in healthy condition to be bleached. If the hair is in dry or damaged condition, a trained Hair Dresser & Stylist should recommend waiting for a month or two before the client applies bleach on his/her hair.

Meanwhile, a Hair Dresser & Stylist can prepare the hair of the client by nursing it back to health. If the client has proper healthy hair, it is best to start preparing the hair two weeks before the time it is supposed to be bleached.

### 8.1.3 Tools And Equipment Used For Colouring

The materials and tools required for hair colouring are stated below:



Towels



Plastic caps for hair colour



Powder bleach of the choice



Cream peroxide 9% or 30 vol.



Measuring glass



Plastic or glass bowl



Tail comb



Cotton



Application brush



Section clips



Plastic gloves



Plastic apron

## 8.1.4 Contraindications And Related Actions

Types of contraindications in case of hair colouring services are as follows:

- **Local Contraindications:** Local contraindications mean that treatment cannot be performed over contraindicated areas or parts of the scalp.
- **Medical Contraindications:** In case of Medical Contraindication, seeking the advice of the doctor becomes essential. The client should be asked to seek medical advice before appointment. In circumstances where medical permission cannot be obtained, clients must give their informed consent in writing.
- **Total Contraindications:** If client has the symptoms of total contraindication, it is better to prohibit a chemical hair perming treatment from taking place.

### Local Contraindications:

- Cuts/Abrasions
- Bruising
- Swelling
- Sunburn
- Sensitive or itchy skin or scalp
- Damaged scalp (Eczema, Dermatitis, Psoriasis)

**Medical Contraindications:** Please suggest the client seek medical advice before coming to the salon if he/she has visible problems with an itchy, sensitive or damaged scalp or in case the client is suffering from eczema or psoriasis of the scalp.

### Total Contraindications:

- Contagious or infectious diseases
- Scalp infections
- Fever
- Head lice
- Undiagnosed lumps and bumps
- Severe bruising in treatment area
- Dysfunction of nervous system, like Meningitis, Inflammation of the Brain

### Consult the client by questioning to identify contraindications to hair and make-up products

- A contraindication is something that prevents the person from carrying out the particular treatment.
- In care of hair colouring services, certain contraindications should be taken care of beforehand.
- It is essential that you ask your client if he/she suffers from any contraindications to establish whether it is safe to carry out the hair colouring services.
- The hair colouring cream that is going to be used can create irritation on the sensitive or allergic skin. It can be very painful if applied to the skin with disorders such as psoriasis.
- It is vital to record your client's responses to the questions you ask about contraindications to have a proof that he/she was asked before the service is provided, in case of any problems which may occur during or after the process.
- A good way of making sure that this is standard procedure in the beauty salon is to have some standard contraindication questions printed on your client's record card. These questions can be



ticked when they have been asked.

- You should also ask your client to sign the record card to validate that the questions were asked and their responses were accurately recorded. Always keep one copy of this record card with the salon and one with the client.
- Always perform a hair test or patch test before any hair colouring session. This helps to track any contraindication that may be present.
- You should convince the client to undergo a hair test because this will be in favor of the health of the client.

## 8.1.5 Apply Colour, Using Techniques That Reduce The Risk of Colour Being Spread To Skin And Clothes

### Provide clear recommendations to the client based on influencing factors

- Ask the customers if they have any specific preference (color shade/areas where clients want the color to be applied/application of color to their entire head or only on few strands).
- Assess the hair style of the client.
- Analyse the hair texture, color, condition, texture, thickness and length to suggest coloring type.
- Suggesting suitable color to the clients (neutral, cool or warm shade).

### Prepare the client for colouring services

- Ask the client to remove earrings and neck-piece.
- Cover the area from the neck to below with a plastic salon gown.
- Take a small amount of color and try the Patch test.
- If the test comes out ok, carry on with the coloring service.
- Comb the hair well with a fine tooth comb to remove tangles.

### Application of Temporary Hair Colours

#### Application Procedure:



- Drape the client properly
- Shampoo and towel dry the hair
- Prepare the rinse carefully following the manufacturer's direction
- Start applying from the lightest part of the hair with a cotton swab or plastic applicator
- Saturate the hair from roots to the end
- If the hair ends are porous, dilute the mixture before applying
- Use a wide tooth comb to blend the colour over every strand to assure even distribution.
- Leave the rinse on the hair for 2 to 5 minutes; do not rinse the hair with water.

### Application of Semi-Permanent Colours

#### Application Procedure:



- Drape the client properly.
- Shampoo and towel dry the hair.
- Put on protective gloves.
- Apply colour to the hair throughout the scalp.
- Gently apply colour through the hair with fingers until hair is thoroughly saturated. Avoid applying it on the scalp.
- Pile hair loosely on top of the head.
- When the desired colour is achieved, rinse hair with warm water.
- Rinse until water runs clean and clear.
- Towel dry, set and arrange the hair for a stylish look.
- Fill up the record card.

### Application of Henna

#### Tools Required:



- Mixed henna
- Mixing bowl
- Shower cap
- Dark coloured towel
- Cotton strips
- Plastic cape
- Tail comb
- Gloves
- Tint brush
- Vaseline

**Application Procedure:**

- Drape the client properly
- Shampoo and dry the hair.
- Apply Vaseline to hairline, ears, and neck to prevent discolouration of the skin.
- Wear gloves and start with a strand of hair at the crown.
- Apply henna with a brush from the roots to the ends and twist it to make a bun.
- Keep taking thin strands around it and wind them around the same center.
- Cover the entire head with henna in the same manner.
- Now cover the superficial layers of the hair and the bun with more henna.
- Wrap your client's head with a shower cap and place cotton strips around nape hairline, at the back of the ears and front hairline to prevent dripping.
- Wait for half to 2 hours depending on the desired results.
- Rinse hair thoroughly with warm water and dry it in the usual manner using an old towel, as it will stain more than the hair.
- The shampoo should be used after a day or so.

**Important Safety Measures:**

- Never proceed for colouring without client's skin patch test and strand test.
- Record card should be consulted if it client's second visit.
- Keeping client's preference in mind, advice client what will suit him/her.
- Do not apply tint if metallic or compound dye is present.
- Never mix the colour and developer in advance, mix them when you are ready for applying. Throw away the leftover tint.
- Do not brush the hair before applying a tint.
- Never use a metal bowl for mixing the colouring solution, use either plastic or glass bowl.

- Drape your client properly with a black coloured sheet to protect his/her clothes from staining.
- Wear protective gloves throughout the process.
- Avoid rinse water going into the client's eyes.

### Essential Aspects of Hair Colouring Services

A trained Hair Dresser & Stylist should keep the following things in mind while providing hair colouring services to a client in a beauty parlour:

- **Mix the colours accurately as per manufacturer instructions:** Following the instructions given by the manufacturer becomes essentially important while mixing hair dyes, before the application of hair colours. A trained Hair Dresser & Stylist should keep it in mind and perform the task of mixing colours accordingly.
- **Apply colours in sections neatly, taking into account various influencing factors:** Part the hair neatly into sections before applying hair colour. Also, factors like skin tone, existing colour, hair condition, test results if any, etc. are to be kept in mind while colouring the hair of any client. These factors will matter ultimately in the long run; a Hair Dresser & Stylist should keep that in mind.
- **Apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas:** The colouring product can spread and reach the client's skin. Such products can be harmful to the client's skin and health. Therefore, a trained Hair Dresser & Stylist should consciously avoid any such incident that may occur during the hair colouring services. Not only the skin, the clothes, accessories, and the surrounding areas should be protected while performing the task of hair colouring.
- **Monitor accurately the development of colour, follow the manufacturer's instructions to ensure desired development :** Appropriate monitoring is as essential as appropriately applying hair colour. Monitoring should be done according to the instructions that are provided by the manufacturer. The process of monitoring is applicable in every stage when it comes to hair colouring services. This helps in getting the desired result at the end of the whole process.
- **Remove the colouring products from hair thoroughly:** The last essential step of a hair colouring service is to remove the hair dye. Proper removal of hair colouring products is also extremely essential. A trained Hair Dresser & Stylist should know the proper removal techniques of hair colouring dyes and other such products. The process should be done in such a way that there are no remains of any product at the end.
- **Apply a suitable conditioner or post-colour procedure to the hair following manufacturer's instructions:** Choosing an appropriate post-colour procedure or a post-procedure conditioner for the client is important. In this case, the Hair Dresser & Stylist should take full responsibility. Also, choosing a conditioner is not enough. Applying it appropriately, following the instructions are given by the manufacturer, is equally important.
- **Record details of the procedure accurately as per organization standards:** Before the beginning of a hair colouring session, and also after the end of the session, it is essential to keep a detailed record of the client and the services provided to the particular client. This will keep the Hair Dresser & Stylist safe, even in case of minor damages or injuries that may occur as a result of the hair colouring services. Keeping records and maintaining them should be done according to the organizational standards.
- **Promptly refer problems that cannot be solved to the relevant person/senior Hairstylist for action:** After the hair colouring session, certain problems may occur, some minor injuries or damages may arise. In case that the Hair Dresser & Stylist is not aware of the possible remedies, immediate expert consultation is required. A trained Hair Dresser & Stylist should never hesitate to ask help from the co-workers, seniors or should consult a doctor, if and when required.

- **Ask questions to check with the client their satisfaction with the finished result:** At the end of each hair colouring session, there are a few questions that are supposed to be asked to the client by the Hair Dresser & Stylist. A Hair Dresser & Stylist should always ask the client, whether he/she is satisfied at the end of the session or not. Interaction with the client is important. Also, satisfying a client with the ultimate result is the duty of a professional Hair Dresser & Stylist.

#### **After Care Procedure for Coloured Hair**

- Avoid exposure to bright sunlight as much as possible, as a protective measure, you can wear a hat or a scarf or use an umbrella when going out, but in case of having red tones, it will accentuate the colour more.
- Rinse salt and chlorinated water from the hair immediately after swimming. The chemical reaction between lighteners and copper in the water can give hair a greenish cast.
- Use a shampoo that has a low pH balance as they help to reduce the oxidation damage and close the cuticle.
- Use a specialist colour shampoo.
- Gently towel dry hair, rather than rubbing vigorously.
- Use a protein conditioner every time you shampoo.
- Use styling protects with UV screens.

## Exercise

### Choose the Correct Option

- One of the main reasons for changing the colour of hair is to restore the original hair colour after it has been discoloured by \_\_\_\_\_ processes or sun bleaching.
  - Hair removal
  - Hairdressing
  - Hair-perming
- What are the products that are used to give specific colours to the already existing natural hair colour?
  - Hair Dyes
  - Conditioners
  - Neutralizers
- It is essential that you ask your client if he/she suffers from any \_\_\_\_\_ to establish whether it is safe to carry out the hair colouring services.
  - Cold allergies
  - Cough, colds and fever
  - Contraindications
- What is the full form of ICC, according to this chapter?
  - Indian Cricket Council
  - International Colour Chart
  - Internet Commerce Corporation
- Before the beginning of a hair colouring session, and also after the end of the session, it is essential to keep a detailed \_\_\_\_\_ of the client and the services provided to the particular client.
  - Record
  - Relationship
  - Coordination

# 9. Perm And Neutralize Hair



Unit 9.1 - Create a Variety of Looks using Basic Perming Techniques



## Key Learning Outcomes

**After attending the session, participant will be able to:**

1. Evaluate the basic processes to perm and neutralize hair



## UNIT 9.1: Create A Variety Of Looks Using Basic Perming Techniques

### Unit Objectives

After attending this unit, participant will be able to:

1. Analyze the concept of hair perming
2. Recognize the contraindications, contractions and respective necessary actions
3. Evaluate skin test, pre-perm test curl, incompatibility test, development test curl
4. Identify perm lotions, products, tools and equipment, winding techniques used for perming and neutralizing
5. Evaluate the actions that are necessary for the preparation of perming
6. Analyze perming procedure
7. Analyze neutralizing procedure
8. Apply various creative finishing techniques after neutralizing the hair

### 9.1.1 Overview Of Hair Perming

The word 'perm' is basically a shorter form of the word 'permanent'. In case of haircare services, the word 'perm' denotes 'permanent wave'. This is a unique process that involves the use of heat or chemicals to reform the cross-linking bonds of the basic structure of hair. This is a kind of hair therapy that is used to curl hairs and make it look wavy. Perming is a chemical hair treatment that can be used to add curl to our hair.

In case of a haircare scenario, every perming session has two main parts. They are: first is wrapping the hair around rods and second is applying a chemical treatment to it. This takes several hours to get fully processed. But the results are meant to satisfy the client, even if he/she has to wait for a few hours.



Fig. 9.1.1.1: Preparation for perming

## 9.1.2 Contraindications, Contractions And Respective Necessary Actions

Types of Contraindications in case of hair perming are as follows:

**Local Contraindications:** Local contraindication means that treatment cannot be performed over contraindicated or infected areas or parts of the scalp.

**Medical Contraindications:** In case of medical contraindication, requesting the advice of the doctor becomes essential. The client should be asked to seek medical advice before the appointment. In circumstances where medical permission cannot be obtained, clients must give their informed consent in writing.

**Total Contraindications:** If the client has the symptoms of total contraindication, it is better to prohibit a chemical hair perming treatment from taking place.

### Local Contraindications

- Cuts/Abrasions
- Bruising
- Swelling
- Sunburn
- Sensitive or itchy skin or scalp
- Damaged scalp (Eczema, Dermatitis, Psoriasis)

### Medical Contraindications

Please suggest the client seek medical advice before coming onto the salon if he/she has visible problems with an itchy, sensitive or damaged scalp or in case the client is suffering from eczema or psoriasis of the scalp.

### Total Contraindications

- Contagious or infectious diseases
- Scalp infections
- Fever
- Head lice
- Undiagnosed lumps and bumps
- Severe bruising in treatment area
- Dysfunction of nervous system, like meningitis, inflammation of the brain

### Consult the client by questioning to identify contraindications to hair and haircare products

- A contraindication is something that prevents the person from carrying out the particular treatment.
- In care of hair perming, certain contraindications should be taken care of beforehand.
- It is essential that you ask your client if he/she suffers from any contraindications to establish whether it is safe to carry out the hair perm treatment.
- Perming lotion can create irritation on sensitive or allergic skin.
- It can be very painful if applied to skin with disorders such as psoriasis.

- It is vital to record your client's responses to the questions you ask about contraindications to have a proof that he/she was asked before the treatment, in case of any problems which may occur during or after the process.
- A good way of making sure that this is standard procedure in the beauty salon is to have some standard contraindication questions printed on your client's record card. These questions can be ticked when they have been asked.
- You should also ask your client to sign the record card to validate that the questions were asked and their responses were accurately recorded. Always keep one copy of this record card with the salon and one with the client.
- Always perform a hair test prior to the hair perming session. This helps to track any contraindication that may be present.
- You should convince the client to undergo a hair test because this will be in favour of the health of the client.

### **Use Suitable Consultation Techniques To Identify The Client's Wishes For The Desired Look Before Perm And Neutralizing Service, Including With Parents/Guardians Of Minors**

#### **Consultation techniques:**

**Ask questions:** Before applying a hair perming treatment to the client, seeking appropriate permission is a must. Ask multiple questions to make sure that exactly the client is asking for. Hair perming can be done only after the client agrees to do so.

**Show catalog of styles, chart or image referencing:** Showing various catalogs of hair perming styles can actually help the client to take an appropriate decision in case of hair treatment. Image references can be used for further clarification into a particular style of hair perming.

**Computer-aided simulations:** Computer-aided simulation provides conceptual and procedural information, starting from basics to advanced treatment procedures. This will provide the client with the detailed procedure of the treatment that the client is about to receive.

#### **Ensure a guardian or parent is present while providing service to minors**

- According to the Indian Constitution, a minor is a person under the age of eighteen.
- Minors are generally not allowed to take vital decision all by themselves. Any of the parents should be contacted in case of dealing with a minor.
- Seeking permission from any of the parents becomes essential when a minor comes to the beauty salon for the chemical hair treatment.
- Chemical treatments generally involve certain contraindications and certain contractions. Parents are to be informed about these, prior to the treatment.
- Minors can be allowed to sit for a hair perm session only when any of the parents approves it.
- The parent should be asked to sign the record card to validate that the permission that has been given by them, in favour of their children. Always keep one copy of this record card with the salon and one with the client.

### 9.1.3 Hair Analysis

One of the chief elements of client consultation to identify hair and scalp conditions suitable for coloring is analyzing the hair. It is the first step that requires to be performed before any hair treatment.

It is essential that you use diagnostic record card to record every aspect of consultation. It is better to ask the client to sign a document, stating that they agree with the suggested course of action.

Here are some of the tests that can help confirm the condition of the cortex.

#### 1. Elasticity Test:

- This is to test the internal strength of the hair (the cortex).
- Hair that has been damaged due to chemical treatments may have lost much of its natural strength.
- This type of hair may stretch over two-thirds of its original length and may even break off.
- It is important to carry out this test before perming.
- Hair that is in good condition will stretch and then return to its original length.
- Take one strand of hair and hold each end firmly between the thumb and forefinger of each hand and gently pull.
- If the hair stretches more than half of its original length, then it is over elastic and may snap or break during chemical processing.



*Fig. 9.1.3.1: Hair strength test*

#### 2. Porosity Test:

- This tests the condition of the outer layer of the hair shaft – the cuticle.
- If the cuticle is damaged, it becomes porous.
- Perming chemicals added to porous hair will be absorbed unevenly and may produce uneven curl results.
- This is why special perm lotions for tinted and highlighted hair are used.
- They are weaker in strength and are less likely to over process the hair and give a poor result.
- Take a strand of hair and hold it by the points (where the hair has been cut) between the thumb and forefinger of one hand.
- Run the forefinger and thumb of your other hand from the root (where the hair grows from) down to the point.
- If the hair feels rough and bumpy, the cuticle scales are raised and open, and this is an indication of porous hair.
- If the hair feels smooth, the cuticle is flat and closed, and the hair's cuticle region is in good condition.



Fig. 9.1.3.2: Testing hair smoothness

### 3. Incompatibility Test:

Some chemicals do not work well together (they are incompatible) and may have a bad reaction if one is used over the top of another. Some colours, for example, contain metallic salts, which are incompatible with other chemicals.

You should carry out an incompatibility test before perming if you are unsure of the colouring products already on the hair or if the hair has a doubtful history.

- Mix (preferably in a glass bowl) 40 ml of 20 volume hydrogen peroxide and 2 ml of alkaline perm lotion.
- Place a small cutting of hair in the solution and wait.
- If heat is given off, the lotion fizzes and the hair breaks, dissolves or changes colour, then this is a positive reaction, and the hair should not be permed or coloured with a product containing hydrogen peroxide. The hair contains metallic salts.



Fig. 9.1.3.3: Metallic salts present in hair

### 4. Pre-Perm Test Curl:

When handling fragile, porous hair or hair with a doubtful history, it is advisable to wind, process and neutralize one or more small sections of hair. The results will be a guide to the best rod size, processing time and lotion strength to use.

This test will also give a good indication of the condition after the perming process and will determine whether the hair is suitable for this treatment. It is not always suitable or possible to carry out a test curl on the head, so cutting of hair may be taken and tested separately, but remember, there will be no scalp heat to help the processing.

- Wind two or three rods of your chosen size in the hair.
- Apply perm lotion suitable for hair condition and leave to process for the manufacturer's specified time.

- Carry out a development test curl to see whether processing is sufficient. If so, rinse, neutralize for the time specified by the manufacturer, remove rods and evaluate curl result.



*Fig. 9.1.3.4: Curl test*

### 5. Development Test Curl:

This test is carried out during the process of the perm to check whether the desired development has been reached.

- Always wear gloves to carry out this test.
- Hold perm rod and undo rubber fastener.
- Unwind the curler one and do a half turn or until you see the start of the perm paper, holding firmly.
- Push the hair up and then in towards the scalp, allowing it to relax into an 'S' shape movement. Be careful not to pull the hair as it is in a very fragile state.
- When the size of the 'S' shape corresponds to the size of the curler, the processing is complete.



*Fig. 9.1.3.5: Processing curl test*

- The hair should be rinsed with warm water to avoid over processing and neutralized following manufacturer's instructions.
- Always take test curls on different areas of the head as one area may be ready before another and this would cause an uneven curl result.
- The temperature of the salon will make a difference. Perms will process quicker on warm days than on cold days.
- Once you have carried out the necessary tests and you are satisfied with the results, continue with the service.

Ask the client to undertake a test, when:

- If he/she is a new client.
- If it has been more than 6 months since the client had his/her hair permed within the salon.

Do not perform a chemical hair perming treatment, when:

- When the scalp is damaged .
- When the skin is broken or damaged.
- When the hair is in poor condition.
- When the overall porosity of the hair is too high or over-bleached.
- In the presence of metallic salts, for example, Grecian 2000.
- When the hair has poor elasticity.

#### **Identify, Test And Analyse The Condition Of The Hair And Its Effect On Service Or Procedure Selection For Achievement Of The Required Results**

- Hair tests are necessary before a perm is carried out, if the client is doubtful about the hair or skin for any reason.
- You should always explain in details the importance of performing hair tests to the client. This makes the client aware that you are making a check to see whether the hair can withstand the chemical process that is going to be carried out.
- Once a contraindication is identified or the client receives a problematic test result, you need to know who you can ask for assistance from in your salon.
- It is important for a professional Hair Dresser & Stylist to know how to assess both contraindications and hair test results.
- If you are unsure what to do when you have one of the listed problems related to contraindications after the hair tests are performed, you can ask any senior colleague to help you decide what action to take with your client.

### **9.1.4 Perm Lotions, Products, Tools And Equipment, Winding Techniques Used For Perming And Neutralizing**

#### **Different Types Of Perm Lotions To Prepare And Protect The Clients**

- 1. Acid perm lotion:** Acid perm lotion has been developed as an alternative to the original alkaline perm lotion. Fewer bonds are broken in the cortex of the hair by acid perms, and they are gentler to use on damaged hair or hair that processes very quickly (for example, porous hair). Acid perms have activators that are added to them immediately before use. They rely on heat to open up the cuticle scales so that they can penetrate the cortex region. They generally have an acid pH of 6–7.  
Once an acid perm is mixed with its activator it only has a short lifespan. Therefore, any remaining lotion should be discarded. This makes pre-perm testing with acid perm lotions difficult, as you would not want to mix up a whole bottle of perm lotion to test one small piece of hair. This would not be cost effective for the beauty salon.
- 2. Alkaline perm lotion:** Alkaline perm lotion is generally stronger than acid perm lotion and comes in different strengths for different types of hair. It has a pH of approximately 9.5, which opens up the cuticle scales and allows the perm lotion to enter the cortex region of the hair. The higher the pH of the perm lotion, the more damaging it is to the hair. This is why alkaline perms have conditioning agents added to a development test curl. Acid perm lotion is becoming increasingly popular.
- 3. Exothermic perms:** Exothermic perms have the benefit of producing their own heat. Once the activator has been mixed with the perm lotion, the client will be able to feel the lotion getting warm as anyone holds the bottle. They are self-heating and no added heat is necessary to open the cuticle or help the perm during processing.

Exothermic perms are generally made for use on all types of hair; however, you may need to leave them for less time on porous hair. In this case, always check the manufacturer's instructions. They can be a mixture of acid and alkaline or acid/alkaline depending on the manufacturer. The only way to check is to look at the chemical ingredients on the packaging and compare to the acid or alkaline perm chemical ingredients.

- 4. Dual action perm:** These are used when perming African Caribbean hair and are more commonly used as they are kinder on the hair than single action perms. It is a two-step process: first, the curly hair is chemically softened using a cream to reduce the natural curl; secondly, a curl gel or winding lotion is applied and the hair is wrapped around perm rods and processed.

This permanent treatment allows the hair to be formed into new looser curls after neutralizing has taken place. Curly perms produce a tighter, more traditional curl, while a body perm will produce a softer wave or curl for a more modern finish.

- 5. Single action perm:** Single action perm uses the chemical ammonium thioglycollate, but only one application of the perm lotion is applied and remains on the hair until processing is complete. One must always wear gloves when winding hair that has had perm lotion applied to it. This kind of single action perm and curly perm lotion is ready to use in different strengths for different hair types.

- 6. Neutralizers:** Neutralizers come in many different forms. Some are ready to use out of the bottle while others need to be mixed with warm water, some need to be foamed up in a bowl and applied with a sponge, and some other neutralizers are instant.

The chemical ingredient in neutralizers may be either hydrogen peroxide or sodium bromate, both of which can lighten or fade hair colour. Most neutralizers used on perms contain sodium bromate as this has a much gentler action on the hair than hydrogen peroxide. Sodium bromate also has less hair lightening properties than hydrogen peroxide.

#### Suitability Of Perm Lotions For Different Hair Types

| Hair Type                                    |   |
|--|---|
| <b>Perm Lotion should be used for:</b>       |   |
| Normal                                       | Virgin hair that has not been treated with chemicals                                    |
| Resistant                                    | White or greying hair, or very tight compact cuticle scales                             |
| Tinted                                       | Hair that has been treated with permanent colours                                       |
| Bleached                                     | Bleached or high-lift tinted hair including highlights (perm with great care if at all) |
| Porous                                       | Dry, porous hair that has a poor cuticle area (perm with great care if at all)          |
| <b>Curly Perm Lotion should be used for:</b> |   |
| Super  | Resistant hair  |
| Regular                                      | Normal hair   |
| Mild   | Porous/coloured hair  |

#### Post-Perm Conditioners

Post-Perm Conditioners are a kind of special anti-oxidant surface conditioners. They are produced solely for after perming of hair. They have special properties that help achieve a better effect after a critical chemical treatment like hair perming.



**Apply a suitable post-perm conditioner or procedure to the hair following manufacturer’s instructions**

Properties of a post-perm conditioner are:

- Closes and smoothens the cuticle scales.
- Stops the chemicals working any further which could cause over processing.
- Stops creeping oxidation.
- Returns hair to its natural pH value (pH 4.5–5.5) after the chemical treatment.

**Barrier cream**

This is a thick protective cream that should be applied all the way around the client’s hairline before applying perm lotion (including nape area) to avoid irritation of the skin. Care must be taken to avoid applying the cream on the hair as this will cause a barrier between the perm lotion and the hair and will result in straight areas.



Fig. 9.1.4.1: Barrier cream

Clients with sensitive skin are more likely to have a skin reaction from the perm lotion. Therefore, always take the utmost care to avoid this happening. Barriers creams can be an effective solution to this problem.

**Select the tools and products for perming and neutralizing services**

Products, tools and equipment required for hair perming are:

| Name of products, tools and equipment | Images |
|---------------------------------------|--------|
| Perm Rods                             |        |
| Curlers                               |        |

| Name of products, tools and equipment | Images   |
|---------------------------------------|--|
| Perm Lotion                           |    |
| End Papers                            |    |
| Neutralizers                          |   |
| Barriers Cream                        |  |
| Tail Comb                             |  |
| Sectioning Clips                      |  |

| Name of products, tools and equipment | Images   |
|---------------------------------------|--|
| Apron/Gown                            |    |
| Towel                                 |    |
| Vinyl Gloves                          |   |
| Cap                                   |  |
| Clomazone                             |  |
| Cotton Wool                           |  |

| Name of products, tools and equipment | Images   |
|---------------------------------------|--|
| Timer                                 |  |
| Trolley                               |  |

## 9.1.5 Preparation For Perming

### Preparing the Client for Perming

- It is vital that you follow your salon's rules for preparing and protecting your client during the perming and neutralizing processes.
- You must always consider the effects of the chemicals you are using and their potential of harming your client. This will help you evaluate any risks and prevent accidents.

### Preparing The Hair For Perming

- Begin by correctly gowning your client.
- Next, prepare the hair ready for perming by shampooing.
- Use soap-less base shampoo with no additives, to ensure no residue is left on the hair as a barrier between the perm lotion and the hair.
- When shampooing before a perm, use only cool/tepid water.
- Do not massage vigorously to avoid over stimulation of the scalp, as this can lead to sensitivity during the chemical process.
- Some clients use a lot of styling products that can leave white deposits on the hair even after shampooing. This build-up could cause a barrier between the perm lotion and the hair, and should be removed with a lacquer removing/clarifying shampoo and then a second shampoo using TLS should be carried out.

### Pre-Perm Treatments

Pre-perm treatments are applied to the hair of the client after shampooing and before the perm rods are used.

Pre-perm treatments help in:

- Even out the porosity along the hair shaft to help the perm lotion absorb at an even rate, which results in an even curl along the hair.
- Form a protective barrier along the cuticle region and close any cuticle scales that are raised.
- Make the hair more pliable when winding the perm rods into the hair.

Pre-perm treatments come in either individual bottles or sprays and are applied to shampooed, towel-dried hair. Some companies make in-perm additives that are mixed with the perm lotion immediately before application to the hair. These types of products contain oils, which lubricate and strengthen the hair.

### **Follow the process of creative perming and neutralizing hair as per standard procedure**

Follow the steps mentioned below to ensure an appropriate preparation of hair perming services:

- **Step 1:** Question the client about any contraindications before perming and neutralising and record his/her responses in the record card.
- **Step 2:** Carry out any necessary hair tests you feel are vital from your point of view, before applying hair perming treatment.
- **Step 3:** Choose the perm lotion and the neutralizer from the results of your consultation after the necessary hair tests are performed.
- **Step 4:** Prepare the client thoroughly. Make sure that you prepare the hair for perming by using the correct shampoo. Towel-dry the hair to remove excess water after shampooing.
- **Step 5:** Apply a pre-perm treatment on the client, if necessary from the results of your consultation, after the necessary hair tests are performed.
- **Step 6:** Apply an appropriate barrier cream around the hairline before applying perm lotion and neutralizer to stop any kind of hairline irritation.
- **Step 7:** Apply an appropriate anti-oxidant conditioner after neutralizing to stop the chemicals working any further. Before doing so, always read the manufacturer's instructions to check if this is recommended.

## **9.1.6 Perming Procedure**

### **Use A Perm Curler And Relevant Winding Techniques Effectively And Safely To Carry Out Perming**

#### **Winding Techniques:**

There are three basic sectioning and perm-winding techniques that a professional Hair Dresser & Stylist needs to master. Learning to perform these techniques will help you serve the client better.

Three basic sectioning and perm-winding techniques are:

- **Brick winding:** Brick winding is done to avoid any partings resulting from the perm. This technique is ideal for fine hair.
- **Directional winding:** Directional winding is carried out when the hair needs perming in a specific direction. This is ideal for clients requiring a parting within the perm or need only a certain portion of hair to be permed.
- **Nine-section winding:** Nine-section winding is the most commonly used perm winding techniques. This involves dividing the hair into nine neat sections for perm winding. It is easy to learn how to fit all the rods onto the head using this technique. It is suitable for any hairstyle.

## Combine And Adapt Perming And Sectioning Techniques To Achieve Desired Perm Effect

The process of hair perming is described below:

### First Stage: Winding

#### 1. Nine Section Technique



- The nine section technique of hair perming and sectioning involves dividing the hair into nine neat sections in readiness for perm winding.
- This technique starts on a by using a perm rod to measure each section and checking that a perm rod will fit in each section across the whole head.
- Once this is complete, you can start to wind each section.
- When training, it is easier to start winding the perm rods from the nape area, beginning in the central section and then winding left and right nape sections.
- When sectioning, you need to follow the same principle as for roller setting by taking the same size section as the length and width of the perm rod.
- The section of hair should then be held at a 90-degree angle (straight out) from the head, the endpaper placed on the hair and, keeping good, even tension on the hair, use both hands to wind the perm rod towards the scalp.
- Secure the perm rod close to the scalp by placing the perm rubber securely over the end of the rod.
- Continue winding the centre crown section and then the left and right crown sections.
- In the end, wind the centre top section and then both left-and right-side sections.
- It is important to check whether any of the perm rods are too tight as this can cause a pull burn, which, if scratched, can become infected and result in folliculitis. This can be done by visual checking and asking the client if any rods are pulling.

#### 2. Brick Winding

**Step 1:** Start at the front hairline taking a section of hair as wide as the perm rod but not longer than the rod (this will prevent 'baggy' ends) and wind to the scalp.



**Step 2:** Now start the brick effect by sectioning underneath the perm rod, in the centre, to stop a channel line appearing. Wind another perm rod the other side and the brick wall effect will start to appear.



**Step 3:** Try to angle slightly the section of hair to be wound, as this will help the straight rods fit into the rounded shape of the head. Once all the hair is wound, check the rods are comfortable for your client.



### 3. Directional perm winding

**Step 1:** Apply barrier cream to the area just below the hairline, taking care not to apply it to the hair.



**Step 2:** Apply a pre-perm treatment to the hair to protect any hair that has been chemically treated.



**Step 3:** Using three curlers of various sizes, process the hair and evaluate the results.



**Step 4:** Apply re-arranger to re-growth area only (if hair has been chemically treated). Apply to all the hair if not. Crosscheck to ensure an even application. Allow to process.



**Step 5:** Rinse thoroughly to remove the rearranger and towel dry the hair. Apply curl lotion (pre-damping) to the areas that have been permed and wind the curlers into the direction of the required style.



**Step 6:** Allow the perm to process (following manufacturer's instructions).



**Step 7:** Unwind a curler approximately one and-a-half turns and push the hair forward towards the scalp allowing it to relax into an 'S' shape. Test the hair in different areas.



**Step 8:** Rinse thoroughly according to the manufacturer's instructions to remove the perm lotion. Remove excess water by blotting dry using either a towel or cotton wool. Apply neutralizer to each curler and allow it to process according to the manufacturer's instructions.





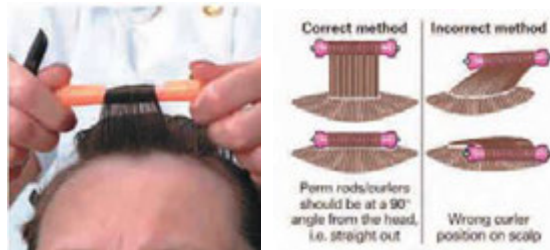
**Step 9:** Remove curlers ensure you don't overstretch the hair. Rinse thoroughly to remove all traces of neutralizer and apply conditioner. Apply after-care products to moisturise hair and activate curls. Style as required.



### Important Points:

- **Position perm rods correctly**

Perm rods are used for creating short curly hairstyles. They are an essential component when it comes to hair perming. They are used to create tight, springy curls. These perm rods are great for those with long hair or those looking for stretched curls.



- **Applying Endpapers Correctly**

Endpapers are specially designed absorbent papers, which make winding easier and help to prevent fish hooks or buckled ends.



### Second Stage: Application of Perm Lotion

1. **Protecting Technique:** This involves either applying pre-perm lotion to the hair to protect any porous areas from over processing or applying barrier cream to protect the scalp and hairline from any possible chemical burns from the perm lotion.
2. **Post-Damping Technique:** This is where you apply perm lotion to hair that has been sectioned and wound around perm rods. When you are training and taking more than half an hour to wind a whole head of perm rods, this is the safest way of applying your perm lotion and will ensure that all areas of the head process evenly.
3. **Pre-Damping Technique:** Pre-damping technique involves applying perm lotion to hair that is resistant before sectioning or winding the perm rods. This technique is often used in salons where the stylist or perming technician is competent and able to wind a whole head of perm rods in a very short space of time. It is not recommended that you carry out a whole head of pre-damping technique while you are learning to perm hair, as you will find it takes longer to wind the whole head than it does for the perm to be processed. This would result in an over-processed head of frizzy hair. Protective gloves should always be worn when pre-damping.

**Important Points:**

- After applying barrier cream and before applying perm lotion, always remember to place a strip of cotton wool securely around the client's hairline. The cotton wool will stick to the barrier cream and will fully protect the client from perm lotion entering the eyes or running into the ears or down the face.
- For your own protection, you must always wear gloves to apply perm lotion to avoid the risk of dermatitis.
- When applying the perm lotion to the hair, always have a piece of cotton wool in your other hand to remove any splashes.
- Keep the bottle close to the hair and always apply to the top and bottom of each wound rod.
- Start your application at the most resistant area and continue methodically until all the rods are covered.
- Be careful not to overload the hair so that the perm lotion soaks your client.
- Once the application is complete, remove the soiled cotton wool and replace with fresh cotton wool to avoid hairline irritation and burning.
- Read the manufacturer's instructions to see whether you need to cover the rods with a plastic cap while the perm is processing.

**Third Stage: Monitoring Curl Development**

Heat speeds the development of the perming process and should only be used if advised by the manufacturer's instructions.

There are two types of heat:

**Body heat:** Such heat is trapped by a plastic cap which will retain heat lost from the head.

**Hairdryers and climazones:** These equipment can be used to speed up the processing time (usually by halving the time). Check the manufacturer's instructions. Because, these use dry heat. You may need to use a plastic cap as well to prevent the perm lotion from drying out and subsequently not processing, according to the manufacturer's instructions.

**Important points:**

- The processing time is very important and can be monitored accurately by using a timer.
- You must refer to the manufacturer's instructions to work out the length of processing time needed. This will also be dependent on the client's hair type, texture and condition.
- When it is necessary to check the development of the perm, carefully unwind a couple of perm rods from different areas over the head.
- Be careful not to disturb the curl too much as the hair is in a very fragile state.
- When the perm has processed sufficiently, it will look 'S' shaped and resemble the size of the rod being used when gently pushed towards the scalp.

## 9.1.7 Neutralizing Procedure

Neutralizing is a permanent process that re-joins the sulphur bonds into their new curled position. If neutralizing is not carried out correctly, the perm will be unsuccessful, and the client will be disappointed.

### **Stop the perm development and neutralize the hair when the required degree of the curl is established**

The process of neutralizing the hair is described below:

#### **First Stage: Preparation for Neutralizing**

- Always read the manufacturer's instructions before beginning to neutralize hair.
- You must comply with the personal protective equipment at work regulations by wearing an apron and gloves while performing the task.
- It is advisable to check the client's gown and towels before beginning to neutralize in case they need replacing.

#### **Second Stage: Rinsing the Hair (effects of temperature on the perming process)**

- You must wear gloves when rinsing the perm lotion from the hair.
- It is therefore important that you keep checking with the client that the water temperature is comfortable.
- It is easier to rinse the hair free of perm lotion if the water flow is not too strong, as too great a flow will soak both you and the client.
- Always rinse with warm water, as the scalp may be tender and the hair delicate. The hotter the water the tighter the curl will become. The cooler the water, the looser the curl will become.
- It is vital to the success of the perm that you rinse all the perm lotion from the hair. If any lotion is left in the hair, it will stop sulphur bonds from re-forming fully and will result in a looser curl than expected that could even drop to completely straight.
- After rinsing for about five minutes, use a perm indicator towel to test for any residue of perm lotion (the towel will change colour if any lotion is left).
- When you have rinsed sufficiently to remove all traces of perm lotion, blot the hair gently with a towel. This will allow you to sit the client up at the basin and apply a fresh strip of cotton wool around the hairline for protection.
- Use a pad of cotton wool to further blot any excess moisture from the hair, which could dilute the strength of the neutralizer. You are now ready to apply the neutralizer.



#### **Third Stage: Applying Neutralizer**

After reading the manufacturer's instructions, you will know whether to apply the neutralizer straight from the bottle or if it is necessary to tip the neutralizer into a bowl, foam up and apply to the hair using a neutralizing sponge.

- If neutralizer sponges are too soaked, the product may drip down the client's face and go into his/her eyes. If this happens, you should rinse the eyes carefully with cold water and seek the help of a first aider.
- Make sure you apply the neutralizer with care to avoid any accidents.
- Once the first application of neutralizer is complete, you should start accurately timing the development. This timing will be dependent upon the manufacturer's instructions but is usually about five minutes.
- It is important that the chemicals that are there in the neutralizer are given sufficient time to function. If you rush the neutralizer, not all the bonds will re-join and the hair may be left weak and straight looking. If the neutralizer is left on too long, this could result in over processing the hair into a straight frizz.



#### Fourth Stage: Removing Perm Rods Correctly

- The removal of the perm rods is the next step once the time for the first application of neutralizer has elapsed.
- You should then gently unwind each perm rod removing the end paper as you work.
- When all the rods have been removed, apply a second application of neutralizer to the hair paying particular attention to the ends of the hair, which may not have been fully covered whilst wound around the rod.
- This is a more common problem when neutralizing long hair.
- Once again, timing is important and you must be guided by the manufacturer's instructions.

#### Fifth Stage: Removing All Neutralizer

- When the time for the second application of neutralizer has elapsed, rinse the neutralizer thoroughly from the hair.
- Again, it is important to make sure all traces of the neutralizer are removed as the chemical ingredients may carry on working if left in the hair. This is called creeping oxidation and can affect the success of the perm.
- To avoid this happening, a surface conditioner containing anti-oxidant properties (herbal anti-oxy) is commonly applied, gently massaged into the hair and then removed by rinsing.



## 9.1.8 Creative Finishing Techniques

A professional Hair Dresser & Stylist must be able to produce a finished permed effect that has the basic characteristics of a professionally finished salon result.

### Leave The Hair Free Of Neutralizer With The Required Degree Of Curl, Use Creative Finishing Techniques

For a style that has permed textured curls blending into straighter nape hair, the personalized finished effect is given with thinning or texturizing cutting techniques. This blends the curl into straighter hair. The finished result is free from demarcation lines and curls or waves are smooth in effect and not fluffy or fuzzy.

Few examples of creative finishing techniques after perming are given below:

- **Haircutting Services:** Haircutting services work together with perming services. This is because most clients require the permed effect to be personalized by using texturizing or blending techniques. Haircutting is often the key to a successful finished permed effect. A Hair Dresser & Stylist should be able to see the outcome of both services and make future recommendations to the client.



- **Blow-Drying Services:** Blow-drying and finishing services work together with perming services, as the client will require the permed effect to be styled and finished. Professional hairstylists should be able to enhance the result of the perm through creative blow-drying and finishing.



- **Setting and Dressing Services:** Setting and dressing services work together with perming services as the client may require the newly permed hair to be set to achieve the desired effect. The setting and dressing will enhance a new permed effect. A trained Hair Dresser & Stylist should be able to enhance the result of the perm through creative setting and dressing techniques.



**Apply a suitable post-perm conditioner following manufacturer's instructions**

There are special anti-oxidant surface conditioners that are used post perming. As these conditioners have anti-oxidants, they closes and smoothen the cuticle scales. Added to this, these conditioners also stops the chemicals from creeping oxidation, stalling (stopping) the over processing procedure that can return the hair to its natural pH value.

## Exercise

### Choose the Correct Option

1. A trained Hair Dresser & Stylist should suggest the client to seek \_\_\_\_\_ prior to visiting the salon if he/she has visible problems with an itchy, sensitive or damaged scalp or in case the client is suffering from eczema or psoriasis of the scalp.
  - a) Legal advice
  - b) Ethical advice
  - c) Medical advice
  
2. \_\_\_\_\_ are generally made for use on all types of hair; however, you may need to leave them for less time on porous hair.
  - a) Exothermic perms
  - b) Acid perm lotions
  - c) Barriers Creams
  
3. A trained Hair Dresser & Stylist should know that some clients use a lot of styling products that can leave white deposits on the hair even after \_\_\_\_\_.
  - a) Moisturizing
  - b) Shampooing
  - c) Hair dressing
  
4. \_\_\_\_\_ is done to avoid any partings resulting from the perm. This technique is ideal for fine hair.
  - a) Conditioning
  - b) Neutralising
  - c) Brick Winding
  
5. \_\_\_\_\_ is often the key to a successful finished permed effect and a hairstylist should be able to see the outcome of both services and make future recommendations to the client.
  - a) Shampooing
  - b) Haircutting
  - c) Texturizing





# 10. Perform Hair Relaxing And Straightening Services



Unit 10.1 - Perform Hair Relaxing and Straightening  
Services



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Evaluate the services related to hair relaxing and hair straightening

## UNIT 10.1: Perform Hair Relaxing And Straightening Services

### Unit Objectives

After attending this unit, participant will be able to:

1. Evaluate the concept of hair relaxing and straightening services
2. Analyze relaxing products, tools and equipment used for relaxing service
3. Assess various influencing factors, contraindications, contractions and respective necessary actions
4. Evaluate different pre-and post-tests to be conducted for relaxing service
5. Apply hair relaxing and straightening procedures

### 10.1.1 Overview Of Hair Relaxing And Straightening Services

#### Hair Relaxing (principles of relaxing hair)



Hair relaxing is a unique technique of permanently rearranging the basic structure of curly hair into a straighter form. When done professionally, it turns the hair completely straight and in a satisfactory condition. After this therapy, hair can be molded into almost any style.

The basic products that are used in chemical hair relaxing are chemical hair relaxers, neutralizers, and protein-rich moisturizers to stabilize the hair and petroleum cream.

Petroleum cream is used as a protective base to protect the scalp during the sodium hydroxide chemical straightening process.

#### Hair Straightening:



Permanent hair straightening is a process by which the structure of the hair is altered to give straight hair to the client. The chemicals used in this process permanently break the bonds present in the hair shaft. Heat is applied to restructure the hair, and more chemicals are used to seal the newly formed bonds.

Hair smoothing is a temporary treatment. This process is also used for the purpose of hair straightening, but the effect of this treatment is not permanent. Hair smoothing also goes by the names Brazilian blowout, keratin treatment or protein treatment. The treatment effect lasts for 2 to 5 months. The hair type for which it is recommended is either ridden with frizz or wavy.

The process involves saturating the hair with a formaldehyde solution followed by drying it out and using a flat iron to lock your hair in a straight position.

Chemicals used in hair straightening treatments are stronger than the ones used in smoothing hair. This makes this treatment less damaging. This is not good for every hair type.

### 10.1.2 Relaxing, Products, Tools And Equipment Used for Relaxing Service (Requirements for Hair Relaxing)

**Chemical Hair Relaxers:** There are two general types of hair relaxers. They are:

- **Sodium hydroxide:** Pre-shampooing may not be required before application of hair relaxer containing this element.
- **Ammonium thioglycolate:** Pre-shampooing may be required before application of hair relaxer containing this element.

Sodium hydroxide is a caustic type hair relaxer. It softens and swells hair fibres. With the entry of the solution into the cortical layer, cross-bonding of hydrogen and sulphur are broken or separated. The action of the comb, the brush, or the hands in smoothing the hair and distributing the chemical straightens the softened hair.

Manufacturers vary the sodium hydroxide content of the solution from 11 /2% to 3%, and the pH factor between 12 and 14. More sodium hydroxide is used to gain higher pH balance. This is because of a faster chemical reaction within the hair cuticle that takes place due to higher pH of the chemical. This increases hair damage chances.

Ammonium thioglycolate is a thin type relaxer. It is often called a softener, rearranger, or breakdown cream. This type of chemical relaxer is less drastic in its action than sodium hydroxide. It genuinely softens and relaxes curly hair in somewhat the same manner.

**Neutralizer:** The neutralizer stops the action of any chemical relaxer that may remain in the hair after thorough rinsing. The neutralizer for this type of relaxer re-forms the cysteine (sulfur) cross-bonds in their new position and re-hardens the hair.

**Base and No-Base Formulas:** There are 2 formula types when using sodium hydroxide. They are No-Base and Base.

Petroleum cream is the base formula. It protects the scalp and skin from sodium hydroxide chemical straightening process. This is also important for chemical straightening retouch process. This protects previously straightened hair from breakage and over-processing.

No-base relaxers have the same chemical reaction on the hair, although usually, the reaction is milder. The application procedure for No-base relaxer is similar to regular relaxer. The only exception is the non-applicability of base cream. It is advisable to use a protective cream around the hairline and over the ears. No-base relaxers have become more commonly used in recent times.

Strand test determines the strength of relaxers used in the process.




Here are few guidelines that can assist to determine the relaxers' strength.

- **Fine or tinted hair:** Use mild relaxer.
- **Normal, medium-textured virgin hair:** Use regular relaxer.
- **Coarse virgin hair:** It utilises super strong or strong relaxer. But if the client has a sensitive scalp, use a regular or mild relaxer in this case.

**Select Products, Tools And Equipment Based On The Results Of Client Consultation, Hair Analysis And Any Tests Conducted, Which Will Best Achieve Desired Results Safe**

The procedure of hair relaxation and hair straightening is based primarily on products containing sodium hydroxide.

Apart from that, there are other products, tools, materials and equipment that are required for performing hair relaxation and straightening services. There are discussed below:

| Products, Tools, Materials and Equipment | Images   |
|--|--|
| Chemical relaxer                         |    |
| Conditioner                              |   |
| Neutralizer or neutralizing shampoo      |  |
| Protective gloves                        |  |
| Absorbent cotton                         |  |
| Shampoo and cream rinse                  |  |

| Products, Tools, Materials and Equipment | Images   |
|--|--|
| Shampoo cape                             |    |
| Protective base or no-base formulas      |    |
| Conditioner-filler                       |   |
| Towels                                   |  |
| Neck strip                               |  |
| Clips and picks                          |  |
| Comb and brush                           |  |

| Products, Tools, Materials and Equipment | Images   |
|--|--|
| End papers                               |    |
| Setting lotion                           |    |
| Spatula                                  |    |
| Timer                                    |  |
| Trolley                                  |  |

### 10.1.3 Influencing Factors, Contraindications, Contractions And Respective Necessary Actions

#### Influencing factors to be considered before and during relaxing service

How various factors influence hair relaxing services are described below:

- **Density:** This is defined as the number of hair on the scalp and will affect the choice of tools and products used at the time of the service.
- **Texture:** The circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference, and fine hair the smallest. Texture may affect the porosity of the hair.
- **Elasticity:** This relates to the inner strength of the hair's cortex. It is an indicator of the internal condition of the hair's bonded structure and its ability to retain moisturized. .

- **Porosity:** This relates to the condition of the cuticle. Both chemical and physical damage causes porosity levels.
- **Hair length:** This will affect the general condition of the hair. The length of the hair has several contributing factors that affect relaxing services.

The length of the hair has several contributing factors that affect relaxing services. Few of them are discussed below:

- The condition of long hair affects the selection of the correct relaxer and use of pre-relaxer treatments for a virgin application. For example long hair may have porous ends and require a pre-relaxer treatment to even out the porosity of the hair prior to applying the relaxer.
- Timings for relaxer application affect relaxing services. Long hair application will take longer than short hair. Relaxers must be applied quickly to avoid potential damage to the hair.
- Correct product usage is important when relaxing along with selecting the correct application methods to ensure that sufficient product is used while avoiding wastage.

#### **Identify contraindications to providing hair relaxing services and carry out necessary actions**

A contraindication to the hair and scalp can prevent or alter the relaxing service; products or techniques used in relaxing. For example: the hair of a client who has had a relaxing service with ammonium thioglycolate also known as 'Thio products' may not be suitable for some product use.

Types of contraindications in case of hair relaxing services are as follows:

- **Local Contraindications:** Local contraindications mean that treatment cannot be performed over contraindicated areas or parts of the scalp.
- **Medical Contraindications:** In case of medical contraindication, seeking the advice of the doctor becomes essential. The client should be asked to seek medical advice before appointment. They should give their written consent if they cannot avail medical permission.
- **Total Contraindications:** If client has the symptoms of total contraindication, it is better to prohibit a chemical hair perming treatment from taking place.

Few of the visible contraindications of hair relaxing services are given below:

**Scalp Sensitivity:** An inflamed, sore and red scalp or recent scar/tissue injury will contraindicate the relaxing service due to the relaxer coming into contact with the scalp during rinsing.

**Hair Loss:** Possible after hair extension removal, medication, stress or trauma (alopecia), Depending on cause hair loss is a contraindication to relaxing services.

**Hair Defects:** Trichorrhexis Nodosa is a defect type where one can see rough swollen broken shaft. This is also a contraindication to relaxing services.

**Poor Elasticity and Poor Porosity:** Hair that has poor elasticity and/or poor porosity may result as a cause of contraindications to the relaxing service. A trained Hair Dresser & Stylist must know how to assess the elasticity and porosity of the hair and carry out relevant tests.

**Hair and skin disorders and diseases:** Such hair or skin diseases can be divided into two main categories: Contagious and non-contagious. They serve as contraindications to hair relaxing services.

**Contagious:** can be passed from person to person and may prevent service

- **Viral** – warts, herpes
- **Fungal** – ringworm
- **Animal Parasites** – head lice, scabies



**Non-contagious:** may prevent service due to severity of condition

- **Sebaceous Cyst** – lump on top or under scalp/head
- **Psoriasis** – dry, silvery scales of skin
- **Contact Dermatitis** – dry, red, sore, itchy may be weeping

## 10.1.4 Conduct Pre And Post-Tests For Relaxing Services

### Analysis Of Client's Hair And Hair History

It is essential that the trained Hair Dresser & Stylist have a sound knowledge of human hair, particularly when giving a relaxing treatment. Before attempting to give a relaxing treatment to overly curly hair, the Hair Dresser & Stylist must judge its texture, porosity, elasticity, and the extent, if any, of damage to the hair.

To help ensure consistent and satisfactory results, records should be kept of each chemical hair relaxing treatment provided to a client. These records should include the client's hair history, products and conditioners used and the client's release statement. The record is used to protect the Hair Dresser & Stylist from the responsibility for accidents or damages.

### Pre And Post-Tests

A professional Hair Dresser & Stylist should be sure to find out if the client has ever had a hair relaxing. Metallic dye treated hair should not be chemically relaxed. This damages or destroys the hair. In addition, it is not advisable to use chemical relaxers on hair that has been bleached lighter.

Prior to relaxing service, check for the client's reaction to the relaxer. Therefore, the client must go through a few tests: They are:

- Scalp and hair examination.
- Hair strand test.

They can be further subdivided into the following categories:

- **Hair cutting test:** to assess the suitability of relaxers on hair.
- **Development strand test:** to assess the development of relaxation during the relaxing process.
- **Incompatibility test:** to assess the incompatibility of previously applied product.
- **Elasticity test:** to assess the inner strength of the hair's cortex.
- **Porosity test:** to assess the external strength of the hair.
- **Pull test:** to assess potential hair loss after recent removal of hair extension or plaits.

### Scalp Examination

- Scalp examination is a simple process to find out if hair relaxing services can be applied to the hair of the client or not.
- A trained Hair Dresser & Stylist should inspect the scalp carefully for eruptions, scratches, or abrasions.
- Part the hair into 1.25cm (1/2") sections to get a clear scalp view.
- With the help of a rat-tail comb or with your middle and index fingers you can part the hair.
- Try not to scratch the scalp. This can cause infection and the condition can get aggravated due to the chemicals present in the relaxers.

- If the client has scalp eruptions or abrasions, or facial blemishes that extend into the scalp, do not apply the chemical hair relaxer until the scalp is healthy.
- Suggest good hair conditioning treatments if the hair seems dull or damaged.
- After a scalp examination, one may take a strand test of the client.



*Fig. 10.1.4.1: Scalp examination*

### Strand Tests

To analyse and understand the result from chemical relaxing, try for

To help you estimate the results you may expect to get from a, it is advisable to test the hair for porosity and elasticity test. You can do it with any of the following tests:

- **Finger test:** This test defines the degree of porosity present in the hair. Hold a hair strand and run it between the finger and the thumb and index finger. The direction should be from the hair tip to the scalp. If the hair texture is bumpy or rough, it is porous.
- **Pull test:** With the help of this test you can find out the hair's degree of elasticity. Normally, the stretching limit of curly and dry hair is 1/5th of its normal length. From the crown area take half a dozen strands. Pull them gently. If you can feel the stretch of the hair, it means the hair is healthy and you can use relaxers. In case you find the hair to be brittle, advise the clients for deep conditioning treatment before the relaxing treatment.
- **Relaxer test:** This will help you determine the reaction of relaxers when applied on the hair. Take 2 sections of hair. One should be from the crown and the other one should be from the area where the hair is resistant and wiry.

Pull it through a slit in a piece of aluminium foil placed as close to the scalp as possible.

Using the process similar to hair colouring, apply relaxer to the hair strands. Allow it to sit but check it once in every 3 to 5 minutes. After the hair strands are smooth, shampoo off the relaxer. Towel dry the hair and then cover with protective cream. In case of breakage, perform another strand test with a milder solution.



*Fig. 10.1.4.2: Strand tests*

## 10.1.5 Hair Relaxing And Straightening Services

Every chemical hair relaxing process involves 3 basic steps: conditioning, neutralizing, and processing.

1. **Processing:** As soon as the chemical relaxer is applied, the hair begins to soften so that the chemical can penetrate to loosen and relax the natural curl.
2. **Neutralizing:** As soon as the hair has been sufficiently processed, the chemical relaxer is thoroughly rinsed out with warm water, followed by either a built-in shampoo neutralizer or a prescribed shampoo and neutralizer.
3. **Conditioning:** Depending on the client's needs, the conditioner may be part of a series of hair treatments, or it may be applied to the hair after the relaxing treatment.

### Preparation Procedures

- Select and organise the required tools and required materials.
- Wash and sanitize your hands.
- Make the client sit comfortably.
- Remove neck jewellery and earrings.
- Adjust shampoo cape and towel.
- Examine and evaluate the scalp and hair.
- Give a strand test and check results.
- Do not shampoo hair. Before the relaxing process as the chemicals in it will make the scalp irritated.
- After applying relaxer, hair ends can be trimmed.
- Have client sign release card.

### Follow the techniques and procedures for hair relaxing services And Monitor Accurately The Development Of Relaxing Process

#### First Stage: Starting the Relaxation Procedure with Sodium Hydroxide (pre-relaxing product) to protect the scalp and even out the porosity of the hair

- Part the hair into 4 to 5 sections.
- Dry the hair to remove perspiration or moisture by making the client sit below a cool dryer.
- If you're using a "no-base" relaxer, it is recommended that a protective cream be applied on the hairline and around the ears.
- If you're using a base formula, apply protective base to protect the scalp from the strong chemicals in the relaxer.
- Divide the hair into 4 – 5 major sections. The partings should be of 1.25 cm to 2.5 cm (1/2" to 1"). This will ensure complete scalp coverage.
- Use your fingers to apply the base.
- The completely covered areas should be - area around and over the ears, nape of the neck, and hairline around the forehead. This is necessary for hairline and scalp from irritation

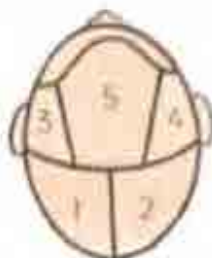


Fig. 10.1.5.1: Covering areas of a head

### Second Stage: Applying the Conditioner-Filler

- In many cases, a conditioner-filler is required before the chemical relaxer can be used.
- Application of the protein product (conditioner-filler) is made to the entire head to remove dryness.
- This is done for the protection of damaged or over-porous hair from being over-processed. It makes the hair shaft evenly porous. It helps the chemical relaxer to be uniformly distributed.
- To give complete benefits from the conditioner-filler, rub it gently onto the hair from the scalp to the hair ends, using either the hands or a comb.
- Dry the hair with a cool dryer or a towel.

### Third Stage: Applying the Relaxer

- Divide the hair into 4 – 5 major sections similar to that of protective base application.
- The processing cream is applied to the hair ends and scalp area.
- The body heat will speed up the processing action at the scalp. In both these areas, less processing time is required, and, therefore, the relaxer is applied last.

There are 3 methods for chemical hair relaxer application: finger method, brush method, and comb method.



### Comb Method:

- Take a good amount of relaxing cream.
- Beginning in the right back section of the head, carefully part off 1/4" to 1/2" (.66 to 1.25 cm) of hair, depending on its thickness and curliness.
- With the back of the comb, apply the relaxer. Start from 1.25 to 2.5 cm (1/2" to 1") from the scalp. Continue spreading till 1.25 cm (1/2") of the hair ends.
- Apply relaxer to the tip of the strand. Then, raise the subsection and apply the relaxer underneath.
- Lay the completed strand gently.
- Complete the right back area and, moving in a clockwise direction, cover each section of the head in the same manner.
- Then, go back over the head in the same order, applying additional relaxing cream, if necessary, and spreading the relaxer close to the scalp and up to the hair ends.
- Don't stretch the hair. Brushing the hair with cream will help spread the cream and stretch the hair to a straight form.

- Another technique is the application of relaxing agent at the nape. It should be approximately 2.5 cm (1") from the hairline.
- Hairline should be the last for relaxer application.
- Be guided by the manufacturer's instructions.



#### **Brush/Finger Method:**

The brush or finger method of applying the relaxer to the hair is the same as the comb method, except that a colour applicator brush or the fingers and palms are used instead of the back of the comb. Wear protective gloves.

#### **Fourth Stage: Periodic Strand Test**

- Insect the action of the relaxer while spreading it across the hair. Stretch the strands to see the fast removal of natural curls.
- Pressing the strand of hair to the scalp with your fingers or the comb's back is another testing method.
- After removing your finger, check the strands. If it lies smoothly, the strand is sufficiently relaxed; if the strand reverts or "beads" back away from the scalp, continue processing.

#### **Fifth Stage: Rinsing out the Relaxer**

- When the hair has been sufficiently straightened, rinse the relaxer out rapidly and thoroughly.
- The water should be warm, not hot.
- The direct force of the rinse water should be used to remove the relaxer and avoid tangling the hair.
- Part hair with fingers to make sure no traces of the relaxer remain. Remove the relaxer completely to stop the chemical action on the hair.
- The flow of water should be from the scalp to the tips.
- Be careful of not letting water or relaxer get in the eyes. In case the relaxer enters the eyes, ask the client to wash it immediately. Further, you can also suggest the person to visit a nearby hospital immediately.



### Sixth Stage: Shampooing or Neutralizing

- Neutralize the hair after rinsing the hair thoroughly.
- Most manufacturers provide a neutralizing shampoo that is applied to the hair after rinsing. Completely saturate the hair with the neutralizing shampoo.
- With a wide-tooth comb, comb upward toward the forehead from the nape.
- Give some time to the neutralizer to set in and rinse thoroughly.
- Bring pH level down by shampooing again.
- Towel blot gently.
- Condition hair and proceed with styling.
- Discard used supplies.
- Cleanse and sanitize equipment.
- Wash and sanitize hands.

### Seventh Stage: Applying Conditioner

Many manufacturers recommend that conditioner should be applied before setting the hair. This has to be done to offset the harshness of the sodium hydroxide in the relaxer and to help restore some of the natural oils to the scalp and hair.

Two type of conditioners are available. They are:

- **Cream-type conditioners:** Such types of conditioners are applied to the scalp and hair. Then they are carefully rinsed out. The hair is then towel dried. Setting lotion can be applied. After that set the hair on rollers.
- **Protein-type or liquid conditioners:** This type of conditioners are applied to the scalp and hair prior to hair setting and allowed to remain in the hair to serve as a setting lotion.

### Various hair straightening services

Permanent hair straightening removes the wavy curls permanently using chemical treatments to give straight flowing hair.

Though there are several ways of doing this, the following steps are integral to this process:

- Firstly, a sodium-based product is used on the hair to break the Kertain structure and make it more manageable.

- Secondly, an oxidant that helps to neutralize the keratin action is added to set the fibers of the hair in the desired shape.

Permanent hair straightening processes are of various types. Few of them are:

- Keratin treatment
- Japanese straightening (thermal reconditioning)
- Chemically straightened hair
- Hair Rebonding

| Comparison Of The Permanent Hair Straightening Treatments |  |  |   |
|---|--|--|---|
|   | Keratin/Brazilian treatment  | Japanese/Thermal treatment   | Chemical straightening/ hair relaxing treatment   |
| <b>1. Method</b>  | Keratin layer + flat ironing   | Bond breaking chemical + heat +neutralising chemical<br>A follow up procedure is done 3 days after the treatment | Hydroxide substance to break the disulfide bonds. |
| <b>2. Texture &amp; appearance</b>                        | Soft, silky, shiny, easy to manage. Lasts 2-6 months   | Sticky straight hair<br>Permanent  |   |
| <b>3. Suitable for</b>                                    | All hair types, damaged and previously treated   | Hair that wasn't treated with chemicals before; bulky, loose to medium curls                                     | Coarse, tight curls                               |
| <b>4. Safety concerns</b>                                 | Emits gases, not recommended while pregnant<br>Protection for skin and eyes is required        | Damage from long exposure to heat<br>Might cause scalp irritation and hair loss                                  | Chemical burns<br>Hair breakage                   |
| <b>5. Duration of treatment</b>                           | 2-4 hours  | 4-8 hours  | Varies  |
| <b>6. Recommended haircare</b>                            | No washing for 3 days<br>Using sodium-chloride free shampoo and conditioner<br>Keratin shampoo | No washing for 3 days<br>Using moisturiser and sun protection<br>Waiting 1-2 months until dyeing the hair        | Deep conditioning                                 |

### Smoothing/Keratin Application Straightening

The use of keratin treatment on natural hair can visibly reduce the frizz and breakage of damaged hair. It can also give hair a stronger shine than the regular one. If a client is unwilling to do a permanent straightening of hair, hair smoothing or a keratin treatment can be the possible solution to a lot of hair problems. One can use a keratin treatment for wavy hair that will soften the unmanageable curls and make them more manageable and comfortable.

**Products and materials required for keratin treatment are discussed below:**

- **Clarifying shampoo:** Clarifying shampoo is used to remove debris and styling product from hair.
- **Brazilian Keratin Treatment:** Brazilian Keratin Treatment is required depending on length of hair.
- **Straightening Iron:** A proper straightening rod that heats up to at least 400 degrees (preferably 450 degrees) and is between 1" and 4" wide, depending on the personal preference of the Hair Dresser & Stylist.
- **Face mask:** An anti-dust mask or surgeon's mask can be used for this purpose. They can be found at hardware stores near sandpaper/saws. Some fumes are released as you use the straight-iron on the client's hair, so this prevents you from breathing in too many chemicals.
- **Blow Dryer:** A blow dryer with both medium and high heat settings is required.
- **Gloves:** Plastic gloves to protect your hands during the Keratin treatment application.
- **Section Clips:** Section clips to hold upper sections of the client's hair in place while you straighten the under-layers of the hair.
- **Plastic Bowl:** Plastic bowl (optional) to pour Keratin treatment into for ease of application.
- **Comb:** A wide-tooth comb to remove knots after shampooing and also to distribute the Keratin Treatment through the hair and remove excess.

**The step-wise procedure of Keratin Treatment is discussed below:**

**Step 1: Shampooing the hair with clarifying shampoo**

- Wash the hair using the clarifying shampoo.
- Lather, rinse and then repeat to make sure that the client's hair is completely clean.
- Clarifying shampoos typically remove every bit of product and residue from the hair.
- Do not use any conditioner after the shampoo. The hair has to be porous to absorb the keratin treatment.
- With a wide-tooth comb, gradually untangle hair.
- If the client has a particularly stubborn knot, rub the centre of it with your thumb and forefinger to loosen the hair, then gently un-knot using your fingers.
- To make hair tangle free and smooth, remove knots with a wide tooth comb.
- For a client with very long and/or curly hair, it might help to wash in sections.
- Use section clips to separate hair into 4 sections and shampoo/comb each section separately.



**Step 2: Drying of the hair**

- With a higher setting of the blow-dryer, dry hair completely.
- Before moving on to the next step, the hair has to be thoroughly dried.
- Hair has to be dried very specifically until there was no moisture left.





### Step 3: Combing and separating the hair

- Comb hair with a wide-tooth comb.
- Removing all knots and tangles is essential at this stage.
- Use large section clips to separate the hair into 3 sections. Pinup both sides and most of the back, leaving the bottom section of hair hanging down.
- Comb the hair accordingly.



### Step 4: Applying Keratin Treatment

- Put on your plastic gloves.
- Take a bowl and pour the keratin treatment in it. Part the hair into sections and clip the hair. With a hair colouring brush, apply the paste to the unclipped section.
- At each section's upper middle part apply the keratin. Distribute it upwards and downwards, coating the hair all across the scalp.
- Rake through the client's scalp with your fingers to check the thorough coating.
- Start using a small amount to start, so you don't run out.
- You can always go back and re-coat the strands once the entire head of hair is coated and you have left-over product.
- You have to make sure that the hair is to be fully coated, but not sopping wet with the treatment. Hair should be saturated with product, but not so wet that you see globs of the product on the strands of hair.
- Excessive product can be removed by brushing the product coated hair with a wide tooth comb.



**Step 5: Drying hair on medium heat**

- The first part of this step is to put on the face mask. This is as important as all other mentioned steps. Wear gloves.
- Make sure that the Keratin Treatment that you have applied on the hair has become completely dry.
- Using a hair dryer set to high speed, but medium heat, blow-dry using either your hands or a vented brush to rake through and lift hair as you dry.

**Step 6: Straightening hair using a flat iron**

- This is the most important stage when you finally begin to straighten the client's hair.
- Comb the hair again, one last time to make sure there are no tangles or knots. The hair will feel very dry, frizzy, and sticky from the Keratin, but this is natural.
- Section hair into three parts the same way you did in Step 3.
- Leave the bottom layers free.
- The temperature setting of the flat iron should not be less than 400 degrees.
- Start straightening in smaller sections (2 inches wide) from the forehead.
- Straighten the section at least 5-7 times. It helps to have access to a double-mirror so the client can see the results on the back of the head.
- Continue this process, gradually releasing each hair sections down from the section clips.
- Continue the process until the entire head of hair is straight.

**Hair Rebounding And Relaxing**

Our hair is made up of amino acids. These proteins are connected by bonds that determine the structure of the hair – straight, wavy, or curly. Hair rebounding involves chemically relaxing the hair by breaking down these bonds and then rebuilding them to alter the structure of the hair.

The process starts with the application of a relaxant, which helps break down the protein bonds present in the hair. The hair is then straightened, and a neutralizer is applied, which rebuilds the bonds with an altered structure.

Products and materials required for hair rebounding treatment are:

- Hair rebounding kit
- Flat iron with adjustable temperature settings
- Blow-dryer
- Mild shampoo

Hair rebonding is basically an elaborate process that incorporates the use of chemicals and heat to alter the structure of the natural hair. Depending on the length of the hair, the treatment can take from 3-8 hours.

**The step-wise procedure of hair rebonding is discussed below:**

4. Wash the hair with a mild shampoo. Conditioner should not be applied.
5. Leave the hair to dry naturally or use a blow-dryer to dry up the hair of the client.
6. Divide the hair into sections depending on the texture and volume.
7. Apply a relaxant from the hair bonding kit, while the hair is held straight with the help of thin plastic boards.
8. Take care to apply the relaxant in such a way that it coats every strand.
9. Leave the relaxant for 30 to 45 minutes depending on the texture of the hair.
10. Then, steam the hair for 10-40 minutes depending on its condition, volume, texture, etc.
11. Again, you need to wash and dry the hair.
12. Apply a keratin lotion, and then straighten the hair with a flat iron at 180°C. Use a flat ceramic iron for this purpose.
13. Apply a neutralizer to secure the bonds and leave it on for 30 minutes.
14. Rinse it out with cold water.
15. At the end, blow-dry the hair. Apply a hair serum and straighten the hair one more time.

**After Care Advice**

- Rinse the shampoo off the hair completely. Any left residue will make the hair brittle and dry.
- Hair should be detangled with wide tooth comb.
- The hair should be treated to deep conditioning treatment at least once in 7 days.
- As a daily hair after care process, use leave-in conditioner.



# 11. Maintain Health And Safety Of Workplace



Unit 11.1 - Maintain Health and Safety Of  
Workplace



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Describe the process to maintain the health and safety at the workplace

## UNIT 11.1: Maintain Health And Safety Of Workplace

### Unit Objectives

After attending this unit, participant will be able to:

1. Analyse, set up and position and use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions

### 11.1.1 Introduction

- Legislations in the workplace are generally related to:
- Health and safety, workplace regulations
- Use of work equipment
- Control of substances hazardous to health
- Handling/storage/ disposal/cautions in the use of products
- Fire precautions
- Occurrences
- Hygiene practice
- Disposal of waste
- Environmental protection

#### Handle the products and tools as per manufacturer's instructions and Salon's Guidelines

- Electronic tools like a straightener, blow-dryer, hair curling wand, etc. should be kept aside from liquid hair producers.
- The same has to be maintained for metallic equipment like scissors, hair clippers, barrettes, hairpins, tongs, etc.
- Heavier equipment should be kept away from the mirror
- There should be separate holders near the mirror that would hold dryers and curling wands.
- Hair colours and bleaches should be kept separately from other hair products and in a cool, dark place.
- Conditioners, shampoos, serums, hair treatments, etc. for different hair types are to be stored in one section



Fig. 11.1.1.1: Appropriate way to place hair styling tool and products

### Manufacturer's Instructions Related to Equipment and Product Use and Cleaning

It is important to clean and sterilize all tools and equipment before use. The instructions related to this are:

- Before proper cleaning, the surface must be properly scrubbed, were no visible signs of debris or residue (contamination) found.
- Proper cleaning is conducted when there is no visible trace of any residue; it should not be visible on the table tops, tools and equipment.
- It should be followed by complete and thorough rinsing with clean water.
- Proper cleaning which is also called sanitising, should be added to the disinfection step prior to continuing with the process.
- Proper disinfection is the destruction of potentially harmful or infection-causing microorganisms (pathogens) on a pre-cleaned surface.
- The destruction of infection-causing microorganisms or potentially harmful pathogens on a pre-cleaned surface is known as proper disinfection.

## 11.1.2 Identify And Document Potential Risks And Hazards In The Workplace

| Common Workplace Threats  | How to Avoid Them  |
|---|--|
| Hazards from machinery or equipment (when using or maintaining) | <ul style="list-style-type: none"> <li>• Make sure machinery and equipment are in good working order.</li> <li>• Electrical hair styling tools are required to be tested for safety in every six months.</li> <li>• Staffs should be adequately trained to use such tools.</li> </ul>  |
| Environmental factors   | <ul style="list-style-type: none"> <li>• The staff should follow manufacturer's instructions when disposing of chemical products, sharps and infected waste.</li> <li>• For example, disposing of chopped hair which is infected with head lice.</li> </ul>  |
| Staffs members are not following specific guidelines.           | <ul style="list-style-type: none"> <li>• When a hazard is identified, one must make sure that all staff are aware of it (each salon will have its own procedure for reporting faulty equipment or machinery).</li> <li>• It is important to refer to or inform the manager if the machinery or equipment requires repair, purchase, or replacement.</li> </ul>           |
| Spillage of any product   | <ul style="list-style-type: none"> <li>• A spillage occurs while mixing, pouring and filling take place. Slippery floors are resulted from staff not following salon rules for tidying salon.</li> <li>• Make others aware by blocking the area with a chair to prevent an accident. Sweep up powder spills; mop up spills of liquid with correct procedures.</li> </ul> |



|  |  |
|--|--|
| <p>When acid, grease or polishes are spilt.</p>                            | <ul style="list-style-type: none"> <li>• Make others aware by blocking the area with a chair to prevent an accident.</li> <li>• Sweep up powder spills; mop up spills of liquid with correct procedures.</li> </ul>                    |
| <p>Skin is pierced by used sharps</p>                                      | <ul style="list-style-type: none"> <li>• The staffs should follow manufacturer's instructions when using the tools and equipment that are sharp and can hurt the customer by any chance.</li> </ul>                                    |
| <p>Infected waste is left causing a hazard to salon staff and clients.</p> | <ul style="list-style-type: none"> <li>• The staffs should follow manufacturer's instructions when disposing of chemical products or infected waste:</li> <li>• For example, disposing of cut hair infected with head lice.</li> </ul> |



Fig. 11.1.2.1: Potential risks and hazards at the salon



Fig. 11.1.2.2: Other types of risks at the salon

### Precautionary Measures

#### Fire Precautionary Measures

- It is important that all the fire risks should be assessed which are associated with the work activities takes place in the salon.
- Further, the organization should decide on the needs, which could help in controlling the risks.

- The staff should be responsible enough to take care of their actions.
- They should be aware of the procedures which are to be followed in the event of a fire.
- Display of notice or the procedures which are to be followed during fire will help the staff or the people present in the salon to initiate rescue procedures.
- A fire extinguisher must be kept handy to use at all times.

### Electrical Hazard at Workplace

- All the electrical equipment should be regularly checked for following electrical safety.
- It is always advisable to go for routine checks for hairstyling equipment. However, the maximum period that a tool can go without proper checks is 6 months.
- A competent person should conduct the check.
- These checking should be kept in a regular record book so that any of the equipment is not missed for checking and regularity is maintained.
- If any of the electrical apparatus is found to be faulty, the equipment should be immediately withdrawn from use.

The greatest hazard that may occur during working with electric gadgets is electrocution.

- Electrocution is a serious injury type caused by electric shock or when an electric current passes through the body.
- Accidents due to electric shock at hairstyling parlours are caused when stylists are not careful with such tools, are present near the wash basins, or are working with damaged equipment.
- The effects from a shock can be anything from a simple tingling effect to instant demise.
- Knowing what to do in the event of an electrical shock could save a life.

Here are the guidelines to apply during electrocution:

The following procedure must be adopted while freeing a victim from electrocution:

#### Approach

- The first step is to approach the spot to find out if you run the risk of electrocution as well.
- Summon help from a colleague or your assistant, who is trained in treating electrocution victims.



*Fig. 11.1.2.3: Check for the reason for electrocution*

#### Inspect

- Examine the accident scene to ensure if the source of electrocution is still active.
- Examine if the victim is still in contact with the source of shock.



Fig. 11.1.2.4: Approach the victim and inspect the accident from a safe distance

### Disconnect

- Disconnect the main power supply of the area.
- Avoid any electrical conductors in the surroundings.
- Touch the victim only if all power sources have been deactivated.

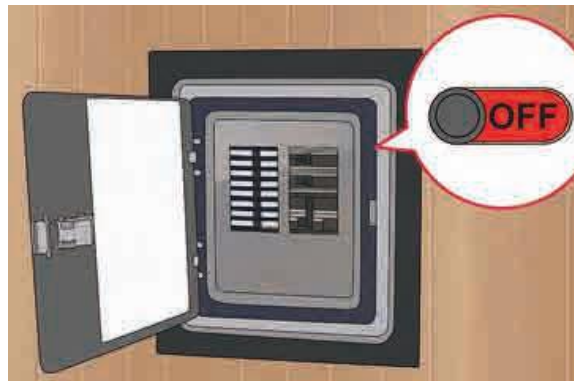


Fig. 11.1.2.5: Disconnect the source of power

### Insulate

- In case it is impossible to deactivate the power supply, the victim must be removed from the vicinity of the live power source.
- This should be done by wearing appropriate insulating PPE.



Fig. 11.1.2.6: Use insulators to approach the victim of electrocution

### Rescue

- The victim must not be removed in case of neck or spine injury.
- The area must not be crowded to allow sufficient breathing air.
- The victim's breathing rate and pulses must be checked.
- CPR may be incorporated if required.



Fig. 11.1.2.7: Perform CPR if required

### Recollect

- Never touch the victim or the surroundings without disconnecting the main power supply.
- Wear appropriate insulating gloves and shoes, to protect yourself from electric shocks.



Fig. 11.1.2.8: After the person starts breathing, position the body as shown in the image

## 11.1.3 Maintain One's Posture And Position To Minimize Fatigue And The Risk Of Injury

As per Manual Handling Operations Regulations 1992, HSE (Health and Safety Executive) states that people working at salons should follow the basic safety rules. This is related to the precautionary measures for skeletal and muscular disorders.

The risk of injuries increases due to improper manual handling and lifting of boxes full of hairstyling products. To minimize the chances of injury and fatigue, it is important to maintain good posture.

Good posture is necessary not only for a healthy spine but also for overall health. Maintaining a good posture is essential as it supports your ligaments and muscles.

As a Hair Dresser & Stylist you have to work for hours at a stretch while standing. In such situations, it is imperative that you maintain a correct posture. The ideal posture that should be on line comprises:

- Ankle bone
- Middle of knee
- Hip joint
- Tip of shoulder
- Back of your ear

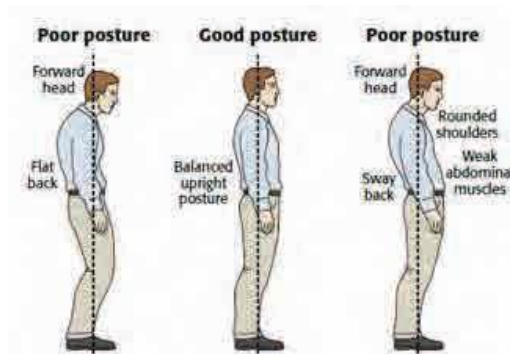


Fig. 11.1.3.1: Correct posture

You can clearly see this in the diagram (center).

To maintain appropriate posture, you should follow these aspects:

- Consider your head to be attached to an invisible string that is stretching you upwards.
- Refrain your body from slouching.
- When you stand straight, see the aspect that your weight is distributed evenly to your feet's balls and feet.
- Try not to lock your knees.
- Attain a firm standing position by tucking your tummy (stomach) in.
- Keep your shoulders straight and back.
- Try to keep the chin tucked in, and your head held up.
- If you are standing for a long time, you can shift your weight from one leg to another.



Fig. 11.1.3.2: Left image shows incorrect posture, and right one shows correct posture

In case of handling heavy materials, you should maintain this posture.

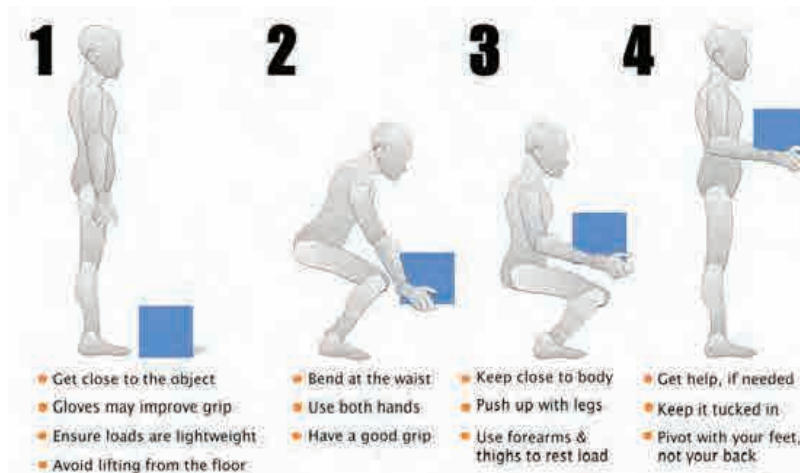


Fig. 11.1.3.3: Correct way to lift packages

## 11.1.4 Maintain First Aid Kit And Keep Oneself Updated On The First Aid Procedures

### First aid

- First aid is the basic stage of treatment which is provided to a person suffering a sudden illness or injury.
- The reasons for providing first aid can be varied.
- First aid should be provided with care to preserve the life of the injured person, prevent the condition from worsening or deteriorating and to promote a speedy recovery.

### First aid Box

- First aid box is a container that has various medicines, ointments and other necessary things that required for treating basic injuries like minor wounds, cuts, etc.
- First aid boxes are extremely important for emergency situations.
- First aid falls under a basic worksite facility.
- This is a necessary measure that is required at a workplace.
- It is essential to keep a first aid box at the worksite which consists of at least the basic materials that are required to treat minor injuries.



Fig. 11.1.4.1: Basic first aid box

## Basic First Aid Box

### Basic First Aid Treatment Relevant To The Condition

Basic injuries should be treated as soon as the injury occurs. This reduces the risk of spreading injury. Emergencies like minor wounds, bleeding, animal attack, breaks to bones, resuscitation, poisoning, eye injuries, etc. should be treated on the worksite itself. At least the initial stage of treatment should be provided to the worker who is injured. Therefore, a first aid box is needed with relevant materials that can be used for emergencies and minor injuries.

The table below shows ideally what the basic first aid box should consist of –

| Basic First aid Materials                       |   |
|---|---|
| Plasters in various sizes and shapes            | Scissors  |
| At least 2 sterile eye dressings                | Alcohol-free cleansing wipes                      |
| Small, medium and large sterile gauze dressings | Antiseptic liquid like Dettol, Savlon, etc.       |
| Triangular bandages                             | Thermometer (preferably digital)                  |
| Crêpe rolled bandages                           | Rolls of cotton                                   |
| Safety pins                                     | Cream or spray to relieve insect bites and stings |
| Tweezers  | Antiseptic cream                                  |
| Disposable sterile gloves                       | Cough medicine                                    |
| Antihistamine tablets                           | Distilled water for cleaning wounds               |

## Principles of First Aid

- Act calmly and logically.
- Be in control – both of yourself and the problem.
- Be gentle but firm.
- Speak to the casualty kindly but purposefully.
- Build up trust through talking to the casualty throughout the examination and treatment.
- Avoid giving any misleading information.
- Never leave the casualty alone and continue to talk to him/her until the ambulance or doctor arrives.
- Continuously reassure the casualty.
- Send the casualty to a hospital or doctor by the quickest means of transport.
- Always inform the police about serious accidents.
- Inform relatives of the casualty.

## Providing First Aid to Victims

In case of providing first aid in case of bleeding, burns, choking, electric shock, poisoning, etc., please follow the guidelines written below:

- Check the scene of injury and the person who is injured.
- Verify the scene to form an initial impression of the injury that may actually occur.
- If the person is bleeding, wash the area, and put thick gauze on the injured area with firm pressure.
- Check if the person is breathing properly or not.
- Check if the person is conscious or not.

- Provide necessary medicines as per the injury.
- Apply bandage in case of wounds and bleeding.
- Refer to a hospital or healthcare center in case the injury seems to be out of control.



*Fig. 11.1.4.2: First aid*

In case of providing first aid to a heart attack or cardiac arrest due to electric shock, please follow the guidelines written below:

- Check the scene of injury and the person who is injured.
- Verify the scene to form an initial impression of the injury that may actually occur.
- Check if the person is conscious or not.
- In case the person is unconscious, take measures to bring him/her back to consciousness.
- Check if the person is breathing properly or not.
- In case the person has difficulty in breathing, take him/her to an open space.
- Sprinkle water on the back of the neck, shoulders, face, head, etc. and also make the person drink water.
- Make him/her, or she feel safe and comfortable before the arrival of professional help.

### **Basic Techniques of Bandaging**

The bandage is a kind of dressing that is used for covering the fresh wound, especially when the wound is bleeding. It is important for any employee to know how to do proper bandaging. For that, it is essential to know proper bandaging technique when providing first aid to a person who is injured.

Application of bandages on injury is for protection, compression and support. An incorrect bandaging technique can increase the damage. On the other hand, if the bandage is applied properly, it can help in healing the wound at a faster pace.



*Fig. 11.1.4.3: Correct technique of bandage application*



There are various kinds of bandages that are available in the market. In case of emergency, there are two types of bandages that are mostly used. They are shown below:

### Triangular Bandages



- Stretch the bandage.
- Use a long stretch to create triangular bandages that can be used in the future.
- Cut the fabric approximately into a square.
- Cut the square diagonally.
- Ensure that the two halves are equal and forms two triangles.
- Sterilize that bandage.
- Dry it before using.
- Use it to cover the affected area of the injured person.
- Make sure the whole area is covered.

### Roller Bandages



- Let the individual be in a position where he or she feels comfortable.
- Before bandage, application make sure that the affected part has enough support.
- While wrapping the affected part, ensure that you are holding the bandage's "head" end and looping the bandage from the "tail" end.
- Loop few centimetres of the bandage to the affected area, loosen a bit and continue with the process to maintain the tightness.
- At each turn, start with a locking turn and then hold that in place.
- Make sure that the bandage's turn (each) does cover 2/3rd of the former turns.
- Cover the dressing completely and complete it with straight turn at the bandage's end.
- Secure the bandage with medically approved adhesive tape.

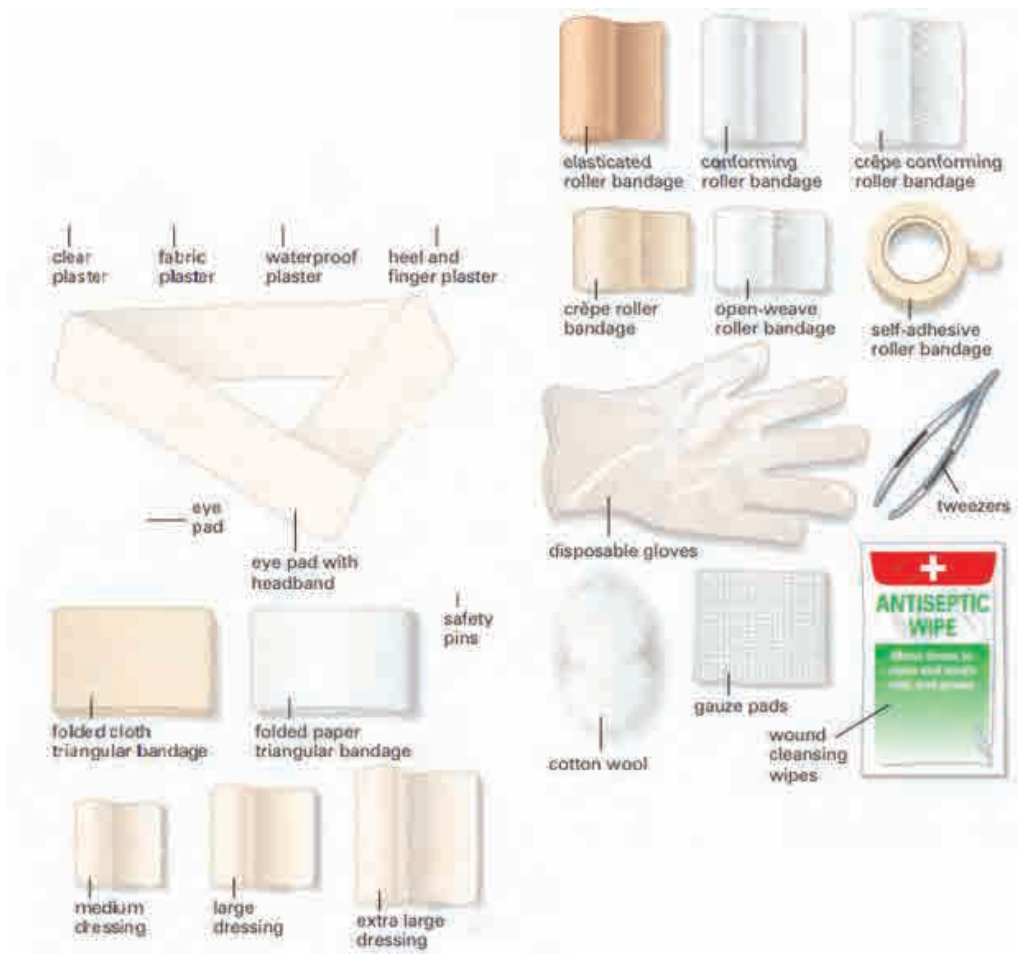


Fig. 11.1.4.4: Mandatory first aid elements (Bandages and Gauzes)

### Safety Measures While Handling the Equipment

- Any equipment at the premises must be in good working condition.
- All the tools and equipment should be cleaned and dried after use and be kept in a clean and dry condition.
- If reusable item is sterilized on site, they must be sterilized again.
- All equipment must be thoroughly cleaned regularly or at least at regular intervals.
- Cleaning of equipment could be done through by scrubbing, using an instrument washer, and ultrasonic cleaner before the process of sterilization.
- Equipment which is difficult to clean and sterilize, should only be used once and then thrown away (single-use only).
- If needles are used in any skin penetration procedure, they must be single-used and properly disposed into an appropriate container.
- Articles which are used in a skin penetration procedure but do not penetrate the skin must be thoroughly cleaned and kept in a clean condition.
- Towels or other types of linen used for covering or protection during the procedure must be clean at the start of each treatment.
- Linen should be washed in detergent and hot water regularly or at least at regular intervals.



Fig. 11.1.4.5: Linen

### 11.1.5 Accurately Maintain Accident Reports

Maintaining accident reports is one of the good practices that hair salon follows. Reporting an accident/incident to an authorised person can be best done with the help of the Accident Report form.

However, you should understand that these kinds of record books are not like the regular statutory accident book. These reports are made, and the record books are kept for identifying the accident patterns or trends and improve the safety measure that are currently followed.

The following information that you require to record are:

- Name of worker.
- Designation.
- Date of filling up the form.
- Time of incident/accident.
- Supervisor Manager name.
- Work Location Address.
- Details of injury.
- Type of first aid given.
- Description of the hazard what happened (Includes area, task, equipment, tools and people involved).
- Type of action taken – was the victim sent home or taken to the hospital?
- Possible solutions to prevent recurrence (Suggestions).

The common format of the form is given below:

## ACCIDENT REPORT FORM

### SECTION 1 PERSONAL DETAIL

Full name of first aider/ staff member: \_\_\_\_\_

Position held in salon: \_\_\_\_\_

Date: \_\_\_\_\_

Accident (injury)       Incident (illness)

Time and date of accident/ incident: \_\_\_\_\_

Full name of injured/ ill person: \_\_\_\_\_

Staff member    Client    Other

Address: \_\_\_\_\_

Tel. No: \_\_\_\_\_

### SECTION 2 ACCIDENT/ INCIDENT DETAILS

Describe what happened. In the case of an accident, state clearly what the injured person was doing. \_\_\_\_\_

\_\_\_\_\_

Name and address/ tel. no. of witness(es), if any \_\_\_\_\_

\_\_\_\_\_

#### Action Taken

Ambulance called    Taken to hospital    Sent to hospital    First aid given

Taken home    Sent home    Returned to work

### SECTION 3 PREVENTATIVE ACTIONS

Preventative action implemented

Describe actions taken: \_\_\_\_\_

\_\_\_\_\_

Date implemented: \_\_\_\_\_

Signature of first aider/staff member: \_\_\_\_\_

Signature of salon manager/owner: \_\_\_\_\_

Date: \_\_\_\_\_

*Fig. 11.1.5.1: Sample of accident report form*

### Report Health and Safety Risks/Hazards to Concerned Personnel

When you notice a hazard, you should report it immediately to your supervisor. Hazards can be reported verbally or by filling a simple form.

| Hazard Report Form           |       |
|------------------------------|-------|
| Name:                        | Date: |
| Location:                    |       |
| Tool/Equipment:              |       |
| Description of the hazard:   |       |
| Suggested corrective action: |       |
| Signature:                   |       |
| Supervisor's remarks:        |       |
| Corrective action taker:     |       |
| Signature of Supervisor:     | Date: |

Fig. 11.1.5.2: Hazard report form

### Dispose waste as per industrial standards

- As soon as cotton wool, tissues or other disposable are used, dispose of those immediately to foot pedal bin.
- Do not touch the dustbins with hands. This is an unhygienic practice and increases risk of cross-infection.
- For skin fluid treatments, all the wastes are required to be disposed of in clinical waste bin. Wastes should be disposed straight away.
- Cleaning should not be done between the work sessions.

### Identify contraindications related to hair treatments



Varicose Vein



Acne vulgaris



Scalp Acne



Seborrheic Dermatitis



Eczema



Eye Infection



Psoriasis



Vertigo

### Sanitize the hands and clean all working surfaces

- Being a Hair Dresser & Stylist, you have to deal with numerous clients everyday. So, it is necessary to sanitize your hands before performing any task.
- The process involves the following steps:
  - The cleanser that you must use should have anti-bacterial properties
  - Use slightly warm water with the cleanser
  - Put the cleanser on your palm and rub vigorously to create a lather
  - Make sure that you rub the lather on your hands and fingers completely, both back and front, inside and outside
  - Apply the lather on your finger tips and nails so that every inch is clean
  - Rinse with clean water



Click/Scan this QR Code to access the related PPT

## Exercise

### Fill in the Blanks

- Hair colours and \_\_\_\_\_ should be kept separately from other hair products and in a cool, dark place.  
a) Bleaches                      b) Facial creams                      c) Body lotions
- Proper cleaning which is also called \_\_\_\_\_ must be performed before continuing with the disinfection step.  
a) Ventilation                      b) Sanitizing                      c) First aid
- Reporting an accident incident to an authorized person can be best done with the help of \_\_\_\_\_.  
a) Admission form                      b) Client record form                      c) Accident Report form
- \_\_\_\_\_ is a serious injury type caused by electric shock or when electric current passes through the body.  
a) Electrocutation                      b) Bussing                      c) Cuts





## 12. Create A Positive Impression At The Workplace



Unit 12.1 - Appearance and Behavior

Unit 12.2 - Task Execution as per Organization's Standards

Unit 12.3 - Communication and Information Record



## Key Learning Outcomes



**After attending the session, participant will be able to:**

1. Evaluate the kind of appearance and behavior that is required to be a Hair Dresser & Stylist
2. Analyze the importance of task execution as per organization's standards
3. Recognize different elements of communication and importance of information record

## UNIT 12.1: Appearance And Behavior

### Unit Objectives

**After attending this unit, participant will be able to:**

1. State the ways to maintain good health and personal hygiene
2. Recognize and comply with organisation's standards of grooming and personal behavior
3. State the selling/influencing techniques to provide additional services/products to clients

### 12.1.1 Maintain Good Health, Personal Hygiene and Cleanliness

In beauty industry, the term "Personal Hygiene" holds a very important position. The meaning of hygiene is prevention, protection and destruction from harmful contamination.

There are 3 major ways of contamination:

- Bacterial
- Physical
- Chemical

All staff must maintain a standard level of personal hygiene during the hours of service, as it reflects the standards of the organization. One of the primary duties of any Hair Dresser & Stylist is to ensure that the staff members follow the rules and regulations related to personal hygiene. Also, they should not contaminate others and the working environment. He/she must be careful to stay away from bacterial, physical and chemical contamination of all forms.

#### General Personal Hygiene Guidelines

- Bath Shower every day.
- Change socks and underclothing every day.
- Brush teeth at least twice a day, preferably before going to sleep at night.
- Wash hair frequently, keep hair and beards neatly trimmed.
- Keep fingernails short and clean. Avoid using excessive amounts of nail varnish, makeup and perfumes.
- While on duty, Housekeeping staff must wash their hands.
- Staff must wear hats, covering their head.
- Hat must be put on before entering the kitchen so as not to transfer microorganisms on food by coming or fixing hair in the kitchen
- On food processing jobs and or dishwashing jobs, protective aprons must be worn.
- Rubber gloves must be worn during dishwashing.
- While working with easily perishable and high-risk foods, disposable gloves must be worn.
- Injuries (cuts, calluses, wounds) must be properly protected and covered by water resistant bandages and gloves.
- Smoking should be forbidden on the work premises.
- Staff must not consume food in the areas which are not clean and hygienic.



Fig. 12.1.1.1: Essentials to maintain personal hygiene

### Washing Hands

As you touch people, surfaces and objects throughout the day, you accumulate germs on your hands. In turn, you can infect yourself with these germs by touching your eyes, nose or mouth. Although it is impossible to keep your hands germ-free, washing your hands frequently can help limit the transfer of bacteria, viruses and other microbes.

Always wash your hands before:

- Before performing any function at work.
- Treating wounds, giving medicine, or caring for a sick or injured guest.

Always wash your hands after:

- Using the toilet or performing any task like manicure, pedicure, facial etc.
- After performing general functions at the salon.
- Touching a material that is damaged.
- Blowing your nose, coughing or sneezing into your hands.
- Treating wounds or caring for a sick or injured person.
- Handling garbage, household or garden chemicals, or anything that could be contaminated, for example, a cleaning cloth or soiled shoes.
- Shaking hands with others.
- In addition, wash your hands whenever they look dirty.

### Personal Hygiene for Hairstylists

- A clean gown or apron and single-use gloves must be worn by the beautician during a skin penetration procedure.
- Cuts or wounds should be covered with a sealed waterproof bandage.
- Protect skin that is in regular contact with water and shampoo by frequent application of skin protective barrier creams.
- Dilute cleaning and disinfecting products and wear protective gloves according to product instructions and salon procedures.
- Hold scissors with points away from the body and pass with handles away from the body.
- Switch off while inserting or removing plug from its socket.
- Follow salon procedures to minimize water and product waste.

**Hands should be washed:**

- Before and after attending a client
- Before and after a hair treatment or procedure
- After any exposure done to a body substance
- After touching a client's surroundings
- After the removal of gloves

**Dress up in a professional manner**

*Fig. 12.1.1.2: Look and feel for professionals*

**Clothing/Uniform**

- Most of the salons and Spa provide uniforms to their employees.
- It is important to wear the uniforms during the work hours in the salon as it spells better confidence, professionalism and work culture.
- The beauticians will be responsible for maintaining the cleanliness and appearance of that garment.

**Washing**

- A uniform of the salon or the spa gives an identity to the individual working in that salon or spa. Thus, it is of utmost importance to maintain the uniforms and keep them clean and tidy.

**Ironing**

- Care should be maintained during the time of hair straightening.
- There are materials which easily heats and damages the uniform.
- Holes in the uniform are not a professional look.

**Shoes**

- For hygienic atmosphere within a salon, it is imperative that salon shoes are spotlessly clean.
- Smelly feet should be strictly avoided.

**Hair**

- Nothing looks more professional than a Hair Dresser & Stylist with long hair not tied up in a neat ponytail or bun.
- It creates a clean and well-groomed image if hair is tied back neatly.
- The above is not just for aesthetic reasons but for health, safety and hygiene reasons too.
- No one wants to be constantly brushing his or her hair out of the way of the face while waxing a client or performing a massage. Apart from being unhygienic, it is also very annoying.

### Makeup, Nails and Skin

- Clients will judge the professional ability of the beautician by his/her first look.
- Light day make-up is more than enough to flaunt your knowledge about appropriate application techniques.
- Furthermore, take special care of your skin as best as you can afford to so that the clients will look up to you for setting an example on excellent skin care.
- Nails must be kept short and neat in spas or salons that provides facials and massages for safety and hygiene reasons.
- No nail polish or extensions should be worn to avoid clients having allergic reactions.



*Fig. 12.1.1.3: Makeup, nails and skin*

### Personal Hygiene

- The work nature of salon professionals is extremely close with client's personal space.
- Body odour can be a major issue in the hot spa environment so ensure wearing clean uniform every day and use a non-perfumed deodorant.
- Fresh breath is a MUST and DO NOT have onions in lunch before proceeding for any facials.
- Take care when preparing food the night before as the smell of garlic or fish can linger on your hands long after washing them, and your clients can smell that on your hands when they are on their face.
- Smoking should be avoided during work hours as the tobacco smell remains on hands and breath.
- Bad smelling treatments are un-professional and prevent your clients from revisiting you.

## 12.1.2 Comply With Organisation's Standards Of Grooming And Personal Behaviour

It is important to demonstrate a professional approach to all aspects of the client's visit. Personal presentation and behaviour are very important at all times. Looking smart and wearing appropriate protective clothing, such as a salon uniform, will give the client confidence in beauticians. To wear and carry organisation's uniform and accessories correctly and smartly is the best way to represent the working of the organization to the customers.

Personal appearance is usually defined by the way we groom and dress ourselves. Therefore, special care and attention should be given to how you look in order to make the best impression. In a working environment, a dress code is often obligatory. This situation means the employee has little or no problem in following the code.

A person's attitude is extremely important as the wrong one can have a negative effect and spoil their chances of promotion. The wrong attitude can result in someone appearing to be offensive and truculent, giving a false impression.



*Fig. 12.1.2.1: proper dress code*

### **Good Salon Ambience**

A salon is a place where clients receive professional services. So, it is important that the Hairstylists have not only a clear idea of their job responsibilities, but also maintain a safe, clean and organized environment.

#### **Reception area**

The first impression of the salon is created at the reception area. This is because the clients inquire or avail the information of the present services from this area. Few of the aspects that you should consider to create a positive impression of the salon are:

- The reception area should be clutter free, i.e., clean and organized.
- Current magazines related to hair styling should be kept for the clients.
- There should be ambient light in the reception area.
- If flowers are placed at the reception, they should be fresh.

### **Meet the Organisation's Standards of Courtesy, Behavior and Efficiency**

#### **Professional behaviour when dealing with clients**

The guidelines below show ways to correct personal and professional behaviour:

- Attitude has a lot to do with confidence and can provide the wrong signals to other people.
- Show confidence through your body movement and position. Sit up straight, smile, and show that you are in control of yourself and confident in what you are saying.
- Have eye contact, but do not stare. If there are several people you are talking to, maintain eye contact with all contact to create a better connection and see if they are listening. Too much eye contact is creepy, too little can make you look insecure.
- Take up some space. For example, sitting or standing with your legs apart a bit signals self-confidence and that you are comfortable in your own skin.
- Relax your shoulders. Tension is often demonstrated in your shoulders - they might move up and forward a bit. Deliberately loosen your shoulders up by shaking them out and moving them back and down slightly.

- Nod when people are talking. This indicates that you are listening. However, take care not to overdo it.
- Focus on your arms and legs. Point them towards whomever you are interested in or paying attention to, as it indicates interest and draws people towards you.
- Keep your head up straight and your eyes towards the horizon or towards the people in the conversation. Do not look at the ground. You will come across as insecure and a bit lost.
- Slow down a bit. Not only will you come across as more calm and confident. It will also help calm you down too. This goes for many things, such as walking, talking and turning towards someone who addresses you.
- Use your hands confidently. Do not fidget - use your hands to describe something or add weight to a point you are trying to make, but not too much as it can become distracting.
- Smile and laugh. Lighten up. Do not take yourself too seriously. Relax, smile, and laugh when someone says something funny. People will be more inclined to listen to you, if you seem to be a positive person, but do not be the first to laugh at your own jokes. It makes you seem nervous and needy. Smile when you are introduced to someone, but do not keep a smile plastered on your face, you will seem insecure.

### Focus on Body Language

Body language is not about how we hold and move our bodies. Body language potentially (although not always, depending on the definition you choose to apply) encompasses:

- How we position our body
- Our closeness to and the space between us and other people (proxemics), and how this changes
- Our facial expressions
- Our eyes especially and how our eyes move and focus, etc.
- Our breathing, and other less noticeable physical effects, for example our heartbeat and perspiration
- How our bodies connect with other non-bodily things, for instance, pens, cigarettes, spectacles and clothing
- How we touch others and ourselves



Fig. 12.1.2.2: Do's and don't's



**Polite Conversation**

Polite conversation is like:

- Asking if client has visited the salon before
- Asking if client has regular treatments
- Enquiring about other treatments the client has had in the past
- Enquiring whether this treatment is for a special occasion

Polite conversation is not like:

- Ignoring the client in order to talk to other staff members
- Talking about yourself or another person, and not asking the client about himself/herself
- Moaning about your last client or your job
- Telling the client your life story and about your problems at home
- Discussing serious news topics, religion or politics

**Stay Free From Intoxicants While On Duty**

- It is very important for the beauticians or any staff of the salon to stay free from intoxicants.
- Consumption of intoxicants while on duty damages the quality of services.
- It influences the customers negatively.
- Hazardous accidents take place which can be life-threatening.
- Other accidents can damage the property and equipment.

Etiquettes at the Workplace

- Proper etiquette at the workplace generates efficiency.
- Establish cordial and respectful relationship with your staff, without being bossy.
- When you are introducing your staff to someone, use full name.
- Be aware and worry of malicious gossip that involves you.
- Offer to help your colleague who is in trouble only if you are sure you can.
- If you have an appointment at someone's office, do not be late.
- Do not stand if your host is sitting.
- After the meeting, send a thank you note.

**Problem Solving and Decision Making**

For every job role, problem solving is an important task. It is necessary for you to take decisions if you encounter problems related to your job role. Few of the steps in problem solving and decision making are:

- Identify if the incident is an issue or not
- Recognize the type of problem
- Look for solutions
- Weight the advantages and disadvantages of the solution that will be applied
- Apply the selected solution
- Assess the solution

### 12.1.3 Selling/Influencing Techniques To Provide Additional Services/Products To Clients

In a salon, the customer comes first. You have to give your customers what they want and keep them satisfied if you want them to keep returning for your services. However, in order to make a salon profitable, every staff member needs to contribute to the revenue by selling and upselling services and products.

Keeping the customers happy and returning is one way to make a profit, but another way is cross-selling with the salon products and services. While this marketing method is beneficial, in the end, it is also valuable to the customers.

#### Use retail sales techniques to meet client requirements

Cross-selling does not mean manipulating or tricking your customers. Every salon benefits from cross-selling as long as they correctly use some of the best practices for cross-selling.

- There are times when a Hair Dresser & Stylist has to become a salesman.
- Salesmanship is the utilization of one's skill of persuading people to buy or to do something.
- This goes through the series of negotiating, emphasizing, inducing and making the prospective buyer to take the purchase decision in favour of the products that are being offered.
- Salesmanship quality is beneficial for the consumers for making the proper purchase decisions. A Hair Dresser & Stylist imparts consumers the appropriate information about the product and its use, which will give the most satisfying results.
- He/she also have to introduce the latest products that are available in the market.



Fig. 12.1.3.1: Salon service in action

The importance of marketing for a salesperson is important for several reasons including:

- **Economic Growth** – There has been an increase in the disposal income of many consumers and this has resulted in the growth of demand for products and services in a far wider range of choice.
- **Fashion** – There has been a huge change in the world of fashion, taste and lifestyle of consumers. Women consider visiting to the salon stylist a necessity rather than luxury, and men feel the importance of presenting themselves well groomed and healthy.
- **Technology** – Firms are constantly inventing, designing and launching new or more advanced product to the market, offering more benefits to the consumers.
- **Competition** – In today's market "Customer is King" because of the increasing business competition, thus dividing the customer attention. Therefore, to maintain the market share, one should be aware of the market competition.

## UNIT 12.2: Task Execution As Per Organization's Standards

### Unit Objectives

After attending this unit, participant will be able to:

1. State the importance to maintain security and confidentiality of information
2. List the kind of communication equipment (email, phone, etc.) Available and their effective use
3. Relate the appropriate and approved actions in line with instructions and guidelines
4. Demonstrate and participate in workplace activities as a part of the larger team
5. State the method to report to supervisor immediately in case there are any work issues

### 12.2.1 Importance To Maintain Security And Confidentiality of Information

- As per Data Protection Act 1998, all businesses running in India recognizes and complies with the rule of strict information confidentiality.
- The code of practice instructs the organization to maintain personal information of clients like name, contact number, address, etc.
- This maintains the trust between the customer and the service provider.
- Maintenance of confidentiality ensures that the customer details are in secure hands and is not passed to third parties.
- Disclosure of sensitive information can not only mean the disrupture of trust but also loss of brand name (organization).
- Failure to maintain information security can lead to loss of productivity.

### 12.2.2 Communication

The process of exchanging information by writing, speaking, or using any medium is known as communication.

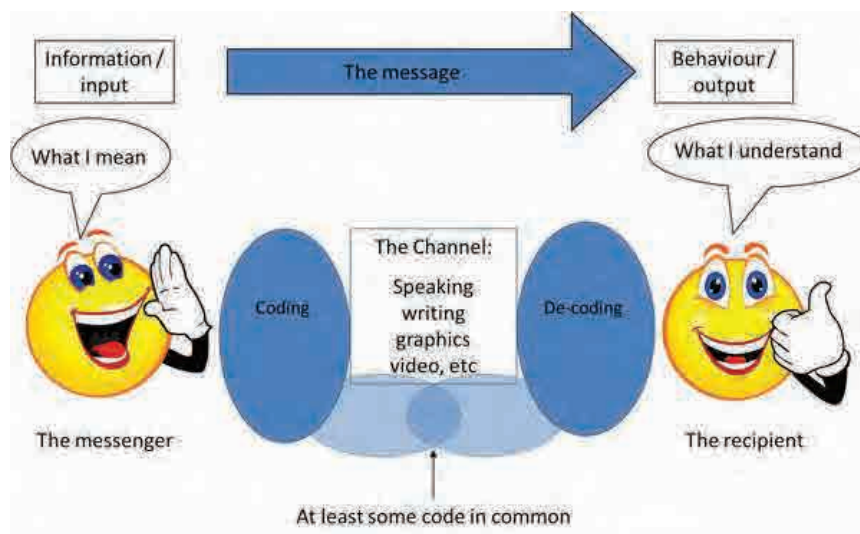


Fig. 12.2.2.1: Clear information exchange

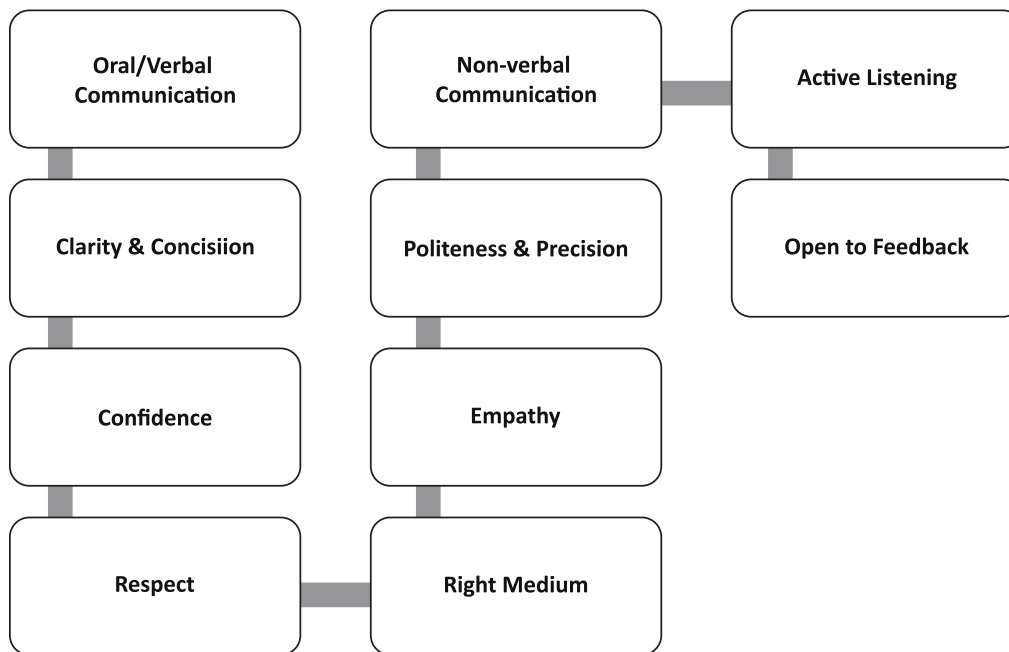


Fig. 12.2.2.2: Components of communication

### Types of Communication

|                              |  |
|------------------------------|--|
| Verbal or Oral Communication | Involves the use of language spoken verbally or orally to convey messages                    |
| Written Communication        | Involves the art of writing to convey messages. This includes letters, emails, reports, etc. |
| Non-Verbal Communication     | Involves the use of body language and gestures to convey messages                            |

### Barriers in Communication

The following factors hinder Effective Communication and are hence called “Barriers”.

- Use of Jargon and Technical terms
- Lack of attention, interest, distractions, or irrelevance to the receiver
- Differences in Perception
- Physical disabilities like Hearing Ailments or Impaired Speech
- Cultural and Language Differences and Unfamiliar accents
- Expectations and prejudices leading to false assumptions or stereotyping

### Use effective communication techniques when dealing with clients

Effective communication teaches people the appropriate way to share or exchange information.

It states that a person is responsible to respect other’s person boundaries and limits.

Effective communication involves:

- 9% - Writing
- 16% - Reading
- 302% - Speaking
- 45% - Listening

### **Presentation Skills**

There are certain factors on the basis of which listeners determine if they want to listen or trust you or not. Those factors are:

- Visible factors – 55%
- Vocal factors – 38%
- Verbal factors – 7%

While dealing with customers regarding the designed furniture model, it is necessary that you project the best of your presentation skills

### **Kinds of Communication Equipment Available and Their Effective Use**

In most hair salons you will find the presence of communication equipment like:

- Phone
- Laptop or Computer



*Fig. 12.2.2.3: Use of communication equipment*

These tools are useful in many ways.

Phones (landline or mobile phones used only for business purpose) and computers are useful:

- For calling extra help (additional assistant Hairstylists) when customer footfall is high
- In booking appointments
- For reminding bookings before the appointed time
- In calling help during accidents and hazards
- To place orders for products and equipment
- For calling and asking for cleaning service

### Communicating Over Telephone

There are few aspects that a Hair Dresser & Stylist must follow to make

• **Customer enquiries** have to be tackled properly with proper communication skills and tactful handling of queries.

- You should promote services and special offers on the basis of customer's approach.
- Update customer records on computer systems while attending calls.
- Process payments either in cash or card.
- Cater to special requests from guests, like creating hair styles after the colouring process.
- Handle customer feedback and complaints.
- Assist the customers in a professional way leading to customer satisfaction and brand reputation.

### Telephone Manners

When performing the duties of a receptionist, a Hair Dresser & Stylist should respond quickly to phone calls and answer callers with enthusiasm in a professional manner. You should not behave unprofessionally.

Do not indulge in activities such as chewing gum or eating during calls, leaving callers on hold for an excessive period, being short with people even during hectic times as well as keeping personal conversations to a minimum.

### Phone vs Face Time

It is inevitable that, sooner or later, you will have to deal with someone in the salon and someone else on the phone. As a thumb rule, it is best to deal with the person there face-to-face and then the person on the phone. If you have to ask either party to wait, you should do it politely, not as if it is an annoyance.

The following can broadly be termed as Standard Operating Procedure (SOP) for Haircare Industry.

Phone should be answered within three rings.

Smile even though you are on the telephone.

Sit or stand up straight.

Use a low voice pitch.

Match your speaking rate to the callers.

Avoid extremes in volume.

### How to answer a call?

Wish according to the time of the day.

(Good Morning, Afternoon or Evening). My name is (Your Hotel Name). How may I help you today?

### How to answer Internal Guest calls?

Wish according to the time of the day

(Good Morning, Afternoon or Evening) Mr. \_\_\_\_\_ (Guest last name. This is \_\_\_\_\_ (Your first name). How may I help you?

**Taking Message at the Reception**

**Step 1:** Smile when you answer the phone.

**Step 2:** Always answer the phone with an appropriate greeting.

**Step 3:** Answer the phone as promptly as possible.

**Step 4:** Check whether the caller is willing to leave a message.

**Step 5:** In case there is a message, start typing as soon as your caller starts talking.

**Step 6:** Keep a word processing document, text doc, or blank email ready at all times, and type what your caller says from the beginning.

**Step 7:** Recap before you hang up.

**Step 8:** End the call with a greeting.

## 12.2.3 Take Appropriate And Approved Actions In Line With Instructions And Guidelines

**Follow Escalation Matrix In Case Of Any Problem**

- Before complaining and expressing any problem, be very clear of the objectives, i.e. why do you require to complain and what Do you want to achieve in the long run.
- Follow the Escalation Matrix for Internal Grievance Resolution.
- At each level of the matrix, write An email to the designated official, according to the guidelines and formats provided.
- Follow up with the concerned official if the complaint or problem is not addressed within the standard time.
- Document all records of emails and phone calls till the issue is duly addressed and closed.
- If the concerned official (supervisor) does not address the problem within the designated time, “escalate” and carry forward the issue to the next level.
- On resolution of the problem, thank the concerned authority over phone or email, whichever is applicable.

**Addressing Worker’s Problems** (for the team lead or supervisor; here, the Hair Dresser & Stylist)  
[report and record instances of aggressive/ unruly behaviour and seek assistance]

- Hold a formal yet private meeting with your team members.
- Acknowledge the problem and empathize.
- Maintain confidentiality of the entire matter.
- Invite witnesses, if deemed absolutely necessary.
- Depending on the complexity of the issue, continue with further investigation.
- Gather information to support your decision.
- Take the final decision.

- Convey your decision to your co-workers.
- Escalate the matter immediately to the next level if the co-worker is not happy with the decision taken.

**Addressing Client Issues**

- Do not contradict with or prevent the client from talking.
- Listen actively and patiently.
- Apologize (even if you are not wrong) and empathize with the client.
- Listen to the problem/complaint with an open mind.
- Promise that you will get back to him/her with a permanent solution, at the earliest.
- Keep your promise and respond to the client with a solution within the standard time.
- If you are unable to resolve the issue on your own, escalate the same to your next level.
- Follow up with the concerned officials till the problem is addressed and the issue resolved.
- Inform the client over email or phone that his/her problem has been taken care of.

**Urgent and Important Matrix**

To enhance the efficiency and effectiveness in carrying out tasks, it is better to follow and avoid certain pointers.

|                      |   |  |
|----------------------|---|--|
|                      | <b>Not Urgent</b>   | <b>Urgent</b>  |
| <b>Not Important</b> | <p style="text-align: center;"><b>Quadrant 1</b><br/><u>Avoid</u></p> <p>Reading or following irrelevant information</p> <p>Gossiping</p> <p>Using social media apps during client services</p> <p>Cigarette breaks</p>   | <p style="text-align: center;"><b>Quadrant 2</b><br/><u>Reject But Explain</u></p> <p>Pointless activities or routines</p> <p>Misunderstanding amongst colleagues and clients</p> <p>Emergencies that can suddenly occur</p> <p>Insignificant requests from others</p> |
| <b>Important</b>     | <p style="text-align: center;"><b>Quadrant 3</b><br/><u>Manage and Plan to do Them</u></p> <p>Managing details of customers</p> <p>Arranging inventory</p> <p>Scheduling activities of the day</p> <p>Displaying various hair styling products in the store</p> | <p style="text-align: center;"><b>Quadrant 4</b><br/><u>Focus</u></p> <p>Meetings with colleagues and superiors</p> <p>Planned tasks</p> <p>Demands from superiors</p> <p>Emergencies and customer complaints</p>  |

Fig. 12.2.3.1: Urgent and important matrix



### Time Management

There are a number of methods, which when utilized in everyday life can help individuals to manage their time. Some of the methodologies include:

- Identify the task that is important and the ones that you can do later.
- Take out some time from your busy schedule to sit quietly or meditate. This will help you to attain focus in life.
- Plan before you do something.
- Keep your mind clear before doing any work. This will save you time.
- Create different organizing systems that you know you can work on or follow easily.

## 12.2.4 Participate In Workplace Activities As A Part Of the Larger Team

It is a common yet important saying that “United we stand, divided we fall”. A Hair Dresser & Stylist must work effectively with the other members of the team to achieve the common organizational goals and targets.

- Knowing the areas of strength of each team member and assigning roles accordingly
- Discussing but never argue
- Think out-of-the-box to impart creativity amidst chaos
- Accepting and learning from mistakes
- Sharing a common mission and vision to align oneself and the team with the organization targets
- Staying alert, humble and polite
- Respecting diversity and differences
- Listening attentively and actively
- Staying precise and curt while communicating
- Avoiding backstabbing and gossips
- Apologizing for mistakes committed by oneself
- Sharing, exchanging and transferring knowledge
- Abiding by discipline and decorum

## 12.2.5 Report To Supervisor Immediately In Case There Are Any Work Issues

Like every organization, presence of hierarchy is also seen in salons. As a Hair Dresser & Stylist it is important for you to know the correct channels through which proper solutions can be availed.

The first person to whom you can go and report is the salon supervisor.

In case the supervisor fails to understand or resolve the problems, it is better to report the matter to the salon manager.

Issues related to working schedules are to be reported to the supervisor, whereas issues related to wages and clients re-scheduling an appointment needs to be reported to the manager.

**Code of Conduct**

A person working in a salon has to maintain professionalism throughout the treatment session. While offering haircare service to the clients, you need to ensure these aspects:

- You should use polite words to the clients, even if the client behaves rudely.
- You should abide by or follow the rules set by the salon or organization.
- Work with honesty and sincerity.
- Do not shout or talk about the contraindication or any scalp related diseases of the client in the salon.
- Try to make the clients comfortable and assure them of a safe hair treatment.
- Be confident about your dealings with the clients and maintain confidentiality about their personal information.

**Use Appropriate Language, Tone and Gestures While Interacting With Clients**

- Customers are the lifeblood of any small business, and never more so than in a service business catering to their self-image.
- Keep them happy, respond to their needs and desires.
- Treat them concerning retaining current clients and attract new ones.
- Emphasize the customer's privacy in the salon.
- Stress your commitment to protecting their privacy and maintaining their confidences.
- Encourage their cooperation in adhering to scheduled appointments.
- Cherish good reputation. Never give a wrong suggestion or advice to your client.
- Treat all your clients equally and honestly.
- Practice high standards of sanitization always.
- Never gossip or criticize anyone, neither your client nor your co-worker.
- Talk professionally about your services and trade.
- Listen attentively while others speak.
- Be cordial while meeting people.
- Be calm and do not argue.
- Be punctual in keeping appointments.
- Don't be harsh while listening to complaints.
- Avoid speaking in loud voice.
- Never discuss your personal problems with your clients.
- Never get involved in client's personal life or their issues.
- Never recommend any kind of medicines to client.
- Never chew gum/tobacco or smoke in the presence of your clients.
- Avoid playing the television or the radio loudly in the presence of your clients.
- Be faithful and sincere towards the profession.



Fig. 12.2.5.1: Assisting the clients

### Things to Avoid

Alcohol, Tobacco and Drugs have numerous adverse effects on the human body and decrease one's level of concentration, productivity and output.

The various harmful effects of alcohol, tobacco and drugs on the human body are:

- Abnormal activation of endocrine glands
- Anomalous secretion of enzymes

Both the above-stated abnormalities lead to various diseases and disorders.

For example, the abnormal secretion of digestive enzymes from the Pancreas may lead to a disorder called Pancreatitis.

Other effects include:

- Respiratory ailments like chronic asthma
- Lung, liver and pancreatic cancer
- Inflammatory damage of the liver, known as the cirrhosis of liver
- Fluctuating blood sugar levels like:
  - Abnormally low sugar level condition (hypoglycemia)
  - Excess sugar level condition (hyperglycemia)
- Disorders of the central nervous system like:
  - Slurred speech
  - Frontal lobe damage
  - Permanent brain damage
  - Memory loss
  - Motor nerve disorders
- Cardiac ailments like:
  - Arterial blockages
  - High cholesterol levels
- Erectile dysfunction and impotency in males
- Birth defects
- Infertility and miscarriage in females

## Unit 12.3: Communication And Information Record

### Unit Objectives

After attending this unit, participant will be able to:

1. List appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender
2. State the procedure to communicate information to clients based on the sector's code of practices and organisation's procedures/guidelines
3. List and file routine reports and feedback

### 12.3.1 Appropriate Verbal And Non-Verbal Cues While Dealing With Clients From Different Cultural, Religious Backgrounds, Age, Disabilities And Gender



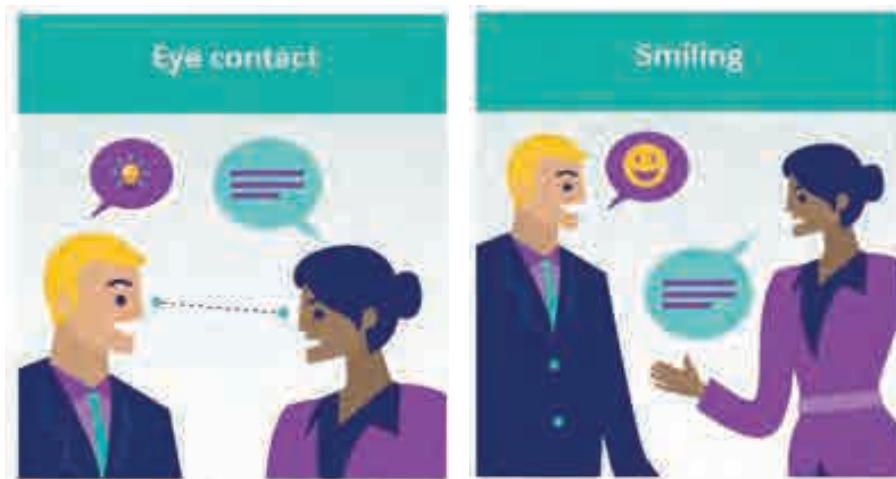


Fig. 12.3.1.1: Appropriate verbal and non-verbal cues

### 12.3.2 Communicate Procedure Related Information To Clients Based On The Sector's Code Of Practices And Organisation's Procedures/Guidelines

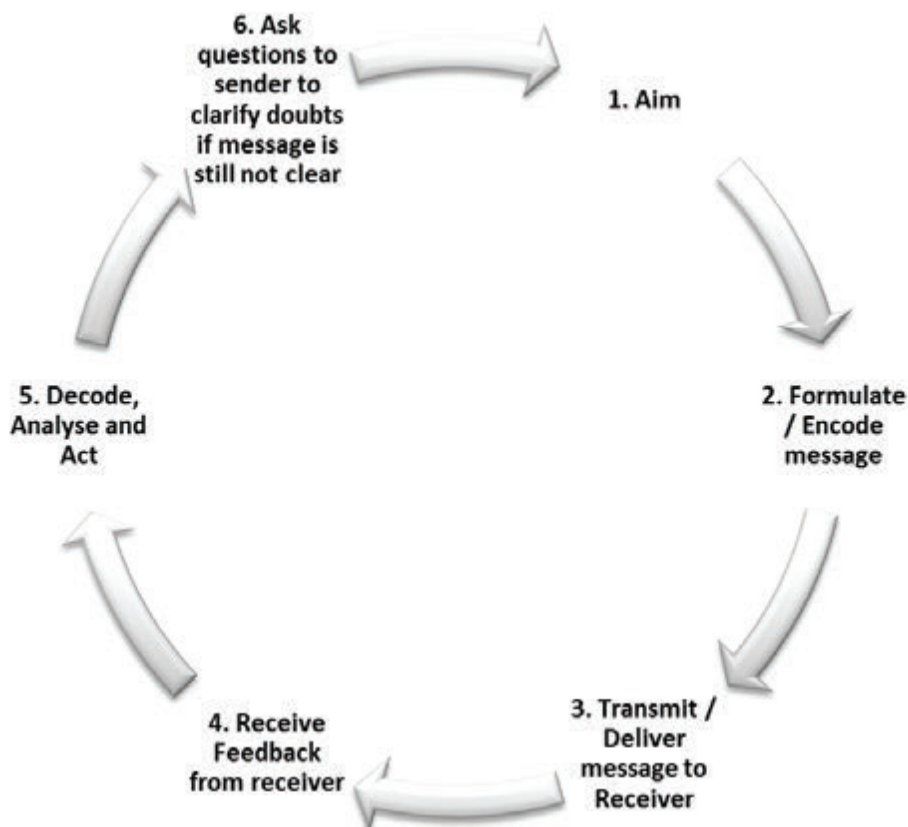


Fig. 12.3.2.1: Communication cycle

**Listening Skill**

With the help of good listening skill, one can understand the words that are spoken and can gauge a lot from it.

Active listening is necessary for a Hair Dresser & Stylist as it:

- Reduces negative assumptions
- Innovative solutions
- Enhances confidence
- Ensures better learning
- Does not allow any conflicting issue to develop amongst colleagues
- Enhances relationships
- Improves accuracy
- Ensures better productivity
- Help build trust
- Builds respect amongst colleagues

**Pointers to Improve Listening Skills**

- Face the speaker and maintain eye contact
- Attentively listen and comprehend the information given by the speaker
- Stay attentive yet relaxed
- Keep an open, receiving mind
- Listen to the words and try to visualize what the speaker is saying
- Never interrupting or imposing your “solutions”
- Wait for the speaker to pause to ask clarifying questions
- Ask questions only to ensure understanding
- Communicate clearly on the issues being faced and clarify queries
- Try to empathize with the speaker
- Provide the speaker with constructive feedback

**The barriers of Listening skill are:**

- Distractions
- Noise
- Interruptions
- Prejudice and preconceived ideas
- Lack of interest in the conversation

### 12.3.3 Organize Service Feedback Files/Documents

Record books, log books, registers, etc. are the ways of keeping record of various things. In case of the beauty industry, it is very important to keep records of the regular activities that are taking place inside a beauty salon or beauty parlour. Name of the attended client, name of the attendee, service(s) provided, exact day and date, time, etc. should be properly recorded regularly. A trained hairstylist should know how to keep a record with the help of record books, registers, etc. after a specific service is given to the customers.

Things that are generally used for keeping records are:

- Record Books
- Registers
- Log Books

To carry out routine documentation legibly and accurately in the desired format, here are few samples of Client Service Records:

#### Different Formats on Which Accurate Records of Client Treatments Is To Be Recorded

| Hairdressing - Client Record Card |   |
|-----------------------------------|---|
| Surname: _____                    | Have you ever suffered from hair loss? <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Forename: _____                   | Have you ever been diagnosed with alopecia? <input type="checkbox"/> Yes <input type="checkbox"/> No                                    |
| Date of Birth: _____ Age: _____   | Do you take any medications? <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Street: _____                     | Have you been pregnant in the past 6 months? <input type="checkbox"/> Yes <input type="checkbox"/> No                                   |
| Town: _____                       | Do you suffer from psoriasis to the scalp? <input type="checkbox"/> Yes <input type="checkbox"/> No                                     |
| Postcode: _____                   | Do you suffer from eczema to the scalp? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Phone: _____                      | Do you have a sensitive scalp? <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Mobile: _____                     | Have you any known allergies? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Email: _____                      | Do you frequently swim or go to the gym? <input type="checkbox"/> Yes <input type="checkbox"/> No                                       |
| General Practitioner: _____       | Do you have any upcoming holidays booked? <input type="checkbox"/> Yes <input type="checkbox"/> No                                      |
| Phone: _____                      | Did you currently coloured your hair? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Address: _____                    | If yes, how often? _____  |
|                                   | Have you used hair extensions before? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
|                                   | If yes, which method? _____   |
|                                   | How would you describe your hair type?  |
|                                   | <input type="checkbox"/> Fine <input type="checkbox"/> Medium <input type="checkbox"/> Thick <input type="checkbox"/> Very thick        |
|                                   | Hair is: <input type="checkbox"/> Curly <input type="checkbox"/> Wavy <input type="checkbox"/> Straight <input type="checkbox"/> Frizzy |
|                                   | Length: <input type="checkbox"/> Above the shoulder <input type="checkbox"/> Below the shoulder   |

Fig. 12.3.3.1: Information record format 1

| Massage Treatment Card - Client Record Card |   |
|---|---|
| Surname: _____                              | Do you exercise regularly? <input type="checkbox"/> Yes <input type="checkbox"/> No                                 |
| Forename: _____                             | Do you take any vitamin supplements? <input type="checkbox"/> Yes <input type="checkbox"/> No                       |
| Date of Birth: _____ Age: _____             | Do you take any medications? <input type="checkbox"/> Yes <input type="checkbox"/> No                               |
| Street: _____                               | Are you pregnant? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Town: _____                                 | Do you smoke? <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Postcode: _____                             | Have you had massage treatment? <input type="checkbox"/> Yes <input type="checkbox"/> No                            |
| Phone: _____                                | Describe your energy level: <input type="checkbox"/> Low <input type="checkbox"/> Med <input type="checkbox"/> High |
| Mobile: _____                               | Describe your stress level: <input type="checkbox"/> Low <input type="checkbox"/> Med <input type="checkbox"/> High |
| Email: _____                                | General state of health _____   |
| General Practitioner: _____                 | Reason for treatment _____  |
| Phone: _____                                | Areas you would prefer to avoid _____   |
| Address: _____                              | What is your major complaint _____  |
|   | Any areas where you feel discomfort _____   |
|   | What kind of pressure do you like? 1 2 3 4 5 _____  |

Fig. 12.3.3.2: Information record format 2

| Tinting - Client Record Card    |   |
|---------------------------------|---|
| Surname: _____                  | <b>Hair Analysis</b><br>Texture<br><input type="checkbox"/> Fine <input type="checkbox"/> Average <input type="checkbox"/> Coarse<br><br><b>Condition</b><br><input type="checkbox"/> Dry <input type="checkbox"/> Normal <input type="checkbox"/> Oily<br><br><b>Natural form</b><br><input type="checkbox"/> Straight <input type="checkbox"/> Wavy <input type="checkbox"/> Curly<br><br><b>Natural Colour</b><br>Level: _____ Tone: _____<br><br><b>Amount of grey</b><br>Front: _____ Back: _____<br><br><b>Existing hair treatment</b><br><input type="checkbox"/> Perm <input type="checkbox"/> Relaxer <input type="checkbox"/> Highlighted<br><input type="checkbox"/> Bleach <input type="checkbox"/> Tint <input type="checkbox"/> Semi<br><br>Date of skin test _____<br>Results _____<br>Note: _____<br>_____<br>_____ |
| Forename: _____                 |   |
| Date of Birth: _____ Age: _____ |   |
| Street: _____                   |   |
| Town: _____                     |   |
| Postcode: _____                 |   |
| Phone: _____                    |   |
| Mobile: _____                   |   |
| Email: _____                    |   |
| General Practitioner: _____     |   |
| Phone: _____                    |   |
| Address: _____                  |   |
| _____                           |   |
| _____                           |   |

Fig. 12.3.3.3 : Information record format 3

### 12.3.4 Work Effectively As Part Of A Team

It is a common yet important saying that “United we stand, divided we fall”. A Hair Dresser & Stylist must work effectively with the other members in the team to achieve the common organizational goals and targets.

#### Best Practices in the Industry

- Knowing the areas of strength of each team member and assign roles accordingly
- Discuss but never argue
- Think out-of-the-box to impart creativity amidst chaos
- Accepting and learning from mistakes
- Sharing a common mission and vision to align oneself and the team with the organization targets
- Staying alert, humble and polite
- Respecting diversity and differences
- Listening attentively and actively
- Staying precise and curt while communicating
- Avoiding backstabbing and gossips
- Apologizing for mistakes committed by oneself
- Avoiding jargons and explaining technical concepts, using real-life examples
- Sharing, exchanging and transferring knowledge
- Abiding by discipline and decorum



## Principles of Team Work

### T.E.A.M

- Together
- Everyone
- Achieves
- More

- Teamwork is defined as the “actions of individuals, brought together for a common purpose or goal, which subordinate the needs of the individual to the needs of the group”.
- Each person on the team puts aside his or her individual needs to work towards the larger group objective. The interaction among the members and the work they complete is called teamwork. Teamwork is extremely important amongst supervisors and guards to provide utmost security to the property they are working in.
- The sum of the efforts undertaken by each team member for the achievement of the team’s objective is called teamwork.
- Every member of a team has to perform and contribute in his/her best possible way to achieve a common predefined goal.
- Individual performances do not count in a team, and it is the collective performance of the team workers which matters the most.

### The benefits of teamwork are:

- Promotes Creativity and Learning
- Combines Complementary Strengths
- Builds Trust
- Teaches Conflict Resolution Skills
- Promotes a Wider Sense of Ownership
- Teaches Effective Risk Management

### The essential components of Teamwork are:

- Effective Communication
- Active Listening
- Resolving Conflict
- Diversity
- Motivation

## Benefits of Team Work



Fig. 12.3.4.1: Benefits of team work

### Components of Team Work

- Effective Communication
- Active Listening
- Resolving Conflict
- Diversity
- Motivation

### Dos and Don'ts of Effective Team Work

#### 1. Dos:

- Be willing to collaborate
- Keep an open mind towards learning from other team members
- Control your ego
- Step up to be a leader and step down to be a team member when needed

#### 2. Don'ts:

- Don't take things personally
- Don't underestimate a team member
- Don't get involved in gossip and grapevine conversation
- Don't show your back to criticism

### Coordinate and Cooperate With Colleagues to Achieve Work Objectives

- Listen actively with minimal barriers
- Build trust, but do not get too casual
- Be aware of your tone
- Watch your body language
- Participate and coordinate
- Ask questions to clarify
- Discuss task lists, schedules and activities
- Share best practices with peers

### Acting Within The Limits of Your Responsibility

- Come what may, one must always display courtesy to clients, supervisors and colleagues alike.
- This must be practiced to secure long term working relationship with them.
- Try to maintain professional relationship with the clients. Never get personal with them.
- Maintain your calm during customer complaints.
- You can suggest a hair service to your clients but cannot force them.

### Customer Centricity






- Customer Centricity is one of the most vital personal attributes that a Hair Dresser & Stylist must have, since they require interacting with innumerable clients daily.
- A client may have several doubts and queries, which the Hair Dresser & Stylist must listen proactively and clarify politely.

- By responding politely to all queries of clients, a Hair Dresser & Stylist fulfills the following:
  - **Understand customer requirements and timelines and respond as per their needs** - Answering customer's queries helps in understanding the task requirements very clearly. This, in turn, helps in working with less confusion and interruptions and in delivering the task perfectly.
  - **Being courteous with customers and ability to handle different types of customers** - Different customers have different types of nature. The nature of customers can range between being very polite to extremely demanding and critical of whatever you do.
  - **Being aware of different customer cultures, faiths and responding appropriately** - Irrespective of the culture, colour, nationality, creed and economic status, a customer is always the King for a Hair Dresser & Stylist.
- Respecting diversity implies that Customer Centricity should be practised irrespective of the customer's background. A Hair Dresser & Stylist must always remain neutral and truly professional while dealing with customers from diverse backgrounds.
- This behavioural trait must not only be practiced with one's clients but also with the other team members as well.

## Exercise

### Fill in the Blanks

1. A Hair Dresser & Stylist can actually focus on client by using \_\_\_\_\_ and \_\_\_\_\_ to absorb what they are telling and showing.  
a) Eyes, Ears                      b) Energy, Stamina                      c) Body, Mind
2. A Hair Dresser & Stylist can plan his/her work management according to weekly or \_\_\_\_\_ basis.  
a) Yearly                      b) Daily                      c) Monthly
3. There are 3 major ways of contamination are Bacterial, \_\_\_\_\_ and Chemical.  
a) Metaphorical                      b) Physical                      c) Biological
4. When customers visit the salon, they expect certain things. The basic among them is \_\_\_\_\_.  
a) Gossip sessions                      b) Snacks being served                      c) Relaxed services
5. If you are working in a beauty salon, it is important to wear the \_\_\_\_\_ during the work hours in the salon as it spells better confidence, professionalism and work culture.  
a) Neck Tie                      b) Leather Shoes                      c) Uniforms

| Chapter No. | Unit No. | Topic Name                     | Page No. | QR Code  |
|-------------|----------|--------------------------------|----------|--|
| 2           | 2.1      | Maintain Workarea              | 31       |  <p>Click/Scan this QR Code to access the related video</p> |
| 3           | 3.1      | Perform Blow-Drying            | 76       |  <p>Click/Scan this QR Code to access the related video</p> |
| 4           | 4.2      | Shampoo and Condition the Hair | 99       |  <p>Click/Scan this QR Code to access the related video</p> |
| 6           | 6.2      | Carry out Haircuts             | 151      |  <p>Click/Scan this QR Code to access the related video</p> |
| 11          | 11.1     | Covid-19 Guidelines            | 252      |  <p>Click/Scan this QR Code to access the related PPT</p>   |







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