

# Participant Handbook

Sector  
**Beauty & Wellness**

Sub-Sector  
**Rejuvenation**

Occupation  
**Spa Therapy**

Reference ID: BWS/Q1002, Version 2.0  
**NSQF Level 4**



Click/Scan this QR Code to access e-Book

## Spa Therapist

## **Published by**

### **Beauty & Wellness Sector Skill Council**

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](mailto:info@bwssc.in)  
Website: [www.bwssc.in](http://www.bwssc.in)

This book is sponsored by **Beauty & Wellness Sector Skill Council**  
**Under Creative Commons License: CC-BY -SA**

Attribution-ShareAlike: CC BY-SA



This license lets others remix, tweak, and build upon your work even for commercial purposes, as long as they credit you and license their new creations under the identical terms. This license is often compared to “copyleft” free and open-source software licenses. All new works based on yours will carry the same license, so any derivatives will also allow commercial use. This is the license used by Wikipedia and is recommended for materials that would benefit from incorporating content from Wikipedia and similarly licensed projects.





**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

**SKILL COUNCIL FOR BEAUTY AND WELLNESS**

for

### SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying To National Occupational Standards Of

Job Role/ Qualification Pack:           ' Spa Therapist'           QP No.           'BWS/Q1002 NSQF Level 4'          

**Date of Issuance** May 15<sup>th</sup>, 2022  
**Valid up to\*** May 15<sup>th</sup>, 2024

*\*Valid up to next review date of the qualification or the  
'Valid up to' date mentioned above (whichever is earlier)*

Authorised signatory  
(Skill Council for Beauty and Wellness)

## Acknowledgements

Beauty & Wellness Sector Skill Council would like to express their gratitude to all the individuals and organizations who have contributed in the preparation of this trainee manual.

The preparation of this manual 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 Ms. Seema Gopujkar who have reviewed and validated the manual.

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

## About this Book

Spa industry in India is in a nascent stage but growing rapidly, thanks to increasing wellness tourism, improving living standards & growing awareness about the importance of maintaining good physical & mental health. Currently, India is the 3rd fastest growing Spa market after America & Europe.

This Participant Handbook is designed to enable theoretical and practical training to become Spa Therapist. The Qualifications Pack of Spa Therapist includes the following National Occupational Standards which have all been covered in this Trainee Manual:

1. Prepare and maintain work area (BWS/N9001)
2. Conduct spa treatment (BWS/N1002)
3. Maintain health and safety at the workplace (BWS/N9002)
4. Create a positive impression at the workplace (BWS/N9003)

## Symbols Used



Key Learning Outcomes



Steps



Notes



Objectives



Practical



Exercise

## Table of Contents

S.No	Modules and Units	Page No
<b>1.</b>	<b>Introduction to Beauty Industry and Spa Therapist</b>	<b>1</b>
	Unit 1.1 - The beauty and wellness industry	3
	Unit 1.2 - Career progression for Spa Therapist	7
	Unit 1.3 - Role of a Spa Therapist	10
<b>2.</b>	<b>Basic Anatomy &amp; Physiology of Human Body (BWS/N9001)</b>	<b>13</b>
	Unit 2.1 - Basic anatomy & physiology of human body	15
<b>3.</b>	<b>Prepare and Maintain Work Area (BWS/N9001)</b>	<b>27</b>
	Unit 3.1 - Prepare and maintain the work area	29
<b>4.</b>	<b>Perform Spa Procedures (BWS/N1002)</b>	<b>51</b>
	Unit 4.1 - Introduction to spa procedures	53
	Unit 4.2 - Exfoliation and scrub	60
	Unit 4.3 - Wrap and cocoon	65
	Unit 4.4 - Soak, sauna, steam and jacuzzi	72
<b>5.</b>	<b>Perform Massage and Other Spa Procedures (BWS/N1002)</b>	<b>85</b>
	Unit 5.1 - Introduction to massage and other spa therapies	87
	Unit 5.2 - Massage therapies	95
	Unit 5.3 - Spa therapies	125
<b>6.</b>	<b>Perform Spa Therapy Procedures (BWS/N1002)</b>	<b>143</b>
	Unit 6.1 – Perform spa therapy procedures	145
<b>7.</b>	<b>Maintain Workplace Health and Safety (BWS/N9002)</b>	<b>157</b>
	Unit 7.1 – Maintain Workplace Health and Safety	159



## Table of Contents

S.No	Modules and Units	Page No
<b>7.</b>	<b>Creating Positive Impression at Workplace (BWS/N9003)</b>	<b>177</b>
	Unit 8.1 – Creating a positive impression at workplace	179
	Unit 8.2 – Professional skills	191
	Unit 8.3 – Language skills	198
	Unit 8.4 – Personal grooming	201
<b>8.</b>	<b>Annexure</b>	<b>219</b>







# 1. Introduction to Beauty Industry and Spa Therapist



Unit 1.1 - The Beauty and Wellness Industry  
Unit 1.2 - Career Progression for Spa Therapist  
Unit 1.3 - Role of a Spa Therapist



## Key Learning Outcomes

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

1. Describe the Beauty and Wellness Industry in India
2. State the reason for growth of the sector
3. List the Spa Services

## Unit 1.1: The Beauty and Wellness Industry

### Unit Objectives

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

1. Describe the Beauty and Wellness Industry in India
2. State the reason for growth of the sector
3. List the Spa Services

### 1.1.1 The Beauty and Wellness Industry

The Beauty and Wellness sector is growing at a fast pace and becoming a very important industry in India. It is contributing a lot to the economic growth and becoming a leading employer, creating millions of employment opportunities across the nation. The reason for this exponential growth is the rising consumerism, globalisation and changing lifestyles of Indian consumers. The rapid growth in beauty and wellness industry along with the entry of many small and large companies in this area, has led to huge demand for trained personnel.



Fig 1.1 Client undergoing beauty therapy

Though the Beauty and Wellness Industry is new in India, there is increasing awareness about health and wellbeing. The beauty and grooming industry in the country is booming, thanks to the growing desire among both men and women to look stylish and feel good.

A Wellness Sector report by KPMG released in April this year projected that the size of India's Beauty and Wellness Market would nearly double to Rs 80,370 crore by 2017/18 from Rs 41,224 crore in 2012/13.

About Beauty & Wellness Sector



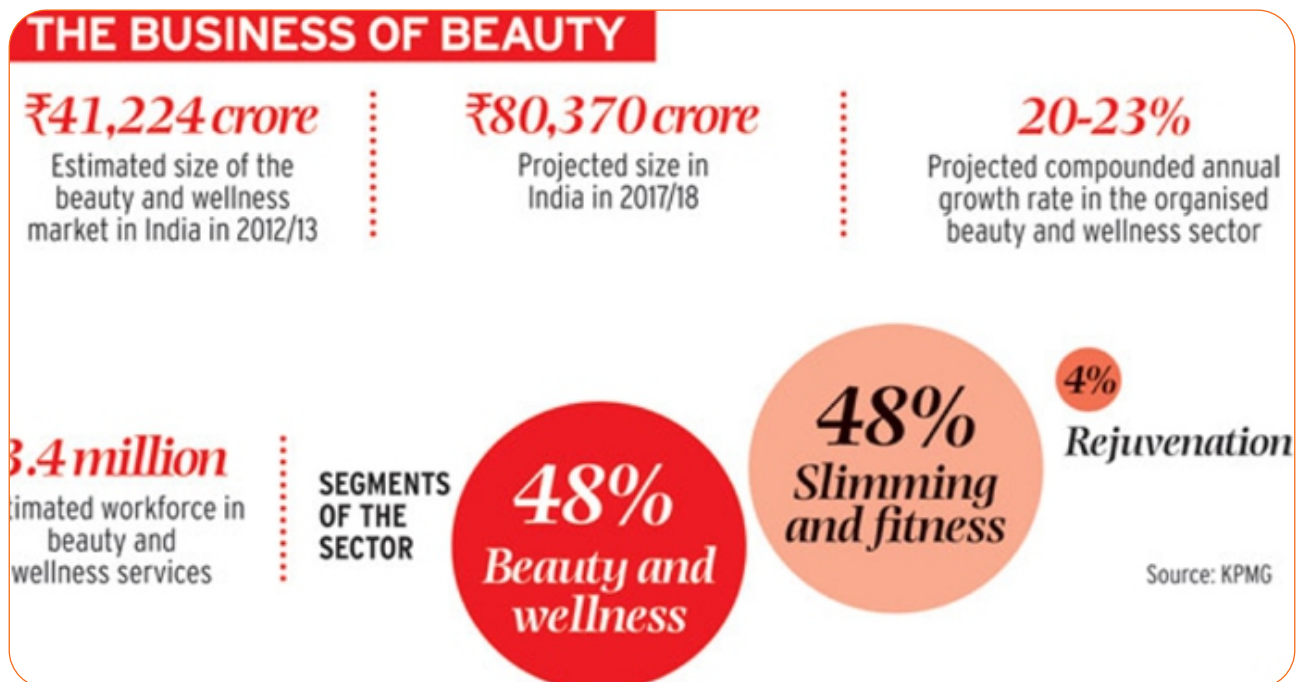


Fig 1.2 A snapshot of the Business of Beauty in India as per KPMG report

One segment of the beauty business that is doing particularly well is specialised hair care. Another report by AC Nielsen estimates the hair care market in India at Rs 3,630 crore, with average annual growth of 20 percent. Another segment expanding rapidly is bridal makeup. Earlier, it was usually only the bride who visited the salon prior to the wedding ceremony, but now friends and relatives often join her and salons offer special packages for them.

Quality beauty treatment calls for specialised knowledge – thus training schools are also growing. Most salon chains have their own academies. VLCC, for instance, runs 75 different courses. The government's Beauty and Wellness Sector Skill Council also runs various training schemes. The Wellness Report by KPMG estimates that workforce requirements in the beauty and salon segment will grow from 3.4 million in 2013 to 12.1 million in 2022. Salaries of makeup and beauty professionals vary between Rs 15,000 and Rs 65,000 per month.

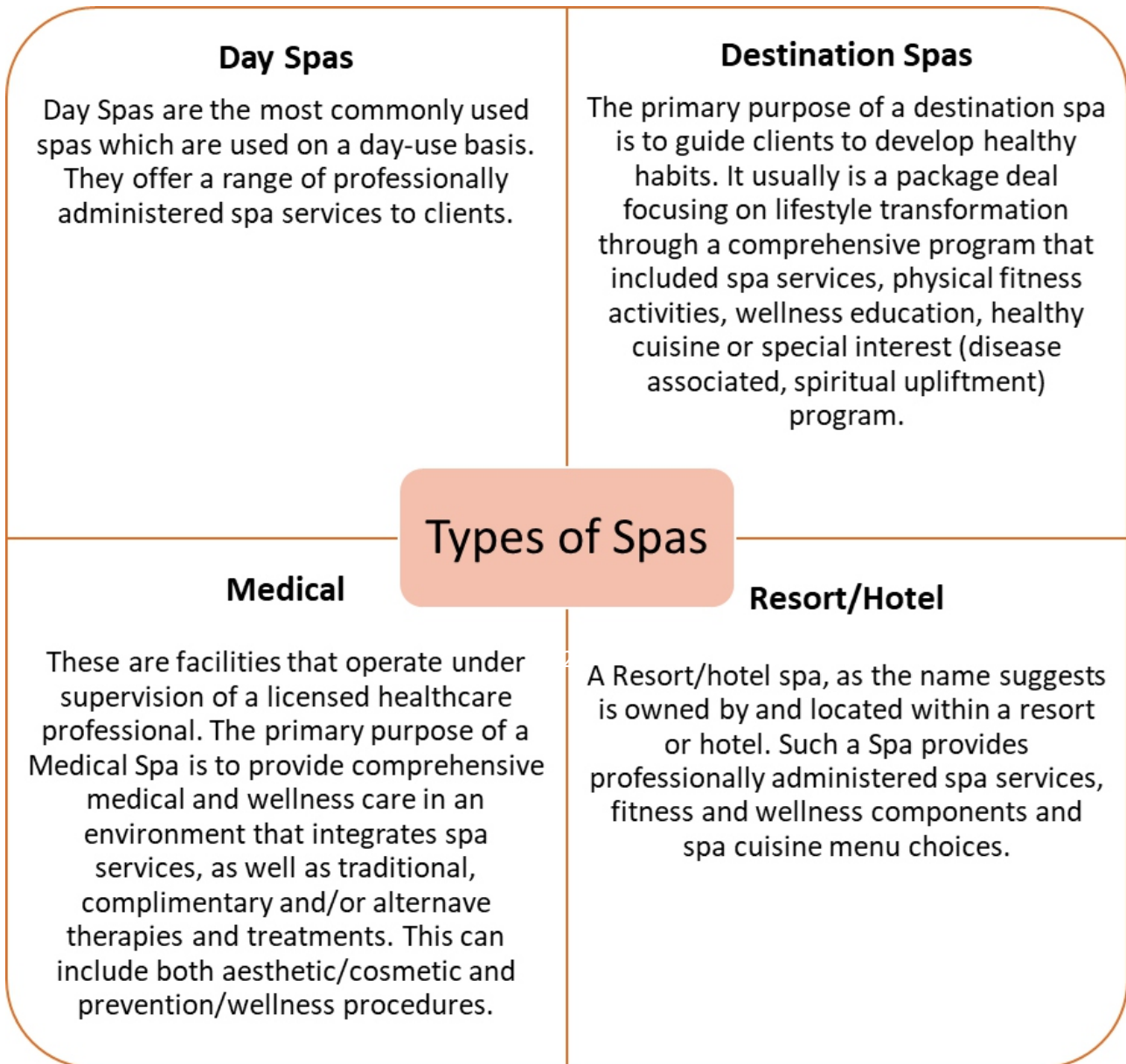
#### Reasons for growth

The following are reasons for growth of the Beauty and Wellness Sector.

1. People buying more of the stuff, moving to cities and spending more are the most dominant factors driving this market
2. Young people are more exposed to media which increases the aspiration for beauty
3. Excessive obsession with young looking skin has led this sector to growth as more and more consumers ask for cosmetic treatments as well as anti-ageing products to achieve the same
4. Product innovation and an increased demand for looking good has made this segment confident for huge growth in the future.

## 1.1.2 Spa Services

There are various types of Spas which conduct different types of services.



Some common spa procedures are as follows:

- Exfoliation
- Scrub
- Wrap
- Cocoon

- Soak
- Sauna
- Steam
- Jacuzzi
- Massage

There are various spa therapies that are provided by different types of Spas. Some of them are as follows:

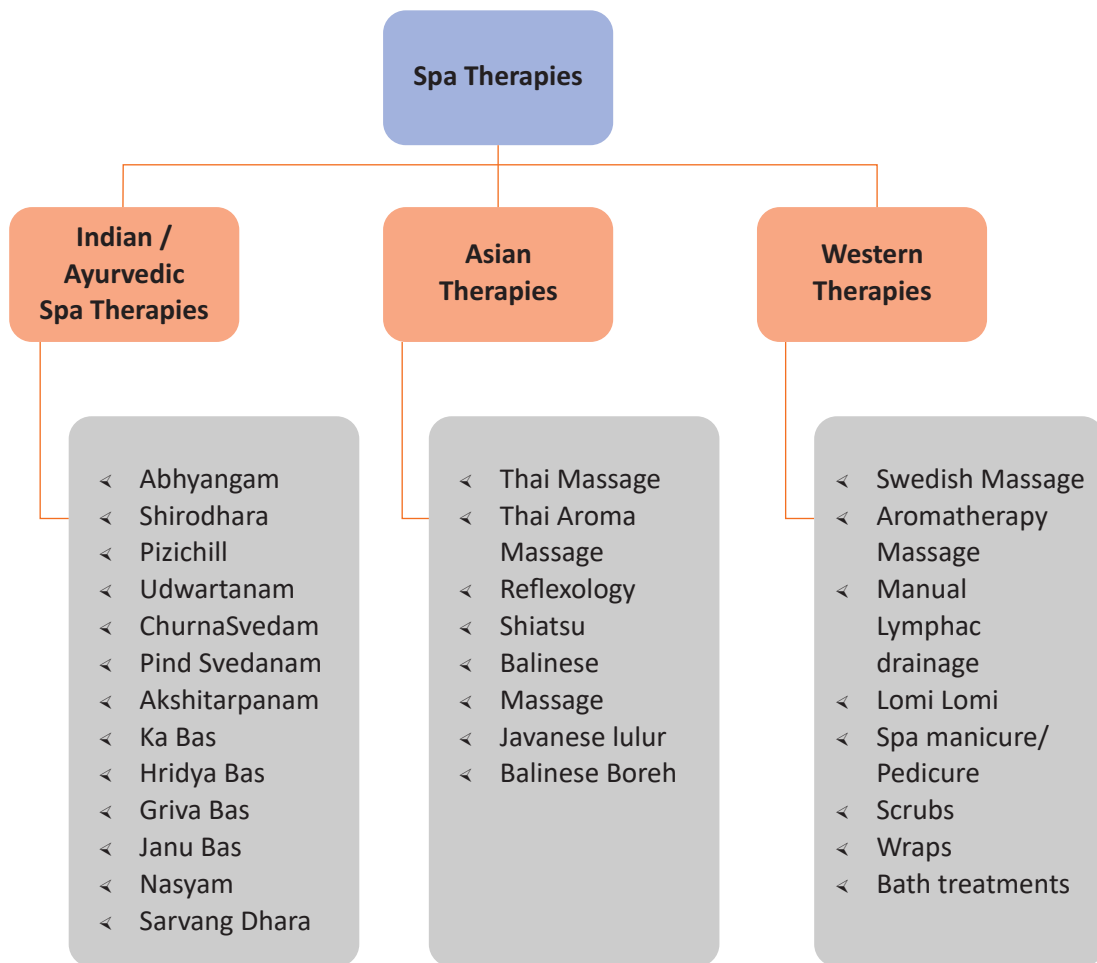


Fig 1..1.2 Spa Services

## Unit 1.2: Career Progression for Spa Therapist

### Unit Objectives

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

1. State the various sector where a Spa therapist can build a career in
2. List the Career Pathway that a Spa Therapist can follow

### 1.2.1 Career Progression for Spa Therapista

The beauty sector consists of the following major sub-segments.



Fig 1.3 Major sub-segments in the beauty sector



**Beauty Centres and Hair Salons** – The beauty and salon segment includes skin, hair and nail care services. Services are given in order to meet customer's requirement of fixing personal appearance or look.

**Product and Counter Sales** – This includes sales of beauty and salon products, including cosmetics and toiletries that address age-related health and appearance issues. The products are bought for different beauty requirements.

**Fitness and Slimming** – Includes service providers involved in the fields of physical exercises, yoga, other mind-body practices and weight-loss and slimming.

**Rejuvenation Centers** – This includes the core spa industry services, including spa operations, spa education, products and events. The sector offers services aimed at relaxing the body and the mind.

**Alternate Therapy Centers** – Alternative therapies can provide clinical diagnosis and treatments under alternative therapy.

**Emerging Unisex Service** – Many organised segments are offering such services and many Unisex (for both females & males) beauty and wellness centres are gaining acceptance. **Expansion in different areas/regions** – Apart from urban areas and metro cities, rising awareness is causing the expansion of industry in other areas as well.

**International beauty brands** – Growing customers is causing international brands to penetrate the Indian market.

Most spa therapists start their career in beauty centres and spas, however can move to any of the other sub-segments too.

The various career pathways available to a spa Therapist are as follows:

#### Spa Therapy- Career Path

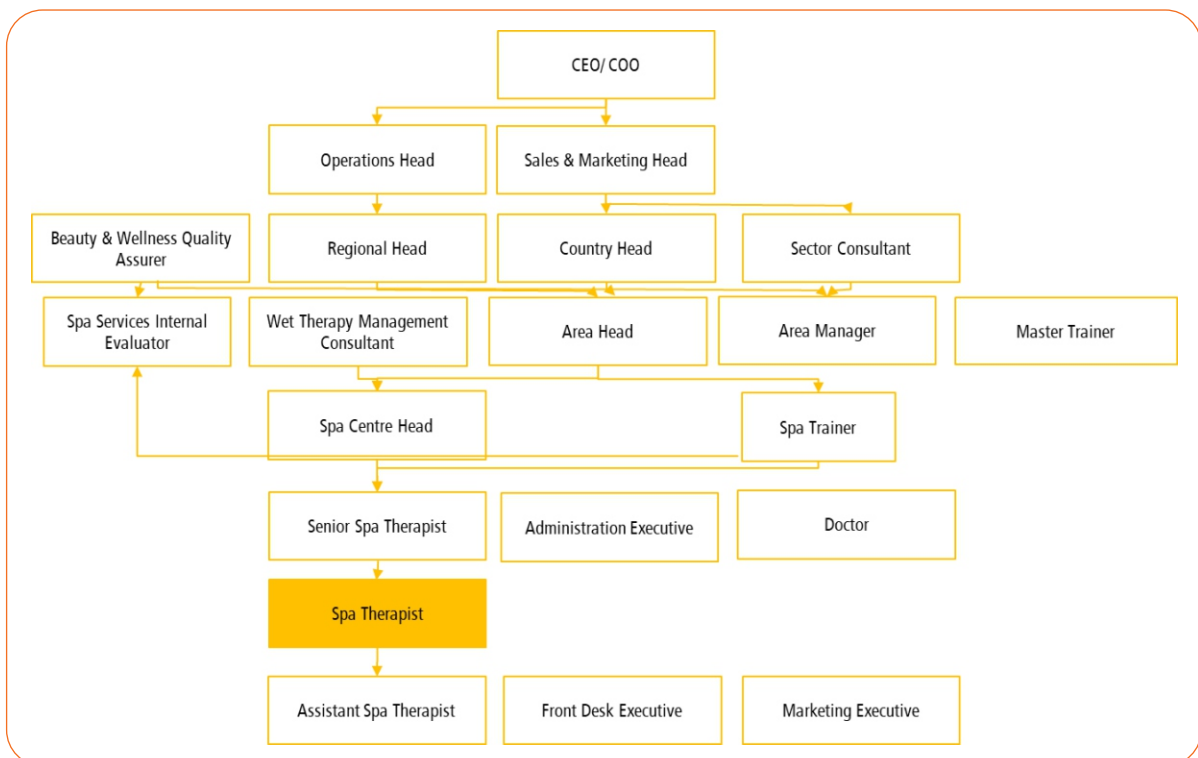


Fig 1.4 Spa Therapy- career path

### Alternate Therapy Career path – Aromatherapy and Reflexology therapy

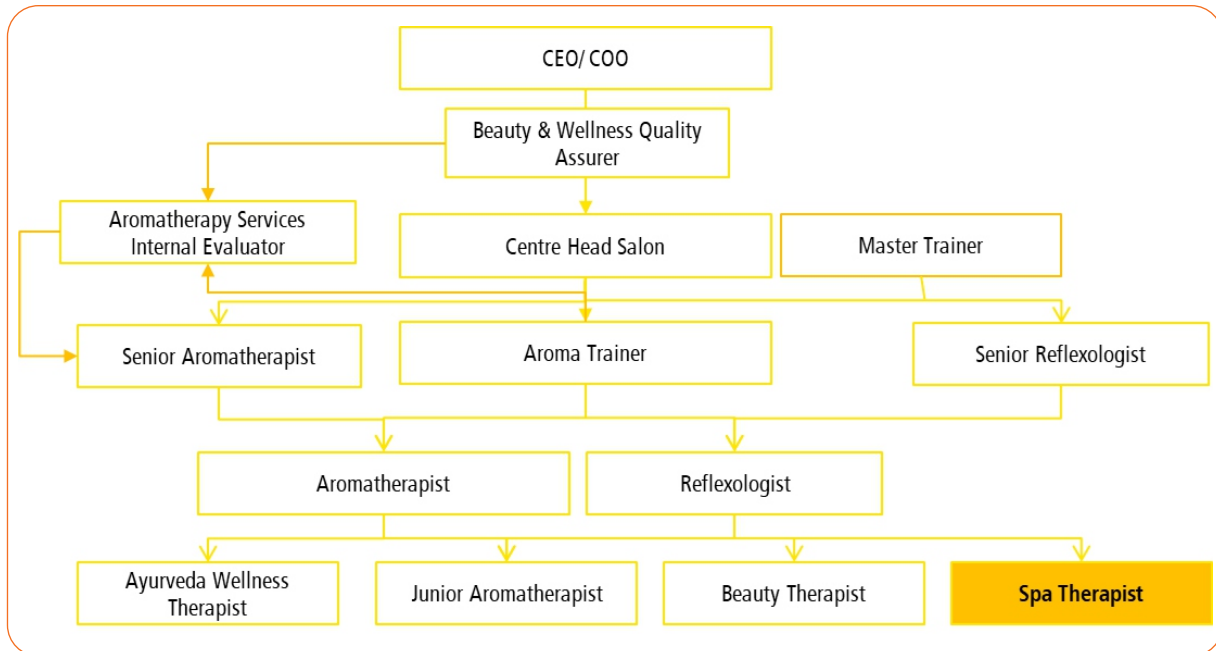


Fig 1.5 Alternate Therapy Career path – Aromatherapy and Reflexology therapy

## Unit 1.3: Role of a Spa Therapist

### Unit Objectives

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

1. Describe the role of a Spa Therapist
2. State the key responsibilities of a Spa Therapist

### 1.3.1 Role of a Spa Therapist

#### **Brief Job Description**

The Spa Therapist is responsible to provide a range of professional Spa services agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of services. The individual must exhibit knowledge of the principles and practice of spa therapies. The individual is responsible for setting up and stocking the treatment area and maintaining accurate written records of guest's treatments.

#### **Personal Attributes**

This job requires an individual well-versed with the spa services and therapy operations with experience in Spa therapies to provide a range of services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills and be able to follow instructions provided by the supervisor. The individual must possess the knowledge of anatomy and physiology for Spa therapies.

Key Responsibilities of a Spa Therapist

**Key Responsibilities of a Spa Therapist are the following:**

- Prepare and maintain work area
- Conduct spa therapies as per client requirements
- Consult with client to plan spa procedures to be conducted as per client requirements
- Prepare the client, work area and work materials as per spa procedure to be conducted
- Perform the spa procedures
- Perform massages
- Perform post spa therapy procedures
- Maintain health and safety at the workplace
- Create a positive impression at work area

## Summary

1. The rapid growth in beauty and wellness industry along with the entry of giant organized players both nationally and globally, has led to huge demand for trained personnel. However, there is a huge deficit in the availability of skilled and trained personnel. This talent deficit poses a threat to the growth and expansion of the whole beauty and wellness industry. Developing skilled and trained personnel is thus a huge task at hand for both businesses and for the sector.
2. An Assistant Spa therapist in the Beauty and Wellness Sector
  - is a critical operational job-role providing various types of beauty services in salons and spas.
  - should be well-versed with the beauty services and therapy operations and have basic service aptitude.
  - requires proficiency in communication and keen service orientation is required for providing world class services to the customers.
3. The following are attributes of an Assistant Spa Therapist:
  - Customer orientation
  - Clean personal appearance
  - Make suitable suggestions
  - Don't be in hurry
  - Keep your knowledge updated
  - Respect your customer
  - Have knowledge about products
  - Proficiency in communication
  - Good body language
4. Though the beauty and wellness industry is new in India, there is increasing awareness about health and wellbeing. The beauty and grooming industry in the country is booming, thanks to the growing desire among both men and women to look stylish and feel good.
5. The following are reasons for growth of the Beauty and Wellness Sector
  - Growing consumerism, rapid urbanization and rising disposable income
  - Young consumer
  - Excessive obsession with young looking skin
6. Beauty Industry Classification
  - Beauty Centres and Hair Salons
  - Product and Counter Sales
  - Fitness and Slimming
  - Rejuvenation Centers
  - Alternate Therapy Centers
  - Emerging Unisex Service
  - Expansion in different areas/ regions

## Exercise



1. Which of the following are not the characteristics of an Assistant Spa Therapist?
  - a. Having knowledge about products
  - b. Good body language
  - c. Clean personal appearance
  - d. Being in hurry
2. What are the current Beauty & Wellness Industry trends?
  - a. Changed Consumer Psyche
  - b. Emerging Unisex Salons
  - c. International Beauty Brands
  - d. All of these
3. Fill in the blanks:
  - a. \_\_\_\_\_ are the most commonly used spas which are used on a day-use basis.
  - b. \_\_\_\_\_ provides professionally administered spa services, fitness and wellness components and spa cuisine menu choices.
4. List different classifications of beauty and wellness industry.

---

---

---

---

5. What are the key Responsibilities of a Spa Therapist?

---

---

---

---

## 2. Basic Anatomy & Physiology of Human Body



Unit 2.1 - Basic Anatomy & Physiology of Human Body



**BWS/N9001**

## Key Learning Outcomes

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

1. Explain the structure and function of the bones and muscles of arms, legs, hands and feet

## Unit 2.1: Basic Anatomy & Physiology of Human Body

### Unit Objectives

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

1. Explain the structure and function of the bones and muscles of arms, legs, hands and feet

### 2.1.1 Anatomy and Physiology of the Skin

#### Skin:

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

#### Anatomy:

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

#### Physiology:

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

#### Layers of the Skin

From top to bottom, skin consists of 3 layers:

- Epidermis
- Dermis
- Hypodermis or Subcutis

#### A. Epidermis

The epidermis is the uppermost or epithelial layer of the skin. It acts as a physical barrier and prevents loss of water from the body. The epidermis also prevents entry of foreign bodies

into the body. The epidermis does not have the direct blood supply and all the nutrients come from the dermis layer.

The epidermis has three main types of cells namely:

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

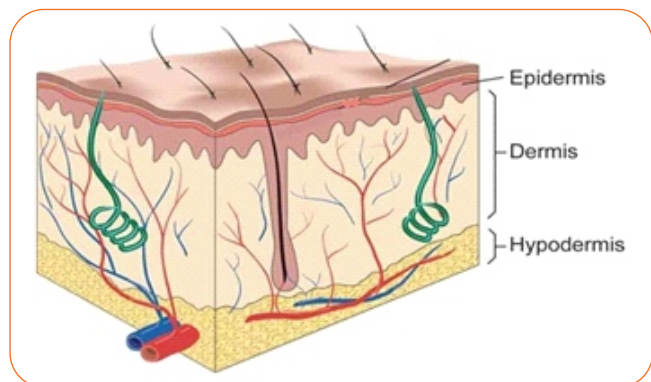


Fig 2.1 Layers of the skin



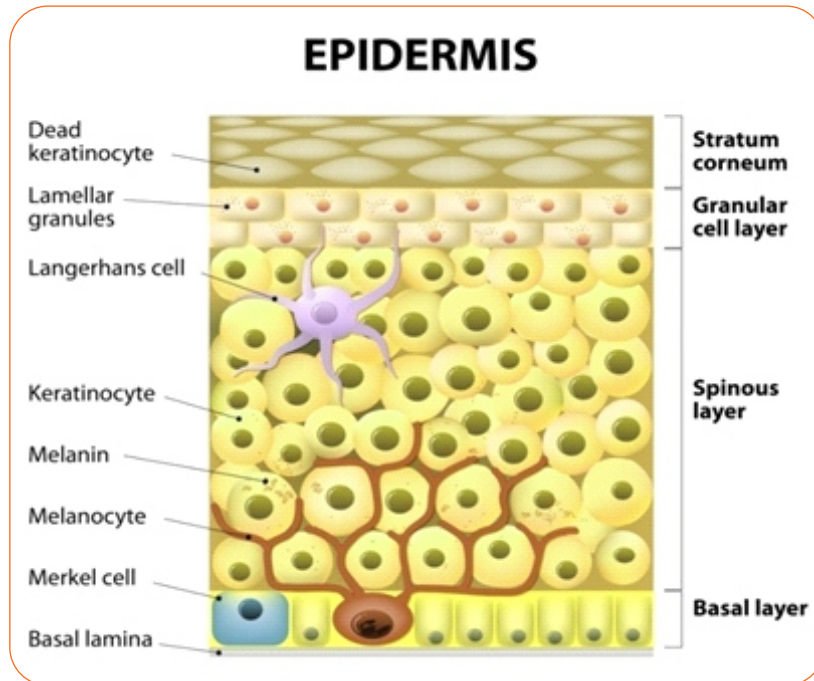


Fig 2.2 Uppermost layer of skin-Epidermis

### Layers of Skin

Layer	Cell type
Stratum corneum (horny layer)	<ul style="list-style-type: none"> <li>• Called corneocytes or squamous.</li> <li>• Dead, dried-out hard cells without nuclei.</li> </ul>
Stratum granulosum (granular layer)	<ul style="list-style-type: none"> <li>• Cells contain basophilic granules.</li> <li>• Waxy material is secreted into the intercellular spaces.</li> </ul>
Stratum spinulosum (spinous, spiny or prickle cell layer)	<ul style="list-style-type: none"> <li>• Intercellular bridges called desmosomes link the cells together.</li> <li>• The cells become increasingly flattened as they move upward.</li> </ul>
Stratum basale (basal layer)	<ul style="list-style-type: none"> <li>• Columnar (tall) regenerative cells.</li> <li>• As the basal cell divides, a daughter cell migrates upwards to replenish the above.</li> </ul>

### Keratinocytes

The keratinocytes become more mature or differentiated and accumulate keratin as they move outwards. They eventually fall or rub off. A specialised structure lies between the epidermis and dermis. It includes various protein structures linking the basal layer of keratinocytes to the basement membrane (hemidesmosomes) and the basement membrane to the underlying dermis (anchoring fibrils). The basement membrane has an important role in making sure the epidermis sticks tightly to the underlying dermis.

### Melanocytes

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

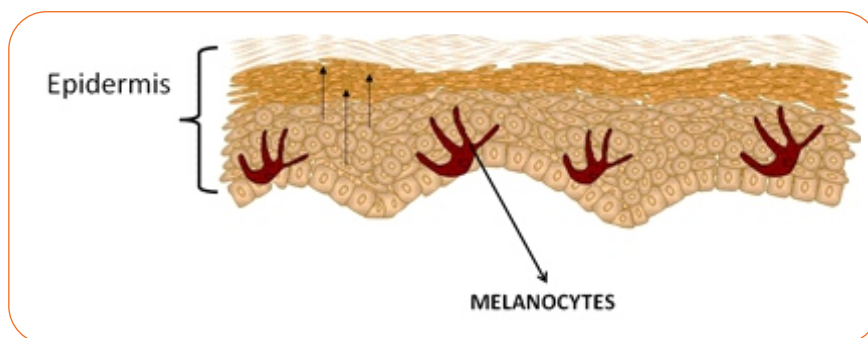


Fig 2.3 Melanocytes in the epidermis

### Langerhans cells

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

### Merkel cells

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

### B. Dermis

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

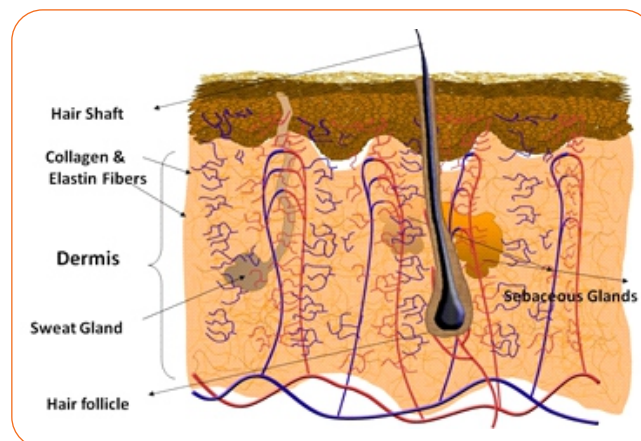


Fig 2.3.1 Melanocytes in the epidermis

The major fibres are:

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

**Elastin:** This type of fibre provides the proper sense of elasticity and pliability to the skin.

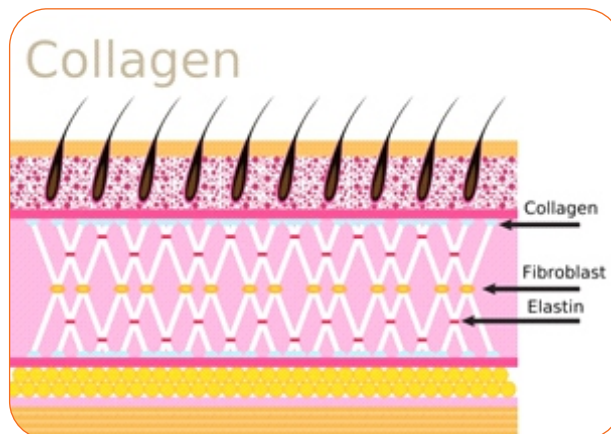


Fig 2.4 Collagen fibre of the skin

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

### C. Subcutis

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

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

### Functions of skin

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

The basic functions of the skin are:

#### 1. Protection

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

## 2. Thermoregulation

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

## 3. Hormone Synthesis

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

## 4. Excretion

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

## 5. Immunological Role

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

## 6. Sensory Function

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

## 7. Appearance

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

## 2.1.2 Body Systems

Anatomy is the study of the structure of the body and what it is made of- for example bones, muscles and skin. Some systems have particular importance for Spa Industry workers especially since they work on these systems through application of products and provision of services such as massages, etc.

Let's start by learning about the body systems. These systems are groups of organs that cooperate for a common purpose, namely the welfare of the entire body.

The human body is made up of important systems.

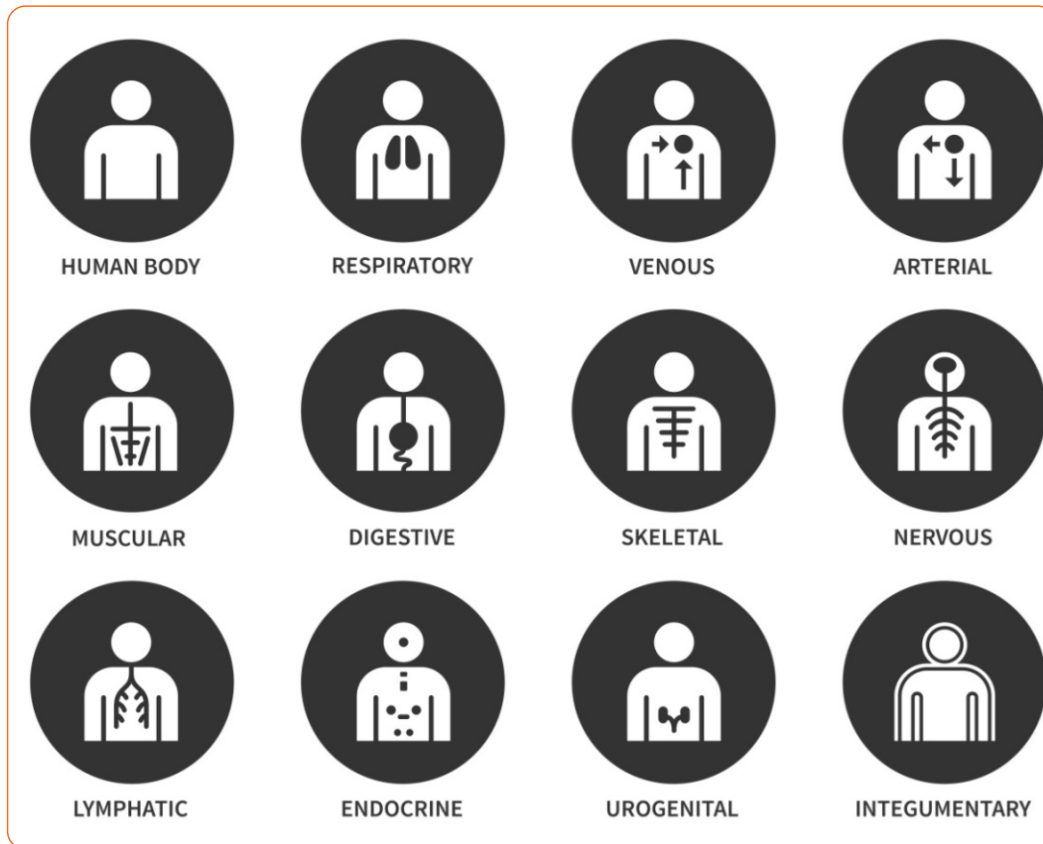


Fig 2.5 Body systems

We will study these systems in detail in next sections.

It is important to know anatomy of the arms, legs, hands and feet for manicure and pedicure services, as these parts are relevant, given that these parts are massaged and various techniques are based on the position of these internal body parts.

### Skeletal system

Its main function is to protect the internal organs. For e.g, rib cage protects heart and lungs, skull protects the brain, vertebral column protects our spine, and so on. The skeleton works with the muscular system which provides movement and control over our body. Muscles are attached to the bones and they are collectively responsible for posture and the movements.

The skeletal system is composed of:

- **Bones** – the framework of the human skeleton
- **Bone marrow** – flexible tissue located in the interior of the bone where blood cells are produced
- **Joints** – the mechanical support for two or more bones to connect to allow motion
- **Cartilage** – connective tissue found in joints and support tissue that cannot rejuvenate and does not contain blood vessels
- **Tendons** – the tissue where muscle attaches to the bone
- **Ligaments** – the connective tissue that connects two bones

Massage assists the skeletal system in the following ways:

- Improves posture
- Improves muscle tone
- Improves stiff joints
- Increases flexibility
- Increases range of motion
- Reduces inflammation
- Improves soreness and fatigue
- Reduces the number and intensity of muscle spasms
- Facilitates body alignment
- Facilitates mineral retention
- Relaxes tight muscles and tendons

Let's have a look at the diagrams for a deeper understanding of the bones.

### Bones Of The Arm And Leg

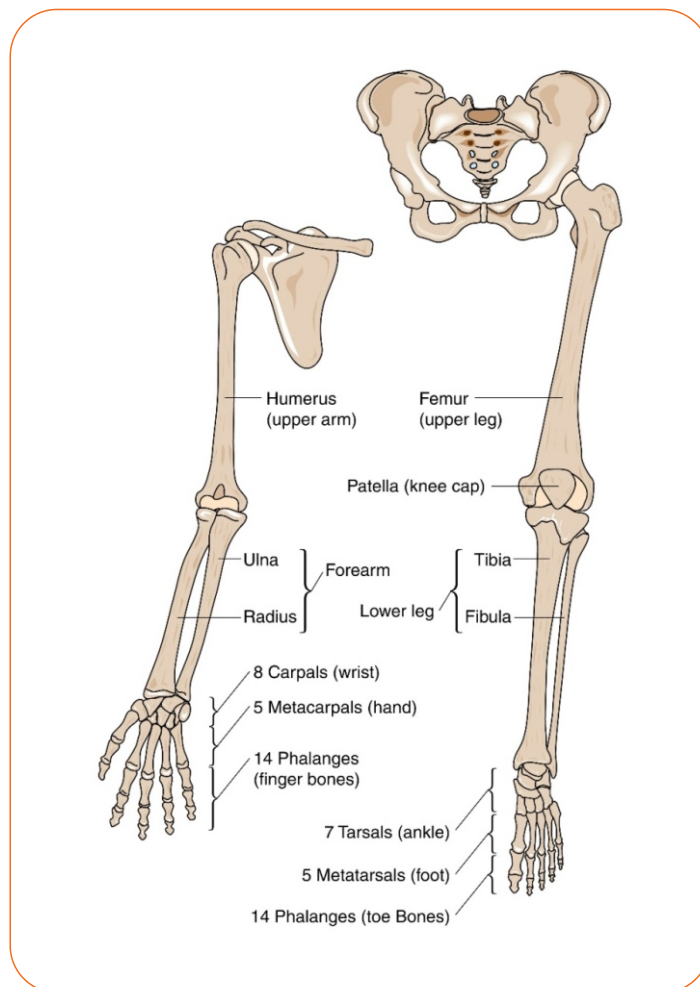


Fig 2.6 Bones of the arm and leg

### Bones Of The Hand and Wrist

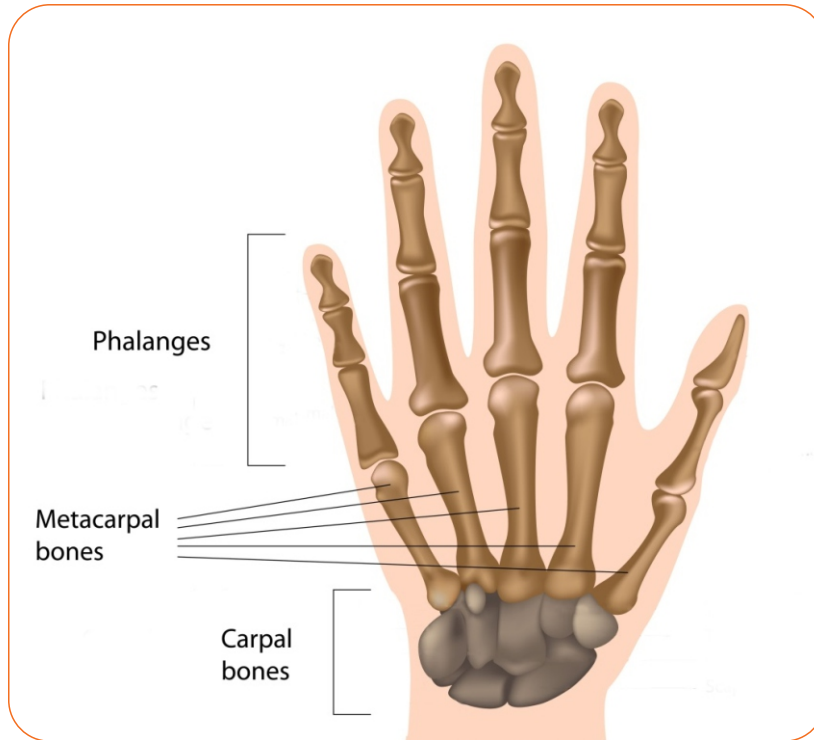


Fig 2.7 Bones of the hand and wrist

### Bones Of The Foot

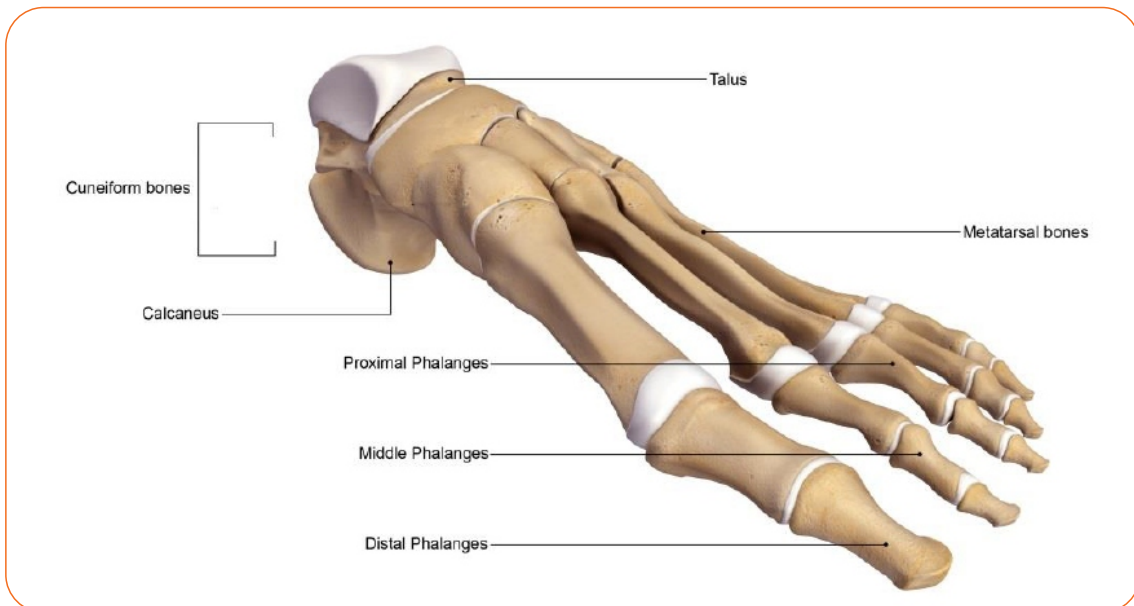


Fig 2.8 Bones of the foot

## Muscular system

There are over 650 muscles in the body which are responsible for providing strength, movement, balance, contraction, posture, stability, muscle tone. Muscles are mainly of three types- skeletal, cardiac and smooth.

Muscles provide stability to joints such as knees and shoulders, work together to contract to provide posture and heat production.

Massage assists the muscular system in the following ways:

- Assist in reducing connective tissue thickening
- Assist muscle tone
- Decrease fibrous adhesions from muscle tissue injury or immobilization
- Enhance cell activity
- Enhance posture and balance
- Enhance range of motion
- Facilitate movement
- Help to facilitate waste removal in the lymph system
- Increase flexibility
- Increase tone
- Manage pain
- Provide flexibility
- Rehabilitate post-operatively
- Relaxation
- Release facial constrictions
- Release facial constrictions
- Stimulate the circulatory system
- Stimulate the nervous system's sensory neurons
- Warm-up or warm-down muscles exercise

Muscles of the body

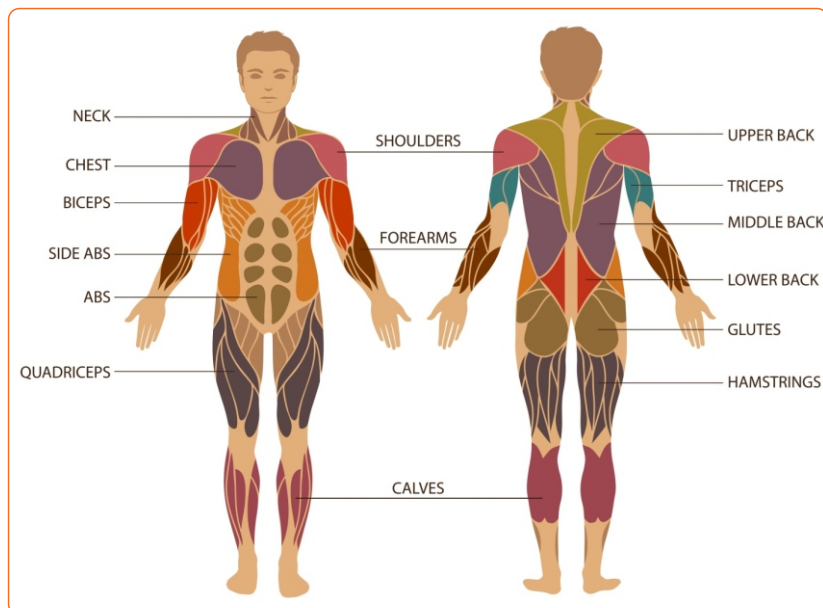


Fig 2.9 Body muscles



## Summary



1. Layers of the Skin
  - Epidermis- uppermost or epithelial layer of the skin
  - Dermis- fibrous connective tissue or supportive layer of the skin
  - Hypodermis or Subcutis- fat layer immediately below the dermis and epidermis
2. The epidermis has three main types of cells namely:
  - Keratinocytes (skin cells)
  - Melanocytes (pigment-producing cells)
  - Langerhans cells (immune cells)
3. Melanocytes are found in the basal layer of the epidermis. These cells produce a black pigment called melanin, which is responsible for a different skin colour.
4. Collagen fibres have the enormous tensile strength and provide the skin with strength and toughness.
5. Functions of skin
  - Protection
  - Thermoregulation
  - Hormone Synthesis
  - Excretion/Immunological Role
  - Sensory Function
  - Appearance
6. Skeletal system
 

Its main function is to protect the internal organs. Parts are:

  - Bones
  - Bone marrow
  - Joints
  - Cartilage
  - Ligaments
  - Tendons
7. Muscles in the body are responsible for providing strength, movement, balance, contraction, posture, stability, muscle tone. Muscles are mainly of three types- skeletal, cardiac and smooth.

## Exercise

1. Name three layers of skin.
2. List functions of the skin.
3. List the bones of hands and wrist.
4. List the muscles of arms and legs.
5. Fill in the blanks:
  - a. \_\_\_\_\_ is the uppermost layer of the skin.
  - b. Mucous membranes are \_\_\_\_\_ and \_\_\_\_\_
  - c. \_\_\_\_\_ and \_\_\_\_\_ are found in the basal layer of epidermis.
  - d. \_\_\_\_\_ have segmented nuclei.
6. Choose the correct option.
  - a. The epidermis has following types of cells:
    - i. Keratinocytes
    - ii. Melanocytes
    - iii. Langerhans cells
    - iv. All of the above
  - b. Which of the following are the functions of the skin?
    - i. Protection
    - ii. Excretion
    - iii. None of the above
    - iv. Both (i) and (ii)





**B&WSSC**  
BEAUTY & WELLNESS  
SECTOR SKILL COUNCIL

## 3. Prepare and Maintain Work Area

Unit 3.1 - Prepare and Maintain the Work Area



**BWS/N9001**

## Key Learning Outcomes

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

1. Prepare the service work areas
2. Maintain the service work areas
3. Apply sterilisation and disinfection methods in order to maintain hygiene
4. Prepare client for spa service

## Unit 3.1: Introduction to Spa Procedures

### Unit Objectives

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

1. Prepare the service work areas
2. Maintain the service work areas
3. Apply sterilisation and disinfection methods in order to maintain hygiene
4. Prepare client for spa service

### 3.1.1 Introduction

For every beauty treatment and service, a clean and dry work area is required that is hygienic and feels inviting. Work area that is clean, tidy, hygienic and inviting. This unit is about preparing and maintaining the work area for Spa Therapy. Setting up the work area involves preparing the tools, materials and equipment, needed to carry out the treatment. It also requires the seating arrangements for the client and Spa Therapist. In this unit, one will also learn about the waste disposal after treatments, importance of maintaining client records and the importance of the Spa Therapist's personal hygiene and appearance.

One of your main duties in the salon/spa will be to assist Senior Spa Therapist by setting up the work area correctly. This will include organising and arranging the correct supplies, materials and equipment needed for a particular treatment or service. This will also include any procedures required for preparing the client for the service or treatment. In order to do that, you will need to know the various services and treatments and the respective products, tools and equipment that are needed for each of these. You will also be able to use the information available on a client's record card to select the right materials that will be suitable for that particular client.

### 3.1.2 Record Card/Consultation Chart

A client's record card/Consultation Chart is a professional record of service or services that the client has utilised at the spa in the past. It is an effective tool for information regarding the client preferences, sensitivities, etc. and is where a Spa Therapist can record comments or suggestions for future services.



Fig 3.1 (a) A client's record

If the consultation chart is extensive enough to handle all areas of the day spa, it can be filled out the first time a client comes in for any service. The client should be asked to arrive 10-15 minutes early on the first visit to allow time for filling out the chart. When carrying out a consultation there are a number of things that the therapist needs to establish:

- Personal detail
- Medical detail
- General health
- Body condition and skin condition
- Lifestyle
- Homecare advice

Part of the preparation for a service will involve obtaining a client's record card from reception and doing the following:

- You will need the card to find out what treatment the client is booked in for, so that you know the set-up that is required for service
- The client's record card is a tool that can provide more information about the client's preferences and dislikes, skin/hair type, contraindications, allergies, environmental conditions and habits of the clients that may be relevant to the treatment and/or handling of the client for customer satisfaction purposes and to avoid complaints and disgruntlement.
- The record may also show previous products used and knowledge of therapy techniques that will be helpful to you in deciding which products to select. This may also record customer complaints made in the past.
- When you collect a record for a client from reception, make sure that you have the correct card. This can be done by checking the client first name, surname and the address and verifying it with the client details.
- It is important to check all the above details to make sure that the correct record for the client is taken, as some client's may have the same surname or even a first name.
- The card should be handed over to the Spa Therapist and both the Spa Therapist and the client, should go through it in detail before start of the service.

**CLIENT HEALTH / RECORD CARD**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Home Address: \_\_\_\_\_

Work Address: \_\_\_\_\_ Mobile: \_\_\_\_\_

Best hours for appointments are: \_\_\_\_\_

**CLIENT HISTORY**

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

**MEDICAL RECORD**

Do you have	YES	NO
Arthritis	_____	_____
Cancer	_____	_____
Diabetes	_____	_____
Heart Problems	_____	_____
High Blood Pressure	_____	_____

If you answered "Yes" to any of the above questions, what kind of medication do you take (if any)? \_\_\_\_\_

Have you ever had a stroke? If so, how long ago? \_\_\_\_\_

Are there any other medical conditions or medications of which we should be aware? Allergies: \_\_\_\_\_

Fig 3.1 (b) A client's record

### 3.1.3 The Spa Service Room

As the spa services room is used for a variety of different services, it is important that the room can be used and arranged to adapt to be suited for providing different services and client preferences. It is also important that the room is well equipped for all services expected to be delivered there.



Fig 3.2 Spa service room



The Spa service room should:

- Be well ventilated cool in summer, warm in winter
- Be clean and tidy and smell fresh



*Fig 3.3 Clean, tidy and ventilated room*

- Include a provision to hang/place the client's clothes
- Have shelves or storage for placement of products and towels
- Be quiet and undisturbed from outside noise; so music can be played to enhance relaxation
- Have good lighting that can be dimmed for massage.

**A checklist for setting up the workspace for any spa service:**

- Record card and a pen should be on the trolley for the consultation
- The client's gown should be clean and ready
- Coat hanger or hook should be available for client's clothes.
- Clean towels should be laid out nearby.
- The treatment couch should have a clean sheet and disposable couch roll.
- The service room should be disinfected and decorated with fresh flowers.
- The therapy room should have enough space for the spa therapist.
- The service room should be well equipped with all the facilities necessary for spa therapy, e.g., sink with running hot and cold water, etc.
- The products to be used should be laid out on the trolley top neatly.
- The tools to be used should be sterilised and then placed on the trolley top in a jar filled with antiseptic.
- There should be sufficient cotton wool and absorbent tissues on the trolley for the spa service.

### 3.1.4 Sterilisation and Disinfection Methods

It is just as important to maintain excellent standards of hygiene when setting up for services as it is when carrying out the services themselves. The growth and spread of potential, disease causing micro-organisms must be controlled through cleaning, disinfection or sterilisation.

#### i. Cleaning:



*Fig 3.4 Cleaning the work surface*

Cleaning is the physical action and process that removes dirt, dust, soil and any organic matter along with a large proportion of micro-organisms from a surface or object. Cleaning is essential before disinfection or sterilisation of instrument and equipment.

The client and the therapist must wash their hands before commencing any service. This may be done with liquid soap and water. Soap ideally should be stored in a dispenser that is clean and closed. In order to dry hands after cleaning, one should ideally use disposable paper towels to wipe hands.

Creams, lotions and sprays should be dispensed from purpose specific pump or spray bottles where possible. Otherwise, products must be spread with a disposable spatula.

#### i. Disinfection:



*Fig 3.5 Disinfecting tools*

Disinfection will destroy most micro-organisms except for some spores and viruses. Disinfectants are used to limit and prevent the growth of microbes. They can be used to clean service areas like couches, trolleys, walls, and floors. Disinfectant jars are useful for disinfecting and storing items during the service use but must be changed regularly.

Disinfectants should kill most bacteria, fungi and viruses. Disinfectants must always be used in line with manufacturers' instructions. For disinfectants in which tools are submerged, e.g. roller/clipper heads, scissor and tweezers, etc. it is very important that the disinfectant solution is changed regularly in line with manufacturer's instructions.

**i. Sterilisation:**



*Fig 3.6 Sterilising the tools*

Sterilisation is a process which completely destroys all living organisms, including spores. Sterilisation is most commonly done using an autoclave. Sterilisation may only be performed on metal tools and implements, e.g. scissors, tweezers, cutting implements. In order to reduce risks, it is advisable to use single-use, disposable equipment. Using that and sterilising equipment or both will significantly reduce this risk of disease and infection. Sanitising greatly reduces micro-organisms from the surface of the skin using antibacterial agents, e.g. pre-wax loons and hand cleansers. Clean towels and linen must be provided for each client. It is recommended that a wipe-able plastic couch covering is used in conjunction with a disposal couch roll. Dirty linen must be laundered at a minimum of 60 degree Celsius.

Some sterilising chemicals become less effective after a period of time and need to be replaced as per manufacturer's instructions.

**i. Sanitisation:**



*Fig 3.7 A hand sanitiser*

Sanitisation is a process that destroys some but not all known harmful micro-organisms, e.g. bacteria and viruses. Sanitisation is used to prevent the spread of diseases and includes disinfectants and antiseptics.

Antiseptics are used to limit and prevent the growth of microbes and can be used on skin. They should be used to wash hands and wipe over hands and feet.

Some sanitisation products need to be diluted before use. Always read and follow manufacturers' instructions on the use of sanitisation and sanitisation products and equipment.

### 3.1.5 Personal Protective Equipment (PPE)

PPE is very important for the safety of the personnel as it protects their own clothes from getting soiled and any kind of injury or infection.



*Fig 3.8 Wear proper PPE*

It includes the following:

- Apron: It protects the body and clothes from any kind of damage or risk of injury.
- Gloves: It protects the hands from getting contaminated or infecting the client.
- Head cover: It stops the hair from coming in contact with any product or creating any hindrance while treatment.
- Shoes: It protects the feet from spills or broken things.
- Mask: It prevents any cross infection and inhaling of harmful fumes.

To protect the client's clothing, they should be given a gown or should be covered with the help of disposable covers.

### 3.1.6 Preparing the Service Work Areas

**Environmental Conditions:** It is important that the environmental conditions in the service room are suitable for the client and the service. A comfortable service area will help to make sure that a spa visit is enjoyable for the client and a satisfying work environment for the Spa Therapist.

#### The Treatment Room:



Fig 3.9 Cleaning the room

When your client enters the treatment room it should appear warm and welcoming, heightening the client's pleasant anticipation of the treatment.

**Lighting:** It gives a spa atmosphere, so it can have a powerful effect on how the client feels when she/he walks into the reception, her/his level of relaxation once in the service room, and whether she/he feels as though she/he has had a satisfying service at the end. The lighting should in any case be:

- Bright enough to carry out services in clear light without difficulty
- Soft enough to help clients relax and set the mood. Therefore, it is recommended that a service room has a good overhead light on a dimmer switch.

Make sure that:

- You can always see clearly.
- You and your client don't have to squint due to poor lighting
- One is not dazzled by lights that are too bright.
- You always report flickering or faulty lights to your supervisor.

**Heating:** Clients tend to relax when they have treatments, and this usually causes their body temperature to drop, so it is important that the spa is warm but not so hot and stuffy that it is uncomfortable or encourages germs to multiply. A comfortable temperature for spa therapy work is between 20°C and 24°C, with the level of moisture in the air between 40 and 60 per cent. Also since client's undress and may be covered lightly the temperature should not be too cold for them.

**Ventilation:** Circulation of fresh air is needed in the work area. This ensures that clients and staff are not made uncomfortable by fumes from products. It also ensures that they do not feel suffocated.



Click\Scan this QR Code to access the related video

### Equipping a dry service room Beauty Couches:



Fig 3.10 Furnishings in a spa

In order for the massage to be performed, a sturdy, comfortable treatment couch of the correct height for the individual therapists is needed. There are a wide variety of couches available for therapist or salon owner to choose from.

**A general purpose massage or treatment couch** with an adjustable back support is available in standard heights. They can be purchased with a “breathe hole” which can be removed when performing back and neck massage to allow the client to breathe easily. A face cushion can also be purchased and used where the couch does not have a breathe hole or when the therapist or client feels the need to use one to aid comfort during the treatment.

**A multi-purpose couch/chair** is available in standard heights. It enables the therapist to convert the couch from a massage plinth to a couch suitable for facial treatments by lifting and lowering the client's legs for comfort and raising the back support.

**Adjustable-height couches** have been developed over recent years to enhance the working life of the therapist as they can be adjusted to suit the height of the individual and/or the particular treatment they are performing.

There is a wide selection of **adjustable-height couches/chairs** and they are very useful. Their versatility is an important factor when different height therapists work from the same room, as for example in massaging or waxing, and where a treatment room is multifunctional and used for body and face treatments. The height-adjustable chair/couch is especially recommended for body wrapping treatments when client mobility is restricted and lower bed height is advantageous.

**The heavy-duty hydraulic height-adjustable bed or chair/couch** will have a central hydraulic pump, operated by the foot to adjust plinth height the usual range being about 18 to 20 centimeters. On some models the head and leg sections are raised and lowered with either a gas strut-assisted mechanism or a foot-operated hydraulic system.



*Fig 3.11 Multi-purpose massage chairs*

**The heavy-duty electrically operated hydraulic bed of chair/couch** is considered to be the present top-of-the range choice. It has all the advantages of the standard hydraulic operation but can also have the additional advantages of a greater height range (up to 50cm); open leg and head sections that operate electronically; and for a chair/couch model it is also possible to have an electronic lift to the mid-section for greater client comfort. Wheels and brakes to the base frame are often standard and are advantageous as they afford easy positioning around a room and cleaning of the floor area.

#### **Beauty Chairs (stools):**

As part of some massage treatments, the therapist may need to sit to ensure they are able to apply the appropriate pressure and at the same time protect their own posture. Therefore there will be a need to ensure an operator's chair or stool is in the treatment area. Two important things to note with this piece of furniture are that it has well oiled castors to allow the therapist to manoeuvre into different positions smoothly and prevent any unnecessary noise and that it should be adjusted correctly to suit the height of the therapist.

It is important to observe general safety in the treatment area by ensuring the chair or stool is safely stored to prevent any accidents.

#### **Beauty Trolleys:**



*Fig 3.12 Trolley equipped with necessary items*

Most therapists use a sturdy trolley with easy-moving castors to hold the products and materials needed to perform a massage. Some holistic therapists may use a convenient surface such as a table rather than a traditional trolley to lessen the clinical aspect of massage.

Whatever surface is being used it is essential that it is cleaned and prepared with the necessary items before the client arrives and is suited for the purpose.

First impressions count, so it is essential that the therapist and treatment area are well prepared for each client.

### 3.1.7 Client Consultation and Preparation for Spa Services

When the client is brought through to you, or you go to collect her/him from reception, make sure that you have an open, confident expression.



*Fig 3.13 Smile and greet the client*

- Smile and make eye contact.
- Greet the client by her/him name, then introduce yourself and explain that you will be preparing her/him for her/his service.
- Ask the client to follow you through to the spa service room.
- Before the service begins, make polite conversation to build a good relationship and help the client to feel at ease.

#### **Client Care**

- Client is seated comfortably, warm and happy
- Environment is pleasant, refreshing, and relaxing
- Staff are polite, respectful and professional



**Preparation:**

There are many important basic concepts involved in handling clients for body work. The therapist needs to expand his or her scope of skin and wellness consciousness. Another aspect of body treatment that will need to be worked through with the client is the idea of taking clothes off and being worked on "in the buff" by a therapist. Most people feel that their body is not good enough to be seen by anyone. First of all, with the possible exception of a Scotch hose or other similar treatment, the only part of the body seen by the therapist at any one time is the part being worked on. This seems obvious to the therapist but the client must be educated to understand this so that taking clothes off isn't a hindrance to growth into the wonderful world of body care. Caution and attention to proper draping will resolve the issue once the client has been in for a treatment, but initially shyness is an obstacle that must be handled. Both of these major obstacles are not difficult and most often can be handled well from the outset by having a good quality consultation chart.

**Assist in Draping of Client**

*Fig 3.14 Draping the client*

Draping is decorating, arranging, and covering the body of your guest in order to provide the best possible safety, security and privacy of their nudity. It is ethical (decent) to care for them no matter what style of therapy they have chosen from your menu card. The most important aspect of draping is that it sets up a professional boundary line clearly for your work on the guest's body so that you and your guest, both are aware of the exact area of work on a given body part.

Body temperature tends to drop during massage as the body is inactive. Keep your guest warm at all times keeping them fully covered, uncovering only the area to be massaged, and covering the area just massaged. If possible, it is helpful and comforting to heat the room, warm the towels/toweling machines and use heat packs.

### 3.1.8 Personal Presentation and Behaviour

Remember that it is important to be professional in your approach with regards to all aspects of the client's visit. Your own 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 you. As a Spa Therapist, they have to be on their feet for most of the day and also, they work very close to the clients. Therefore, it is important to make sure that good standards of personal hygiene are maintained in order to ensure client's comfort.

The way a person presents herself impacts her professional life to a great extent. The way they speak, the way they act, the way they greet a client, their looks, everything should be appropriate at all times.



*Fig 3.15 Appropriate attire and attitude*

- Wear salon uniform and make sure it is clean, neat and ironed.
- Maintain high level of personal hygiene because they will be working closely with clients.
- Ensure the dress fits them well. It shouldn't be too tight or too loose.
- Wear a light makeup and avoid heavy makeup.
- The breath should be fresh. Ensure it doesn't smell of food or tobacco.
- Keep the nails well maintained and clean.
- Do not wear heavy jewellery. Minimal is good.
- Wear comfortable and covered footwear. It will allow to work without any pain and protect from injuries by sharp tools.
- Do not eat or drink in the treatment area.
- Do not pick the nose or ear and don't bite the nails.
- Speak politely and greet the client.
- Listen to the client patiently and try to understand.
- If there is any delay in the service, keep the client informed about how long will it take and the reason for it.
- Wash hands before starting the procedure.

### 3.1.9 Safe Disposal of Waste

As soon as you have used cotton wool, tissues or other disposables one must put them in the appropriate waste bin immediately.

Tidy up as you go – it will save me later. Replace bottle tops straight away.

Clean tools and place them back in the steriliser. If you are assisting as your Senior Spa Therapist is carrying out other treatments, keep an eye out for:



*Fig 3.16 Throw used tissues straightaway in the bin*

- Bits on the floor that may need to be put in the bin or swept up
- Tools and equipment that may need washing or disinfection
- Bottle tops that may need replacing.

#### Maintain the Treatment Work Areas



*Fig 3.17 Use single use/disposable sheets*

It is not enough to prepare a perfect work area prior to service. One also needs to keep it clean, hygienic and looking professional at all times including during, between and after service. To do this you must tidy up as you go along, ensure waste disposal is safe and, after the service, make sure that the area is left in a state that is suitable for the next service (remembering of course that it may be a different Spa Therapist and different client that could be using it next).

### 3.1.10 Checking and Cleaning Equipment in the Room

Checklist for Room Preparation:

- Floor is mopped and cleaned
- Shower Cubicle is dry and clean and the drain is in place (Check the edges to see that no black stains are there)
- Dustbin is empty and bin bag is there
- Table top is clean and without any stains
- Clock is kept on the table/wall
- Tools and materials are present



*Fig 3.18 Spa tools and materials*

- Therapy bed is ready with the following items:
  - Bed sheet covering the bed properly without any creases
  - Bathing towel neatly folded and kept beside
  - Draping towel neatly folded
  - Therapy garments neatly folded
  - Runner running across the length of the bed



*Fig 3.19 Neatly made therapy bed with clean towels*

- Paper napkins are a must to drape the beds face hole in order to maintain hygiene and avoid contamination so that the germs, microbes, contagious skin disorders do not spread onto the next guest
- Therapy room is neat and tidy with a pleasant air freshener
- Slippers are kept in place below the hanger
- All cupboards are closed properly
- New comb, soap and shampoo are present in adequate quantity inside room
- The door and knobs are clean of any oil
- Foot mat is kept outside the shower cubicle
- Small napkin to be kept handy.
- Music switch is on
- Hairdryer and shower cap are in place
- Hanger is empty and in place
- AC remote in place
- Switch on the AC at 24°C temperature
- Switch on the lights and geyser of the room
- Attach an "Occupied" sign outside the room



*Fig 3.20 Sign outside occupied therapy room*

### 3.1.11 Leaving Work Areas Clean and Hygienic



*Fig 3.21 Leaving Work Area Clean and Hygienic after the service*

**When the client has left the service area, the following things need to be done:**

- All bed linen and towels washed or given for washing
- Products are dried away in appropriate storage areas with the lids securely placed.
- Worktops and trolleys are disinfected as per standard procedure
- Tools used are sterilised
- Disposables are discarded in appropriate bins
- Equipment is cleaned and placed at their right place
- New bedding or couch roll laid out, will linen replaced
- When you have finished the service, make sure that you leave the workspace perfect.

### 3.1.12 Storage of Records



*Fig 3.22 Store the records properly and securely*

1. Storage and confidentiality - All client records to be duly filed to protect client privacy and confidentiality , so all client records must be stored in a secure way such as in a lockable filing cabinet or, if stored electronically on a computer, this must be password protected. All client records are confidential and must not be shown to anyone.
2. Informaon recorded must be accurate.
3. Client records must be made available to the client for viewing if needed.

### 3.1.13 Compliance and Rules

The following are rules are mandatory and cannot be compromised

- The salon should be registered and have a license to operate
- The salon should display its business permit as well as all employee licenses in a place that is visible to the public and any inspecng body



*Fig 3.23 Business permit and employee licenses displayed near the entry door*

- The salon should have clean washroom and toilet facilities



*Fig 3.24 Clean washroom and toilet facilities*

- There should be appropriate waste containers available
- Approved disinfectants and saniser s should be present and must be accessible and in their original containers



*Fig 3.25 Use approved disinfectants*

- Single-use/Disposable items should be discarded after every client
- Re-usable tools should be sterilised or disinfected
- The floors should be kept clean and waste should be disposed off appropriately
- All products should be labelled
- Proper PPE should be worn by the personnel
- A full list of employees should be kept
- Client records should be kept up to date
- A first-aid kit should be kept in an accessible place



*Fig 3.26 Components of a first-aid kit*



### 3.1.14 Client Misbehaviour

If your guest misbehaves with you like:

- Refuses to wear the undergarments.
- Refuses to get draped.
- Makes unusual and unethical requests.
- Tries to strike deal separately to avoid spa visits, etc.

What should you do?

- Politely inform them to cooperate with you to complete the therapy session as per the company S.O.P. and watch their behaviour.
- If they still interrupt you and misbehave, excuse yourselves and briefly inform the front officer incharge at that time. If you are not comfortable discussing the entire details due to any reasons, inform the front officer that you are NOT continuing the session and end the session then and there.
- From here, the front officer would wait and/or inform the guest to vacate the room to BLACK LIST the guest.

## Summary

1. The treatment room in a spa should:
  - a. be well ventilated cool in summer, warm in winter
  - b. be clean and dry and smell fresh
  - c. include somewhere to hang the client's clothes
  - d. contain shelves or storage for products and towels
  - e. be quiet and undisturbed from outside noise; so music can be played to enhance relaxation
  - f. have good lighting that can be dimmed for massage.
2. A checklist for appearance for a professional Assistant Spa Therapist:
  - a. wear smart clothes or uniform – they should be freshly laundered and not smell of smoke or strong perfume
  - b. your uniform or clothes should not be too short or too tight, and must allow for easy movement while carrying out treatments
  - c. your hair should be clean and neat
  - d. wear light, but appropriate, day make-up – definitely not heavy make-up
  - e. your nails should be neatly manicured – no chipped nail varnish
  - f. keep your breath fresh – no tobacco smells
  - g. if you wear jewellery, it should be simple and kept to a minimum.
3. When the client is brought through to you, or you go to collect her from reception, make sure that you have an open, confident expression.
  - a. smile and make eye contact
  - b. greet the client by her name, then introduce yourself and explain that you will be preparing her for her treatment
  - c. ask the client to follow you through to the treatment room
  - d. before the treatment begins, make polite conversation to build a good relationship and help the client to feel at ease.
4. While assisting the Senior Spa Therapist carrying out other treatments, keep an eye out for:
  - a. bits on the floor that may need to be put in the bin or swept up
  - b. tools and equipment that may need washing or disinfection
  - c. bottle tops that may need replacing.

## Exercise



1. Sterilisation involves:
  - a. Boiling
  - b. Baking
  - c. Steaming
  - d. All of these
2. The basic sanitation practices in a salon involve:
  - a. Ventilated rooms
  - b. Safe drinking water
  - c. Cleans towels and gowns
  - d. All of these
3. Which of the following is a disinfectant?
  - a. Lysol
  - b. Alcohol
  - c. Salt
  - d. Both a) & b)
4. Fill in the blanks:
  - a. Record card and a pen should be on the \_\_\_\_\_ for the consultation.
  - b. \_\_\_\_\_ is the physical action and process that removes dirt, dust, soil and any organic matter.
  - c. Sterilisation is most commonly done using an \_\_\_\_\_.
  - d. \_\_\_\_\_ are used to limit and prevent the growth of microbes and can be used on skin.
  - e. A comfortable temperature for spa therapy work is between \_\_\_\_\_.

5. What are the important points for client care?

---

---

---

---

6. What should be done after the client leaves the treatment area?

---

---

---

---



**Skill India**  
कौशल भारत-कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N · S · D · C  
National  
Skill Development  
Corporation

Transforming the skill landscape



**B&WSSC**  
BEAUTY & WELLNESS  
SECTOR SKILL COUNCIL

## 4. Perform Spa Procedures

- Unit 4.1 - Introduction to Spa Procedures
- Unit 4.2 - Exfoliation and scrub
- Unit 4.3 - Wrap and Cocoon
- Unit 4.4 - Soak, Sauna, Steam and Jacuzzi



**BWS/N1002**

## Key Learning Outcomes

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

1. Consult with client to plan spa procedures to be conducted as per client requirements
2. Prepare the client, work area and work materials as per spa procedure to be conducted
3. Perform the spa therapies- exfoliaon, scrub, wrap, cocoon, soak, massage, sauna, steam and Jacuzzi
4. Consider proper precauons for the treatments

## Unit 4.1: Introduction to Spa Procedures

### Unit Objectives

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

1. Consult with client to plan spa procedures to be conducted as per client requirements
2. Prepare the client, work area and work materials as per spa procedure to be conducted
3. Perform the spa therapies- exfoliaon, scrub, wrap, cocoon, soak, massage, sauna, steam and Jacuzzi

### 4.1.1 Introduction

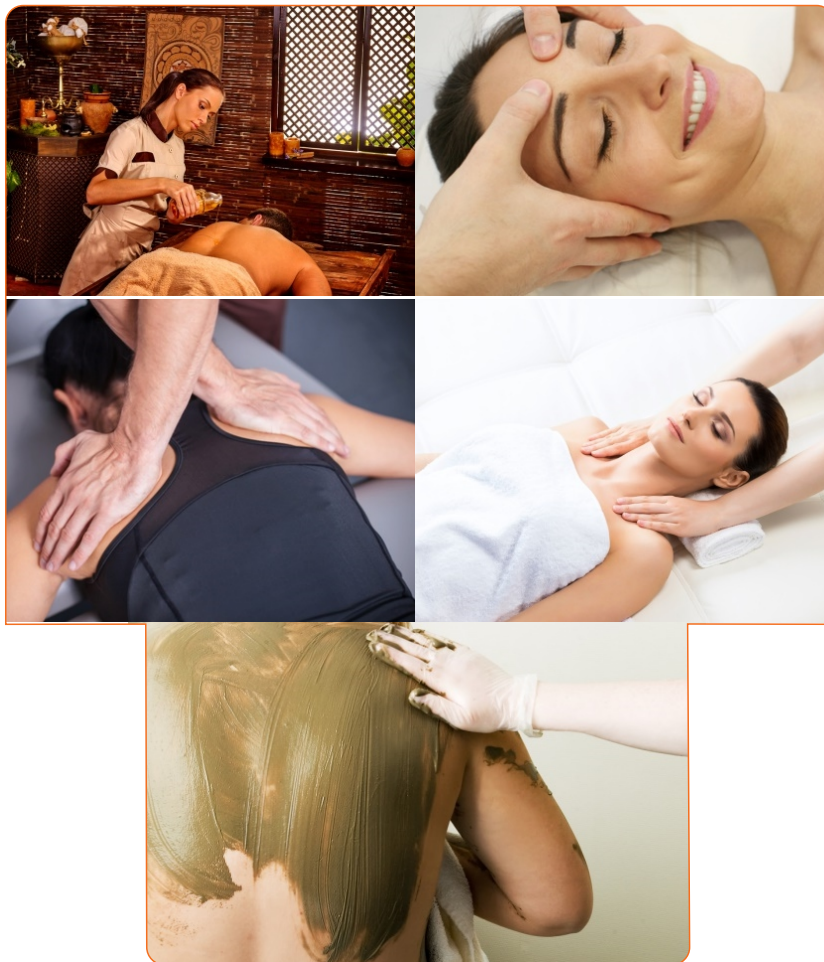


Fig 4.1 Spa services

Spas offer refreshment from busy schedules and fast paced life. Spa treatments and massage therapies create both mental and physical health benefits. In fact, studies have shown that the frequency of visiting a spa directly correlates with better quality sleep, fewer sick days, reduced absenteeism from work, fewer hospitalizations, improved blood circulation and blood pressure.

So, a day at spa provides epitome of relaxation and me to switch off and recharge, detox and beautify, most of the treatments have healing benefits and can relieve even old problems. Spa regimens are often recommended in alternative health for those who are suffering from a variety of illnesses.

### 4.1.2: Benefits

There are numerous benefits of spa treatments and procedures. Few are given below:

- A massage improves blood circulation, which delivers oxygen and nutrients to the cells.
- Body scrubs gently exfoliate your skin, promote cellular renovation, refining and cleaning pores and allow your skin to breathe.



*Fig 4.2 Client getting a scrub treatment*

- A body treatment like a seaweed wrap or deep exfoliant can help you eliminate surface impurities, and draw out damaging toxins. Treatments with high mineral content, like seaweed, muds and charcoal, can do wonders for flushing out toxins from the skin.
- By indulging in body contouring services at a spa, you can keep the extra pounds off and keep your body in shape and beautiful.
- Heat treatments in the form of either warm, dry air or warm, moist air, heat the body to stimulate blood circulation, initiating the purifying process.



*Fig 4.3 Client in a Sauna*

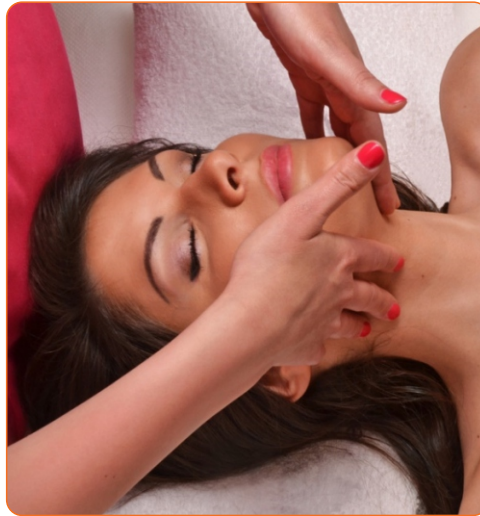
- It has been proved that massage releases a hormone called 'Serotonin' that enhances the body and mind's "feel good" state. When you receive a spa service, your mind, body and soul are in harmony.
- Massage stimulates the lymphatic system, which carries away the body's waste products.
- Professional athletes and fitness freaks obtain a great relief by easing muscle tensions and cramps through deep tissue massages.



*Fig 4.4 Client taking a massage*

- Massage therapy can help with pain management in chronic conditions such as arthritis, sciatica and muscle spasms.
- Pre-natal and post-natal benefits for women are one of the most important factors for experiencing a massage.
- Spa treatments that include facials are excellent for reducing wrinkles in addition to easing stress.





*Fig 4.5 Client taking a facial treatment*

- Water treatments feed the soul. Like life, water is yin and yang; when your body is submerged in water you find true balance, as water provides the equilibrium.

### 4.1.3 Various Spa Procedures

The most common spa procedures are:

#### **Exfoliation or scrub:**



*Fig 4.6 Procedure of exfoliation*

In this treatment salt or sugar granules are used to exfoliate the skin to remove the dead cells. A deep

exfoliation treatment with spa quality ingredients removes dull surface cells and reveals supple, glowing skin underneath.

**Wrap or cocoon:**



*Fig 4.7 Procedure of wrap*

Body wraps are exceptionally beneficial as a quick way to remineralise the body, replenish it with nutrients and elements lost on a daily basis, thus boosting moisture in the skin, helping to rejuvenate and relax.

**Soak:**



*Fig 4.8 Procedure of soaking*

The bath soak is rich in proteins, minerals and vitamins, leaving the skin hydrated and restored. Hot water promotes relaxation which helps to sleep better. It regulates blood pressure, reduces stress and aches.

**Sauna:**

*Fig 4.9 Sauna rooms: Traditional and Infrared*

It is typically a room heated around 60°-70° Celsius to induce sweating which facilitates the elimination of toxins and wastes from the body. It is usually of two types- Traditional Saunas usually use dry heat, with a relative humidity that is often between 10 and 20 percent and uses heated stones with water sprayed on them and the other types of sauna is Infrared Sauna which uses infrared heaters to emit infrared light experienced as radiant heat which is absorbed by the surface of the skin.

**Steam:**

*Fig 4.10 A steam room*

Steam rooms are heated by a generator filled with boiling water. The humidity is around 100% because of steam. It helps in burning calories, boosting the immune system, clearing congestion, promoting skin health, etc. But staying in the steam room for more than 15 minutes can lead to dehydration.

**Jacuzzi:***Fig 4.11 Jacuzzi tub*

It is a brand that took generic meaning over me. It is a jetted bathtub which massages the body using water pressure. It helps in reducing stress, healing arthritis pain, relaxing muscles, improving mental state, boosting up metabolic rate among several other benefits.

**Massages:***Fig 4.12 Back massage**Fig 4.13 Neck massage*

Massage therapy is the manipulation of soft tissues of the body including, muscles, connective tissues, tendons, ligaments and joints. Today, people use many different types of massage therapy for a variety of health-related purposes. People use massage for a variety of health-related purposes, including relieving pain, rehabilitating sports injuries, reducing stress, increase relaxation, address anxiety and depression and aid general wellness.

## Unit 4.2: Exfoliation and scrub

### Unit Objectives

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

1. Consult with client to plan exfoliation procedure to be conducted as per client requirements
2. Explain the importance and benefits of exfoliation treatment
3. Prepare the client, work area and work materials as per exfoliation procedure
4. Perform the exfoliation spa procedure using appropriate scrub
5. Consider proper precautions for the treatment

### 4.2.1 Introduction



*Fig 4.14 Procedure of exfoliation using salt scrub*

Scrub is a spa treatment which exfoliates the skin leaving it free from dead skin cells and making it fresh, smooth, soft and moisturised. In this treatment, an abrasive product is rubbed all over the skin and massaged across and into the skin. It is followed by a wash to reveal a fresh layer of new, smooth and moisturised layer of skin.

## 4.2.2 Importance and Benefits

It is the removal of oldest and dead skin cells that cling to the skin's outermost layer. Our skin constantly generates new skin cells in the inner layer and sends them to the surface. These cells rise to the surface and gradually die and become filled with keratin. These keratinised cells impart the skin the property of protection. But they are constantly sloughing off to make way for younger cells. This process of cell turnover slows down with ageing and cells start to pile up on the surface giving a dull, dry and rough appearance. These piling up cells are removed by exfoliation, making way to fresher and glowing skin.

The benefits of scrub have been listed below:

- It improves the circulation of blood and lymph to the surface of the skin, helping to fight cellulite and improve the skin tone.
- Scrubs usually include an oily base which moisturises and soothes the skin as it is scrubbed.
- It opens up the pores of skin and wakens it up before a wrap or mud treatment.
- The oils used can relax or stimulate the senses ready for any similarly-focused treatment that might be carried on afterwards.

## 4.2.3 Types of Scrubs

Different types of scrubs are used in this treatment:

- Salt and oil: Finely granulated salt is mixed with essential, moisturising oil. The salt might be sea or mineral.



*Fig 4.15 Salt scrub*

- Sugar is also used, mixed with oils or creams.
- Loofah: Some body scrubs use cream and a loofah to slough off dead skin cells.

Herbal: Herbal oil is mixed with the exfoliating scrub, such as rosemary, lavender or aloe Vera, depending on the skin type and whether the scrub is designed to wake up the client or to relax.



*Fig 4.16 Herbal scrub*

- **Fruit (edible):** Some body scrubs mix crushed seeds with fruit oils, oatmeal and other edible products to nourish and soothe the skin.

## 4.2.4 Procedure

The treatment usually takes about 30 minutes. The step by step procedure is given below:

**Step 1:** Client consultation is the first step before starting any of the treatments. Ask the client about what kind of product do they prefer, by giving a choice of smells or simply ask if they want to feel relaxed or revitalised by the scrub. After selecting the scrub, tell them about the procedure so that they know what's going to happen. After agreeing on the procedure, take them to the treatment area.



*Fig 4.17 Client consultation and updating the record card*

**Step 2:** Prepare the bed by first laying down a blanket, followed by a sheet, plastic and two towels – one by the foot of the bed and the other near the client's head. Depending on the temperature of the room and the client's preference, a heated blanket can also be used.



*Fig 4.18 Therapist preparing the treatment bed*

**Step 3:** Provide disposable undergarments to the client and have them take a shower.

**Step 4:** Leave them for a minute to get undressed or take their robe off and lie down. Either ways, screen them discreetly. It is very important to maintain client's modesty at all times.

**Step 5:** Check the client's skin for lesions, cuts, and scratches, making note to avoid those areas.

**Step 6:** The scrub usually starts with one side of the back. The product is swept up and down the body simultaneously.



*Fig 4.19 Application of scrub on the back*



**Step 7:** Then work across the body, rubbing, scrubbing and massaging one area at a time and then rinsing off with warm water and covering with a towel before moving on to the next part.

**Step 8:** At the end of the treatment leave the client to have a good shower to get rid of any remains of the product.

**Step 9:** Once the client has taken the shower, hydrate their skin with a quality moisturiser, massaging the lotion into the skin.



*Fig 4.20 Application of moisturiser*

## 4.2.5 Precautions

Scrubs are suitable and safe for just about everyone. It's not an invasive treatment and doesn't involve assuming any odd positions. But there are some precautions before carrying out this treatment and must be communicated to the client:

- Do not scrub if the client has fever or a serious disease like cancer.
- Do not scrub in case of allergies or skin conditions of any kind which restrict the treatment.
- Anyone with fragile, broken or sunburnt skin is well advised to skip this treatment as well, as a very vigorous scrub may hurt more than heal.
- As with all spa treatments, make sure the client is clear about any medical condition she might have or treatment she is receiving, so that she can be sure of a treatment that is safe and appropriate for her.
- Ask the client not to shave the day of the exfoliating scrub treatment.

## Unit 4.3: Wrap and Cocoon

### Unit Objectives

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

1. Consult with client to plan body wrap procedures to be conducted as per client requirements
2. Explain the importance and benefits of body wrap treatment
3. Prepare the client, work area and work materials as per wrap procedure
4. Perform the wrap or cocoon spa procedure
5. Consider proper precautions for the treatment

### 4.3.1 Introduction

Body wraps as a 'spa treatment' dates back to the earliest service offering in a spa. The ancient Egyptians embalmed bodies using herbs, resins and spices and a wrap equivalent. This practice preserved body tissues and prevented degradation and decay, the same objective that Emollient wraps have in modern day spas, i.e., to fortify the skin and prevent pre-mature aging. Many soft-tissue conditions can benefit from wraps aimed at decreasing chronic holding patterns, stimulating circulation and lymphatic flow, or by simply relaxing the body and providing time for reflection.



Fig 4.21 Client taking body wrap treatment

Today, a wide variety of body wraps are used for cosmetic purposes, or to treat conditions such as rheumatism, low immunity, fatigue, and muscular aches and pains. There are numerous ways to perform a body wrap. A therapist can mix and match methods to best meet their customers' preferences and goals.

Three different but common wrapping procedures one should know include; the hot sheet wrap, the 'cocoon' and the tension wrap. It is important to point out that the words 'hot sheet wrap' and 'cocoon' are used to differentiate two distinct procedures. This differentiation aims to clarify that the word 'wrap' always means a hot sheet wrap, while 'cocoon' always refers to the procedure where the product is applied directly to the body.



*Fig 4.22 Wrapped/Cocooned client*

The words 'wrap', 'cocoon', 'swathe', 'envelopment', 'envelop' are generally used freely at the discretion of the therapist to describe any type of wrap. There are innumerable types of products that can be used in a hot sheet wrap or cocoon, in so much as it may be considered unlimited.

### 4.3.2 Benefits

A body wrap offers multiple benefits according to the type chosen. Some are:

- **Detoxification:** Algae, seaweed, mud or clay body wraps help in eliminating toxins through metabolic skin cell stimulation.
- **Dead Skin Removal:** Wraps that comprise an exfoliation treatment prior to it, help in removal of dead skin leading to smooth and glowing skin.
- **Temporary inch loss:** Wraps with tightly wound bandages will lead to sweating of excess water and toxins from the body along with tightening of the skin which might result in temporary inch loss.
- **Moisturisation:** Wraps contain ingredients which hydrate, moisturise and nourish the skin.
- **Relaxation:** After wrapping is done, the client is left to rest for 30 minutes or given a head massage.

### 4.3.3 Points to Remember

#### Healing Crisis:

Wraps may trigger a rapid detoxification of the body, which may result in a headache and nausea. Mild detoxification symptoms are usually expected due to a wrapping service, and even considered normal. However, if the symptoms become intense, or if they occur during the wrap itself, the wrap should be immediately removed. The customer should be given water to drink. They should also be asked to rest in a comfortable environment. If the client's symptoms do not appear to be getting better, or worsen, the client could be in danger. In such a case, one must refer to the supervisor; it will require consulting a physician or calling the emergency services.

#### When The Wrap Goes Wrong:

Like any spa treatment hot sheet wraps, cocoons and tension wraps require practice. Sometimes though, the wrap may still go wrong. Common errors include, too short a wrap: When the therapist cuts the plastic sheeting too short, they may try to wrap it around the client and find that they have a gap. To remedy the situation, it is advisable to cover the gap with two bath towels and continue the treatment. Sometimes the hot sheet wrap turns cold before the client is wrapped. In such a case, one should continue to wrap the client and follow that by placing a hot pack under the feet. One should then turn the heat up in the room as high as required. If the hot sheet wrap causes discomfort to the customer on account of being too cold, then the therapist should start again by reheating the wrap sheet on the client.

#### Modesty:

In massage treatments and wraps, it is important to maintain client modesty and privacy. The customers therefore, are always required to be covered in some clothing for the purpose. In a hot sheet wrap, the client is provided with disposable undergarments to wear, sometimes an old swimsuit may be used as a substitute. The customer is given a robe to wear over the undergarments up until the moment they get onto the treatment table. During the wrap procedure, they will need to lie down on top of the hot sheet quickly, after it has been unfolded by the therapist.

### 4.3.4 Types of Body Wraps

There are various types of wraps:

**Algae body wrap:** A nourishing, warmed algae is applied on the skin to start cell metabolism and detoxification



Fig 4.23 Algae body wrap

**Bust wrap:** To tone and moisture sagged and loose skin resulting from ageing process or rapid weight loss, a tightening and firming serum is applied to the bust region before wrapping.

**Cellulite treatment wrap:** Cellulite wraps help to boost circulation to flush out toxins from the skin and underlying fat cells, for a smoother, bump-free appearance. Generally, these wraps target the bottom, hip and thigh area alone.

**Chocolate body wrap:** This heavenly scented body wrap involves cocoa-rich formulas applied to the skin. Chocolate is known for its anti-ageing, toning and soothing qualities.



Fig 4.24 Chocolate body wrap

**Frigi thalga body wrap:** Those with excess fluid retention in their hip and/or thigh region will benefit from a chilly 'frigi thalga' (meaning 'cold richness of the sea') marine algae body wrap, which also targets cellulite and rejuvenates tired legs.

**Herbal body wrap:** This dead skin cell-eliminating treatment involves a selection of herbs - chosen for their nourishing properties, blended with essential oils and steeped in very hot water. Cloth sheets are then soaked in the solution before application around the body.



**Inch-loss/slimming body wrap:** Specifically designed to better contour the body through cleansing, toning and tightening of the skin, inch-loss wraps are often enjoyed by women before an important event at which they'd like to look their best. Up to 10 inches can be lost across the body, though results from one-off treatments are

usually temporary.

**Mud/clay wrap:** A layer of therapeutic mud or clay is lightly massaged into your skin before wrapping begins, to cleanse, detoxify and firm the skin head-to-toe. Therapeutic muds and clays have anti-stress properties and the wide availability of these wraps mean they're a popular choice for spa guests.

**Oil body wrap:** These body wraps are formulated to moisturise dry and/or dehydrated skin. A single or mix of aromatic essential oil is warmed and applied over skin followed by covering with mylar bandages.



Fig 4.25 Oil body wrap

**Paraffin body wrap:** Bandages are seldom used as part of this unique, skin-soothing body wrap. Warm paraffin wax is simply brushed directly over the body, creating its own seal once dry. The heat from the wax can help to reduce muscle pain and soothe arthritic symptoms.

**Parafango wrap:** A mixture of cold therapeutic mud ('fango' in Italian) and warm paraffin wax are combined to create a body sauna and stimulate the lymphatic flow, helping the skin rid itself of toxins and excess water more efficiently.

**Thalasso (seaweed) body wrap:** Like mud wraps, thalasso (meaning 'sea therapy') body wraps are available at the vast majority of spas. A combination of seawater, seaweed and/or algae, is used to refresh, hydrate and firm the body.

### 4.3.5 Procedure

Following is the step-by-step procedure of a body wrap treatment:

**Step 1: Preparation-** Before body wrap begins, clients are requested to remove clothing from that specific part of body where they want body wrap spa treatment. The clients are usually wearing a robe and it is removed before lying on the treatment table.

**Step 2: Exfoliation-** Clients who have selected wrap comprising exfoliation will first have their therapist remove dead skin cell through dry brushing or by using a gently abrasive scrub. This scrub is chosen during the client consultation.



Fig 4.26 Exfoliation step

**Step 3: Rinse-** Clients who undergo scrub exfoliation need to rinse off the exfoliation in a separate room or on the treatment table.

**Step 4: Application-** A mineral and/or oil-rich formula are applied on the body and limbs and then each area is wrapped in cloth or plastic film before moving to the next. When fully wrapped, some heated towels may be laid to promote sweating and further opening of pores.



Fig 4.27 Application of oil

**Step 5: Relaxation-** The client is left alone to relax for half an hour to allow the treatment to do its magic. Alternatively, the therapist may stay and give an invigorating head massage (additional fees may apply).

**Step 6: Unwrap and rinse-** The therapist unwraps and either rinse off using the Vichy shower or requests the client to take a shower by themselves.

**Step 7: Moisturisation-** The therapist applies a final moisturiser or body oil to all areas of the skin to protect and hydrate it.

### 4.3.6 Precautions

- Seaweed wraps with their high iodine content can be beneficial for some clients and harmful to others. If iodine found in seaweed is applied in high concentrations it may result in a nasty breakout on the skin and other minerals can work the same way.
- Some clients might feel claustrophobic in a full body wrap. The clients might ask the therapists to leave their arms out of the wraps to lessen the feeling of anxiety.
- Take great care if the client has a sensitive skin and do ask the client about any allergies during client consultation.
- A body wrap might lead to dehydration. Drink plenty of water after the treatment.



Fig 4.28 Therapist offering water to the client after wrap treatment



## Unit 4.4: Soak, Sauna, Steam and Jacuzzi

### Unit Objectives

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

1. Consult with client to plan Soak, Sauna, Steam and Jacuzzi spa procedures to be conducted as per client requirements
2. Explain the importance and benefits of Soak, Sauna, Steam and Jacuzzi spa procedures
3. Prepare the client, work area and work materials as per spa procedure to be conducted
4. Perform the spa therapies- soak, massage, sauna, steam and Jacuzzi
5. Consider proper precautions for the treatment

### 4.4.1 Introduction



*Fig 4.29 Clients soaking in a hot tub*

We are 90% water. So, it is vital in initial cure for our variety of ailments. All three forms of water (liquid, steam, ice) can be used therapeutically. Steam rooms, saunas, bath and Jacuzzi all provide various benefits. While the Saunas can be used as a means of calming the body and relieving it of stress, the steam room helps to open up airways which improves breathing and alleviates congestion. Soaking helps in relieving muscle tension while Jacuzzi utilizes water pressure to massage the body.

## 4.4.2 Benefits

### Reduced Pain

Due to the warmth and support of the water, muscle tension and spasms are reduced. Stimulation of the skin reduces pain by activating areas of the brain that help to 'turn off' pain signals.

### Reduced Muscle Tension

The heat helps to reduce tension in the muscles. Muscle spasms are reduced and there is increased circulation to the muscles.

### Decreased Swelling

The hydrostatic pressure (pressures exerted by the water) helps to gently massage, reduce swelling and increase circulation.

### Exercising

Being in water creates a sensation of weightlessness as the water buoyancy counteracts the effects of gravity. Exercising in water is much easier, so increasing the range of movement of a joint or a muscle becomes easier to achieve.

### Overall Fitness and Cardiovascular Improvements

Due to the temperature, the heart will beat faster and with increased circulation, one can work up a sweat in the water.

### Relaxation

Warm water is great for relaxing the body and reducing stress levels. It re-energises the soul and rejuvenates the mind.

### Improves circulation

Sitting in a steam room might significantly improve the cardiovascular health. Improved circulation can lead to lowered blood pressure and a healthier heart. It can also promote healing of broken skin tissue.

### Clears congestion

Steam rooms create an environment that warms the mucous membrane and encourages deep breathing. As a result, using one can help break up congestion inside your sinuses and lungs.

### Boosts the immune system

Different forms of hydrotherapy are known to boost immunity, and steam rooms are no exception. Exposing your body to warm water stimulates leukocytes, which are cells that fight infection.

## 4.4.3 Types

We will study about four forms of treatment: Soak, Sauna, Steam and Jacuzzi.

**Soak:** This is just soaking the body in water. A hot bath or shower can encourage relaxation, reduce stress, and flush out toxins. Adding essential oils or herbs to the bath can enhance the therapeutic benefits. Cold baths and

showers can be energizing and stimulating. A rinse of cold water after a hot shower can invigorate, boost the immune system and improve blood flow. The bath soak is rich in proteins, minerals and vitamins, leaving the skin hydrated and restored. Hot water promotes relaxation which helps to sleep better.



Fig 4.30 Client soaking in a tub

**Sauna:** A sauna uses dry heat, usually from hot rocks or a closed stove. The sauna is particularly good for relieving tension, increasing blood flow, and can even help with migraines. It is typically a room heated around 60°-70° Celsius to induce sweating which facilitates the elimination of toxins and wastes from the body. It is usually of two types- **Traditional Saunas** usually use dry heat, with a relative humidity that is often between 10 and 20 percent and uses heated stones with water sprayed on them and the other types of sauna is **Infrared Sauna** which uses infrared heaters to emit infrared light experienced as radiant heat which is absorbed by the surface of the skin.



Fig 4.31 A sauna room

#### **Steam:**

Steam rooms are heated by a generator filled with boiling water. The humidity is around 100% because of steam. It helps in burning calories, boosting the immune system, clearing congestion, promotes skin health, etc. The steam room also increases metabolism and can aid with weight loss. The wet heat from the steam room

thins and opens the mucous membranes in the body, which helps to relieve pressure. This is highly beneficial for those that suffer from asthma and bronchitis, as it helps with sinus relief. But staying in the steam room for more than 15 minutes can lead to dehydration.



*Fig 4.32 Client taking steam*

#### **Jacuzzi:**

It is a brand that took generic meaning over me. It is a jetted bathtub which massages the body using water pressure. It helps in reducing stress, healing arthritis pain, relaxing muscles, improving mental state, boosting up metabolic rate among several other benefits. In fact, Jacuzzis can be used to help people with osteoporosis, as the buoyancy obtained in a Jacuzzi, along with light exercise performed underwater, can increase mobility and strength.



*Fig 4.33 Jacuzzi tub*

#### 4.4.4 Procedure

**Step 1:** Before taking any of the above treatments, ask the client to take a warm shower to clean up any dirt or oils or loons. Ask them to drink at least a glass of water before the treatment.

**Step 2:** Check the temperature and condions in the type of treatment a client has opted for.

**Step 3:** In the steam room or sauna, the clients should cover them with a towel and sit over a towel to avoid cross-infecon. While soaking in a hot bath, put few drops of essenal oils to enhance the experience and other benefits. Jacuzzi can be shared or individual, remember to have clean water in it and add chorine within limits according to manufacturer's instrucons to disinfect the water.

**Step 4:** Steam rooms and sauna should not be used for more than 15 minutes as these can lead to intense dehydraon due to loss of water. A Jacuzzi can be used for 15 to 30 minutes and might increase up to 45 minutes in certain cases.



Fig 4.34 Hot tub ready for the client treatment

**Step 5:** A cold shower after these treatments is a must as it helps in closing of the pores. Jumping in a cool pool or shower right away should be avoided. 10 to 15 minutes should be spent leng the body adjust to cooler air temperatures in order avoid pung the body through shock when one enters the pool or shower.

**Step 6:** Ask the clients not to get dressed unl their body has stopped sweang.

##### Important

Process for steam: Shower first, steam, cool down, then steam, then cool down.

Process for soaking: Pool temperature sequence - Warm, hot, cool.

Process for dry sauna + steam bath: Steam, cool, sauna, cool.

### 4.4.5 Precautions

1. Never allow the clients to sit bare skin in the steam or sauna. They might get burned from hot bench or get cross-infection from other people's sweat.
2. Ask the clients to wear spa sandals.
3. No jewellery or metal accessories are allowed in the steam and sauna to prevent it from burning the body.
4. These treatments should not be taken if the client has been drinking alcohol or taking illicit drugs.
5. Contact lenses should be avoided during the treatment.

## Summary

1. Spa treatments and massage therapies create both mental and physical health benefits.
2. A massage improves blood circulation, which delivers oxygen and nutrients to the cells.
3. **Scrub** is a spa treatment which exfoliates the skin leaving it free from dead skin cells and making it fresh, smooth, so and moisturised.
4. **Client consultation** is the first step before starting any of the treatments.
5. As with all spa treatments, make sure the client is clear about any **medical condition** she might have or treatment she is receiving, so that she can be sure of a treatment that is safe and appropriate for her.
6. A wide variety of **body wraps** are used for cosmetic purposes or to treat conditions such as rheumatism, low immunity, fatigue, and muscular aches and pains.
7. **Wraps** may trigger a rapid detoxification of the body, which may result in a headache and nausea.
8. In massage treatments and wraps, it is important to maintain client **modesty** and **privacy**. The customers therefore, are always required to be covered in some clothing for the purpose.
9. Take great care if the client has a **sensitive skin** and do ask the client about any **allergies** during client consultation.
10. **Saunas** can be used as a means of calming the body and relieving it of stress, the **Steam** room helps to open up airways which improves breathing and alleviates congestion. **Soaking** helps in relieving muscle tension and **Jacuzzi** utilises water pressure to massage the body.
11. A **hot bath or shower** can encourage relaxation, reduce stress, and flush out toxins. Adding essential oils or herbs to the bath can enhance the therapeutic benefits.
12. **Traditional Saunas** usually use dry heat, with a relative humidity that is often between 10 and 20 percent and uses heated stones with water sprayed on them and the other types of sauna is **Infrared Sauna** which uses infrared heaters to emit infrared light experienced as radiant heat which is absorbed by the surface of the skin.
13. **Steam** rooms are heated by a generator filled with boiling water. The humidity is around 100% because of steam.
14. **Jacuzzi** is a brand that took generic meaning over time. It is a jetted bathtub which massages the body using water pressure.
15. **Process for steam:** Shower first, steam, cool down, then steam, then cool down.
16. **Process for soaking:** Pool temperature sequence - Warm, hot, cool.
17. **Process for dry sauna + steam bath:** Steam, cool, sauna, cool

## Exercise

### 1. Fill in the blanks:

- a. It has been proved that massage releases a hormone called \_\_\_\_\_ that enhances the body and mind's "feel good" state.
- b. Spa treatments that include facials are excellent for reducing \_\_\_\_\_ in addition to easing stress.
- c. Water treatments feed the soul. Like life, water is \_\_\_\_\_.
- d. \_\_\_\_\_ is the manipulation of soft tissues of the body including, muscles, connective tissues, tendons, ligaments and joints.
- e. The \_\_\_\_\_ cells impart the skin the property of protection.
- f. Scrubs usually include an \_\_\_\_\_ which moisturises and soothes the skin as it is scrubbed.
- g. Check the client's skin for \_\_\_\_\_, making note to avoid those areas.
- h. Algae, seaweed, mud or clay body wraps help in eliminating toxins through metabolic \_\_\_\_\_.
- i. \_\_\_\_\_ wraps helps to boost circulation to flush out toxins from the skin and underlying fat cells, for a smoother, bump-free appearance.
- j. Chocolate is known for its \_\_\_\_\_, toning and softening qualities.
- k. Warm \_\_\_\_\_ wax is simply brushed directly over the body, creating its own seal once dry.
- l. The \_\_\_\_\_ pressure (pressures exerted by the water) helps to gently massage, reduce swelling and increase circulation.
- m. Staying in the steam room for more than 15 minutes can lead to \_\_\_\_\_.
- n. A \_\_\_\_\_ after these treatments is a must as it helps in closing of the pores.
- o. No \_\_\_\_\_ or metal accessories are allowed in the steam and sauna to prevent it from burning the body.

### 2. Give any 8 benefits of spa procedures.

---



---



---



---

### 3. List the names of various spa procedures.

---



---



---



---



4. What are the different types of scrubs?

---

---

---

---

5. How will you prepare the bed for a client to conduct a spa procedure?

---

---

---

---

6. List the benefits of body wrap.

---

---

---

---

7. What is a Parafango body wrap?

---

---

---

---

8. List the benefits of Soak, Sauna, Steam and Jacuzzi.

---

---

---

---

## Summary

1. Spa treatments and massage therapies create both mental and physical health benefits.
2. A massage improves blood circulation, which delivers oxygen and nutrients to the cells.
3. **Scrub** is a spa treatment which exfoliates the skin leaving it free from dead skin cells and making it fresh, smooth, soft and moisturised.
4. **Client consultation** is the first step before starting any of the treatments.
5. As with all spa treatments, make sure the client is clear about any **medical condition** she might have or treatment she is receiving, so that she can be sure of a treatment that is safe and appropriate for her.
6. A wide variety of **body wraps** are used for cosmetic purposes or to treat conditions such as rheumatism, low immunity, fatigue, and muscular aches and pains.
7. **Wraps** may trigger a rapid detoxification of the body, which may result in a headache and nausea.
8. In massage treatments and wraps, it is important to maintain client **modesty** and **privacy**. The customers therefore, are always required to be covered in some clothing for the purpose.
9. Take great care if the client has a **sensitive skin** and do ask the client about any **allergies** during client consultation.
10. **Saunas** can be used as a means of calming the body and relieving it of stress, the **Steam** room helps to open up airways which improves breathing and alleviates congestion. **Soaking** helps in relieving muscle tension and **Jacuzzi** utilises water pressure to massage the body.
11. A **hot bath or shower** can encourage relaxation, reduce stress, and flush out toxins. Adding essential oils or herbs to the bath can enhance the therapeutic benefits.
12. **Traditional Saunas** usually use dry heat, with a relative humidity that is often between 10 and 20 percent and uses heated stones with water sprayed on them and the other types of sauna is **Infrared Sauna** which uses infrared heaters to emit infrared light experienced as radiant heat which is absorbed by the surface of the skin.
13. **Steam** rooms are heated by a generator filled with boiling water. The humidity is around 100% because of steam.
14. **Jacuzzi** is a brand that took generic meaning over time. It is a jetted bathtub which massages the body using water pressure.
15. **Process for steam:** Shower first, steam, cool down, then steam, then cool down.
16. **Process for soaking:** Pool temperature sequence - Warm, hot, cool.
17. **Process for dry sauna + steam bath:** Steam, cool, sauna, cool

## Exercise



### 1. Fill in the blanks:

- a. It has been proved that massage releases a hormone called \_\_\_\_\_ that enhances the body and mind's "feel good" state.
- b. Spa treatments that include facials are excellent for reducing \_\_\_\_\_ in addition to easing stress.
- c. Water treatments feed the soul. Like life, water is \_\_\_\_\_.
- d. \_\_\_\_\_ is the manipulation of soft tissues of the body including, muscles, connective tissues, tendons, ligaments and joints.
- e. The \_\_\_\_\_ cells impart the skin the property of protection.
- f. Scrubs usually include an \_\_\_\_\_ which moisturises and soothes the skin as it is scrubbed.
- g. Check the client's skin for \_\_\_\_\_, making note to avoid those areas.
- h. Algae, seaweed, mud or clay body wraps help in eliminating toxins through metabolic \_\_\_\_\_.
- i. \_\_\_\_\_ wraps helps to boost circulation to flush out toxins from the skin and underlying fat cells, for a smoother, bump-free appearance.
- j. Chocolate is known for its \_\_\_\_\_, toning and softening qualities.
- k. Warm \_\_\_\_\_ wax is simply brushed directly over the body, creating its own seal once dry.
- l. The \_\_\_\_\_ pressure (pressures exerted by the water) helps to gently massage, reduce swelling and increase circulation.
- m. Staying in the steam room for more than 15 minutes can lead to \_\_\_\_\_.
- n. A \_\_\_\_\_ after these treatments is a must as it helps in closing of the pores.
- o. No \_\_\_\_\_ or metal accessories are allowed in the steam and sauna to prevent it from burning the body.

### 2. Give any 8 benefits of spa procedures.

---



---



---



---

### 3. List the names of various spa procedures.

---



---



---



---

4. What are the different types of scrubs?

---

---

---

---

5. How will you prepare the bed for a client to conduct a spa procedure?

---

---

---

---

6. List the benefits of body wrap.

---

---

---

---

7. What is a Parafango body wrap?

---

---

---

---

8. List the benefits of Soak, Sauna, Steam and Jacuzzi.

---

---

---

---





**B&WSSC**  
BEAUTY & WELLNESS  
SECTOR SKILL COUNCIL

## 5. Perform Massage and Other Spa Procedures

Unit 5.1 - Introduction to Massage and Other Spa Therapies  
Unit 5.2 - Massage Therapies  
Unit 5.3 - Spa Therapies



**BWS/N1002**

## Key Learning Outcomes

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

1. Consult with client to plan massage and spa procedures to be conducted as per client requirements
2. Prepare the client, work area and work materials as per massage and spa procedure to be conducted
3. Perform the massage therapies- Indian Head massage, Swedish massage, Lomi Lomi/Hawaiian massage, Lymphatic Drainage massage, Neuromuscular Technique, Thai massage, Foot Ritual
4. Perform the spa therapies- Aromatherapy, Reflexology, Stone therapy

## Unit 5.1: Introduction to Massage and Other Spa Therapies

### Unit Objectives

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

1. Consult with client to plan massage to be conducted as per client requirements
2. Prepare the client, work area and work materials as per spa procedure to be conducted
3. Perform the massage therapies- Indian Head massage, Swedish massage, Lomi Lomi/Hawaiian massage, Lymphatic Drainage massage, Neuromuscular Technique, Thai massage, Foot Ritual

### 5.1.1 Introduction

Massage is the manipulation of the muscles and other soft tissues like fascia (connective tissue) using the hands and other tools to release tension and alleviate pain and correct imbalances in the body. There are two primary realms of massage: medical and relaxation. Massage uses a variety of techniques, such as deep tissue massage and trigger point therapy, through which injured muscles are encouraged to heal and function properly to allow the musculoskeletal and other body systems to operate optimally. The other realm aims at whole-body relaxation and break from the monotonous schedule.

Massage comes in many different styles to address a variety of issues and health problems and skilled massage therapists use techniques that best suit each patient's needs. Massage therapy is a fantastic tool in easing the tense muscles and restoring balance to the body to relieve pains and aches.

### 5.1.2: Benefits

Few out of the numerous benefits of massage are given below:

- Better circulation and regulated blood pressure
- Better coordination and range of motion
- Better mental and emotional health
- Improved digestion
- Improved eyesight
- Improved immune system
- Improved neurological integration and sensory perception
- Improved recovery after a surgery or injury
- Minimized and eliminated headaches and migraines
- Reduced or eliminated chronic aches and pain
- Reduced pain caused by arthritis, carpal tunnel and sciatica



- Stress reduction and relaxation
- Helps relieve stress and aids relaxation
- Helps relieve muscle tension and stiffness
- Alleviates discomfort during pregnancy
- Formation of excessive scar tissue
- Reduces muscle spasms
- Provides greater joint flexibility and range of motion
- Promotes deeper and easier breathing
- Improves circulation of blood and movement of lymph fluids
- Helps relieve tension-related headaches and effects of eye-strain
- Enhances the health and nourishment of skin
- Improves posture
- Treats musculoskeletal problems
- Rehabilitation after injury

### 5.1.3 Contraindications

The following points have to be considered in relation to contraindications for massage services:

- Seek medical advice before having a massage if you suffer from phlebitis, thrombosis, varicose veins, severe acute back pain, or fever.
- Swellings, fractures, skin infections, or bruises should not be massaged. Lumps and swellings should be checked by your doctor.
- Massage of the abdomen, legs, and feet should not be given during the first three months of pregnancy.
- Cancer patients are best treated by specially trained practitioners who know which areas to avoid and which kind of massage is appropriate.

### 5.1.4 Basic Massage Techniques

Traditional massage uses five main techniques and many variations, to achieve its relaxing and healing effects.

**Effleurage or Gliding or Stroking:**

*Fig 5.1.4.1 Effleurage or Gliding or Stroking*

It means light friction. Effleurage is the main technique used for spreading oil when done on the limbs. It is mainly used to make the client accustomed to touch. In this technique all strokes are moved in the direction of the heart. This technique uses gliding movements that affects the skin and superficial muscles. The gliding movements are ones in which the hands glide with long even strokes over the body surfaces. Glides are also carried out in the direction of the heart.

**Petrissage or Kneading or Milking:**

*Fig 5.1.4.2 Petrissage or Kneading or Milking*

It helps a client to relax while promoting the blood circulation and allowing the oils to penetrate. It generally involves kneading and compression motions - rolling, squeezing or pressing the muscles to enhance deeper circulation. Petrissage attempts to increase circulation along with clearing toxins from muscle and nerve tissues.

**Friction:**

*Fig 5.1.4.3 Friction*

It involves fast rubbing technique while applying a gentle plucking action. The motion is circular, applying direct pressure, a fast back and forth movement or slow or deep gliding over muscles. Compression movement performed with the thumb, fingers, or the palm of the hand and in circular motion. It is helpful in limbering joints, tendons and muscles.

**Tapotement or Percussion:**

*Fig 5.1.4.4 Tapotement or Percussion*

It is a rhythmic percussion, usually done with the edge of the hand, a cupped hand or the tips of the fingers. There are five types of tapotement- **Beating** (closed fist lightly hitting area), **Slapping** (use of fingers to gently slap), **Hacking** (use the edge of hand on pinky finger side), **Tapping** (use just fingers) and **Cupping** (make your hand look like a cup and gently tap area).

**Vibration or Shaking or Jostling:**

Vibration massage technique is a fine, gentle, trembling movement performed with hands or fingers. It can be used to stimulate soft tissues in the body. Vibration movements can help stimulate nerves, relieve muscular tension and decrease stress. It boosts circulation and increases the power of the muscles to contract. It should be performed by moving the hand back and forth on the client's body without leaving contact.

## 5.1.5 Various Massage and Other Spa Therapies

- **Indian Head Massage**



*Fig 5.1.4.5 Indian Head Massage*

Indian head massage is an ancient therapeutic treatment that has been practiced in India for thousands of years. It focuses on your 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 your scalp, deep tissue work on your shoulders, and stretching the neck.

- **Swedish Massage**



*Fig 5.1.4.6 Swedish Massage*

After lubricating the skin with massage oils, the therapist performs various massage strokes comprising of basic techniques-effleurage, petrissage, friction, tapotement, vibrations. These strokes warm up the muscles and break up the knots called adhesions, releasing tension. It calms the nervous system, improves blood circulation and stimulates lymphatic system flushing the toxins out from the body.

- **Lomi Lomi/Hawaiian Massage**

It consists of long continuous strokes that help the body let go of its old patterns and behaviours. 'Lomi lomi' translates to 'rub rub' in Hawaiian, and reflects the broad, flowing strokes made with the therapist's

fingers, thumbs, palms, arms and elbows. It rejuvenates the body, assists blood and lymph flow and releases tension.

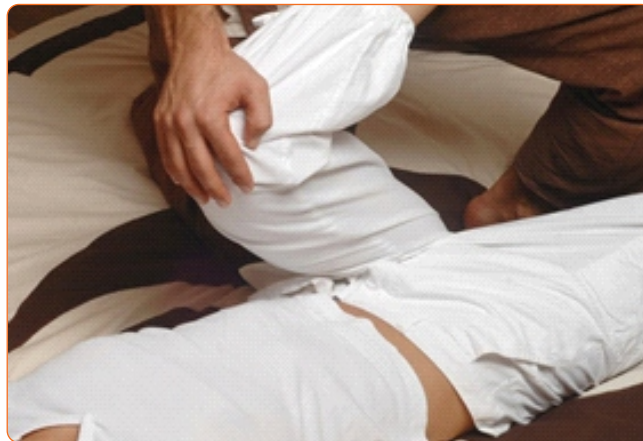
- **Lymphatic Drainage Massage**

Lymphatic massage is a gentle pressure technique used to move the waste fluids from the damaged area. It is one technique used to reduce lymphedema (fluid build-up causing pain and heaviness in the affected area leading to significant depression and lack of mobility).

- **Neuromuscular Technique**

Neuromuscular technique (NMT) is a technique used by sports massage therapists, physiotherapists and osteopaths to treat excessively toned or tight muscle. It involves applying deep forced pressure to local areas of tense soft tissue. It normalises muscle tone, and can provide a great immediate relief from acute muscle soreness.

### Thai Massage



*Fig 5.1.4.7 Thai Massage*

It uses passive stretching and gentle pressure along the body's energy lines to increase flexibility, relieve muscle and joint tension and balance the body's energy systems. Thai massage is done fully clothed, so the therapist can recommend it if a client feels uncomfortable with the nudity.

- **Foot Ritual**



*Fig 5.1.4.8 Foot Ritual*

It starts with an exfoliation on the feet and lower legs, followed by a massage using an essential oil balm on the feet and legs and targeting reflexology pressure points. It is a comforting and relaxing treatment because of the massage, while the exfoliation helps to remove dry, hard skin as well.

- **Aromatherapy**



*Fig 5.1.4.9 Aromatherapy*

Natural healers turn to aromatherapy for the many antibacterial, anti-inflammatory and analgesic effects of aromatic essential oils. It helps in managing pain, improving sleep quality, reducing stress, overcoming symptoms of depression, soothing sore joints, etc. Some popular aromatic oils include tea tree, lavender and peppermint oil.

- **Reflexology**



*Fig 5.1.4.10 Reflexology*

It is the application of appropriate pressure to specific points and areas on the feet, hands, or ears as these reflex points correspond to different body organs and systems and that pressing them creates real benefits for the person's health. It is used to complement other treatments when addressing conditions like anxiety, diabetes, cancer treatment, asthma, cardiovascular issues, headaches, kidney function and sinusitis.

- **Stone Therapy**



*Fig 5.1.4.11 Stone Therapy*

## Unit 5.2: Massage Therapies

### Unit Objectives

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

1. Consult with client to plan massage to be conducted as per client requirements
2. Prepare the client, work area and work materials as per spa procedure to be conducted
3. Perform the massage therapies- Indian Head massage, Swedish massage, LomiLomi/Hawaiian massage, Lymphatic Drainage massage, Neuromuscular Technique, Thai massage, Foot Ritual

### 5.2.1 Indian Head Massage

#### Introduction

Indian head massage is an oldest therapeutic treatment and practised in India for thousands of years. This therapeutic treatment focuses on head, neck and shoulder muscles. It is a deep massage technique using a variety of pressures and techniques. This form of massage focuses on the three higher "chakras" - mind, body and spirit and as such hits your energy epicentre.

#### Benefits of head massage

The benefits are endless. Some of the benefits of head massage are:

- Helps in preventing migraines, headaches and back pain.
- Stimulates hair growth.
- Removes toxins from the body by stimulating lymphatic drainage.
- Relieves sleeplessness, restlessness and insomnia.
- Enhance energy levels.



Fig.5.2.1 (a) Head massage



## Procedure

### Step 1: Preparation

- Adjust the room temperature and make sure that the room is comfortable for the therapy.
- If the client requests, you may play light music.
- Ask the client to be seated. Make sure that the client is comfortable.
- Explain the procedure and inform the client about the duration.
- Request client to inform whenever he/she feels discomfort or pain.

### Step 2: Shoulder massage



Fig 5.2.1 (b) Shoulder massage

- Stand behind the client and place your hands lightly on their shoulder.
- Massage upper back, shoulders, arms and neck.
- Squeeze the trapezius muscle gently. Increase the pressure for each pass.
- Bring hands back up next to the neck. Make small circles with the thumbs on either side of the backbone just below the collar line.

### Step 3: Neck massage

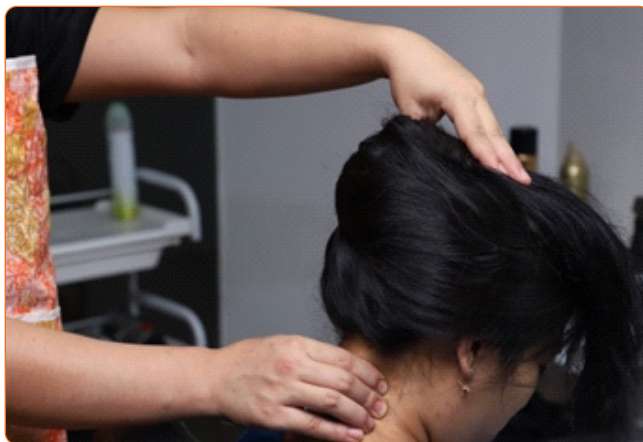


Fig 5.2.1 (c) Neck massage

- Move to inside of your client.
- Place one hand on the base of the neck and place one hand gently on the forehead of the client.
- Open your thumb and glide your hand up the back of the neck. Never put pressure on the vertebrate.
- Reach hairline and remain there for a moment. Never apply intense pressure.
- Lower your rear hand and repeat from the base of the neck. Repeat this process about five mes.
- Gently li the head back t o verc al and connue backw ards.
- Repeat this movement of forward and backwards for three mes.

#### Step 4: Head massage

- Move back behind the client.
- Loosen his/her hair if restrained.
- Bring your hands with fingers spread on the sides of the head.
- Use a light pressure and move the hands up like shampooing moon.



Fig 5.2.1 (d) Head massage

- Reach the top of the head and allow fingers to rise off.
- Maintain a gentle tracon from the heels of the hands.
- Lower your hands and move them around to different area of the head.
- Repeat this process for four-five mes.
- Place your one hand on the client's forehead and rub the scalp using another hand.
- Connue rubbing as much of the scalp as you can reach.
- Rub the scalp all over with just the fingerps of both hands.
- Carryon with this movement for a minute.
- Stroke your fingers through your client's hair from the top of the forehead.



*Fig 5.2.1 (e) Head massage*

- Repeat this process for three mes.



*Fig 5.2.1 (f) Head massage*

## 5.2.2 Swedish Massage

### Introduction

Dr. Mezger, of Amsterdam (now practicing in Wiesbaden, Germany) and his two pupils, the Swedish physicians Berghman and Helleday, were among the first to apply the massage treatment scientifically. Their method is now used throughout Europe as Swedish Massage. This massage takes into use the basic techniques of effleurage, petrissage, friction, tapotement, vibration to break the knots in muscles that are called adhesions. These knots tend to hold the tension and keep the muscles tight.

### Benefits of Swedish Massage

- Calms the nervous system
- Reduces anxiety
- Reduces tension in the body relieving depression
- Improves blood circulation
- Stimulates the lymphatic system
- Helps with managing the pain from conditions such as arthritis and sciatica

### Strokes used in Swedish Massage

- Circle glide
- Corner to corner and back
- Opposite arm and back glide
- Light- hard- light- hard
- Fan in and out
- Same fan
- Giant fan
- Ripple
- Catch me- catch me finish
- Hand glute back
- Swing over
- Figure 8
- Full arms
- Down and back
- Hour glass
- Glide to glutes
- Arm traction glide
- Forward spider
- Backward spider
- Arm sandwich
- Slide under belly
- Back to occiput
- Train tracks
- The long and the short
- Hand on hand- hand cake and hand cross
- Pray for pain
- Rotated hand glide
- Shock wave
- Chop and slide
- Sub occipital traction
- Shoulder lift glide
- Arm traction glide
- Ocean wave
- Finger pinch
- Slide n pinch

## Procedure

### Step 1: Preparation

After the consultation, instruct the client how to lie on the table—face up or face down and underneath the sheet or towel or not—and then leave the room. Knock or ask if the client is ready before entering.

### Step 2: Back massage



*Fig 5.2.2 (g) Back massage*

It usually starts with the client laying face down with the head in a u-shaped face cradle so that the spine stays neutral. Start by working the back, using various massage strokes that include effleurage, kneading, friction, stretching, and tapping.

### Step 3: Leg massage

When finished with the back, work the back of each leg.

### Step 4: Front massage

When done with the back side, hold the sheet or towel up and look away while the client turns over and scoots down. Cover the client and then massage the front of each leg, both arms and then the neck and shoulders.



*Fig 5.2.2.2 : Front massage*

**Step 5: Wrapping up**

Clean up the area and leave the client alone for some me to relax and take a shower and get dressed.

## 5.2.3 Lomi Lomi/Hawaiian Massage

### Introduction

Lomi Lomi massage finds its idea from principles embedded in the Hawaiian philosophy called Huna. The philosophies of Huna that relate to bodywork and healing lay the foundation for Lomi Lomi massage.



Fig 5.2.3 (a) Lomi Lomi massage

A fundamental assumption of Huna is that everything seeks harmony and love. The alternate name for Lomi Lomi, which links to this assumption, is "Loving Hands" massage. This is because the Lomi Lomi massage, the masseuse/ masseur works gently yet deeply into the muscles with continuous, flowing strokes. The massage wholly nurtures the body and enables the recipient to give in and relax. So, though the technique is an important part of the massage and associated healing, a very important part of the massage is the focus of the masseuse/ masseur on the client. The masseuse/masseur should focus deeply and completely, using loving hands and a loving heart to offer maximum benefits to the recipient as per the philosophy.

### How to start a Lomi Lomi Massage:

A Lomi Lomi usually commences with stillness between the practitioner and client, often with the practitioner's hands gently resting on the client's back. The practitioner then in this peaceful and still moment will quietly say a blessing or prayer. The prayer is to ask for whatever healing is needed to take place during the massage. Also, the client may be asked to set their intention for any healing they would like to receive. The masseuse/ masseur then works with the client, to carry out the intent, with no set format or sequence for the massage. Due to this no two massages are ever completely identical.

### General principles and steps for Lomi Lomi massage are as follows:

- Use body weight instead of force
- Use as much of arm as possible
- Do everything three times (unless noted otherwise)
- Do Back, then front
- Do Left, then right
- Cultivate grace: if it looks beautiful, it probably feels beautiful

### Benefits of Lomi Lomi/Hawaiian Massage

Lomi Lomi aims to treat the body and mind as one whole being. It is thought to:

- Assist blood and lymph flow
- Eliminate waste and eliminate toxins
- Instill a sense of peace, harmony and wellbeing
- Rejuvenate the body
- Release tension

### Procedure

#### Step 1: Massage of the Back

- "Superstroke" like moon: three circles around heart, three around ribs, one around glutes (come back with forearms along sides), three brushes out over shoulders, one going down arms and up glutes as before.
- Form T with both hands at sacrum, travel up over spine (vertebrae between index and middle finger), vibrating as you go.
- Quick "flush" upside (up, shoulder to neck). On third go out to arm, wriggle wrist, and break Popsicle.
- Hand to face cradle
- Elbow to armpit
- Elbow to ribs
- Elbow to glutes. On third pivot to head of table
- Glutes to ribs
- Glutes to armpit. On third sandwich arm and stretch.
- Client's Arm to table, and repeat for other side, starting with "flush"
- Forearm friction- L technique- U technique
- ½ steam roller- steam roller
- Forearm side
- Forearm rock – rock across- rock under



*Fig 5.2.3 (b) Massage of the Back*

- Supinate to pronate
- Double elbow wiper
- Over forearm slide
- Ulna forearm twist
- Forearm choke
- Forearm the iliac
- Forearm the spine
- Comfort glide
- Under forearm slide
- Elbow ouch
- Wedge

### **Step 2: Back of Leg**

- Undrape leg, go to opposite side of table



*Fig 5.2.3 (c) Back of Leg*



- Place foot off side of table. Compress Glutes: Place, lean, and drop with heel of hand in three places (sacrum, middle, external)
- Fist compression into thigh/calf, working down and up. Fists at angles
- Pull up inside of leg, go around, pull up outside of leg
- Wrap around trochanter three mes
- Split hands, effleurage with one to shoulder, the other down to foot. Put two hands on sacrum and cover foot.
- Go to same side of table
- Effleurage full leg with open palm and forearms
- Pick up foot, drain calf (up bia, down gastric, and vice versa)
- With knee bent, flex foot and drain Achilles
- Effleurage foot to knee



Fig 5.2.3 (d) Back of Leg

- Effleurage foot to glute (one hand up hams, one up ITB), after third compress ischial tuberosity with one hand and area above trochanter with the other
- Effleurage from foot up to top of fingers, back down arm, pivot when going up at ribs, pivot at knee when going down.
- Forearm effleurage plantar surface of foot (hand up, leg up - hand down, leg down)
- Foot compression/rock

### Step 3: Front of body

- Startng at ankle, full arm effleurage leg all the way up. Inside arm around iliac crest (over, then under).
- Support leg with your knee/thigh
- Warm foot
- Fingers around malleoli, alternang , with foot moving back and forth



Fig 5.2.3 (e) Back of Leg

- Palm drains up anterior bialis while other hand presses hard on quads
- Thumb (wrist straight) along bial, fingers (flat) looped on other side of bial. Fan open at knee.
- Petrissage the knee with both hands - One on each side (to just below patella)
- Pick up leg by skin just below knee and wiggle
- Bend knee (client's heel to client's buttocks) and sit on foot
- Fingers grab quads. Lean in and out rhythmically as you glide down leg.
- Effleurage medial and lateral thigh with palms of hands moving at same time up and down.
- Pick up leg and stretch (frog leg). Lean on knee
- Stretch leg, straight, to side of table. Push at heel, support at knee.
- Rotate hip, leg heel touch table each time, hand under heel. When knee inside just let leg slide drop.
- Immediately vibrate quad to foot.

#### Step 4: Arm

- Forearm drains, thumbs together, one set on each side
- Thumb friction of palm
- Arm over face, go around head of humerus.
- Bend your knees, lift arm at elbow, hook arm at elbow, stretch over client's head
- Undrape leg, while leaving arm's side undraped too
- Start at ankle, full arm effleurage leg all the way up. Inside arm around iliac crest (over, then under).
- Repeat above step, but just lower leg
- Repeat above step, but full leg
- One stroke up all the way and stretch arm

#### Step 5: Stomach

- Hands on upper sternum, slide down to stomach and open to sides
- Flat thumbs around ribcage to iliac crest
- Petrissage stomach
- Reach to back, pull from spine to navel
- Thumbs in navel, pull in 4 cardinal directions
- "Energy Massage" - palm circles above body, becoming wider as palms ascend

**Step 6: Neck/Face**

Fig 5.2.3 (f) Neck/ Face

- Hands on upper sternum (crossed)
- Finger friction out in 3 intercostal. Outline inferior clavicle, pivot over shoulders and come up neck.
- Linear hand friction - upper sternum to ear - turn neck a little to get each side
- Knuckles ("duck bill") from acromion process to ear
- Thumb behind ear to brachial plexus, press, out over shoulder
- Lift head with one hand, do "hourglass" friction with the other (fingers, thumb on opposite sides of cervical vertebrae, start at C4 or so, expand up to occiput, contract to start position again, expand down to rhomboids, repeat)
- Fingers hold head up at occiput. Slide fingers in slowly and let head slide down to table.
- Side neck stretch
- Cheeks
- Chin
- Eyebrows
- Scalp friction, in groups of three
- "Star" hand to client's face (hold hand up in air first)

## 5.2.4 Thai Massage

### Introduction

Thai Traditional Massage is over 2500 years old. The founder, Shivaga Komar Bhucca (Shivagakomarpaj is the anglicized name) was the physician to the Theravedic Buddhist order of monks and nuns in India. This physician was a contemporary of Buddha. He developed Thai massage, as well as related herbal practices.

When traveling from India to Sri Lanka, Laos, Cambodia, Thailand and Burma, the monks and nuns brought with

them the knowledge and tradition now known as Thai Traditional Massage. In those times, the purpose of this massage was to facilitate deeper meditation practices.

### **Benefits of Thai Traditional Massage**

- Deep Relaxation
- Decreases Stress
- Increases Energy
- Increases Range of Movement of Joints
- Assists Posture and Alignment
- Improves Circulation
- Relieves Pain
- Restores Vitality
- Strengthens Internal Organs
- Revitalizes the Chakras and Endocrine system
- Harmonizes the Internal and External Experiences
- Reconnects the Energy of the Body, Mind and Spirit

### **Contraindications for Thai massage**

- Pregnancy
- Inflammation and swelling
- Muscle injuries and bone fractures
- Joint dislocations and skin diseases
- Cuts, wounds and fungus
- Menstruation
- Venous problems (varicose veins, thrombosis, etc.)
- Heart conditions (hypertension, murmurs, and pacemakers)
- Do not "stop the blood" at either the brachial or femoral arteries. Do not move the legs above the head.
- Diabetes
- Alcohol or drug intoxication

### **Procedure**

This massage is performed in different positions which are given as under:

#### **POSITION 1: SUPINE POSITION**

##### **Step 1: Hand Massage**

- Wrap your pinkies between their pinky/ring finger and thumb/index, then wrap all three fingers of yours under their hand, and finally spread with your thumbs
- Wrap your pinkies between their middle/index fingers and middle/ring fingers, then place two fingers between their thumb/index fingers and one finger between their pinky/ring fingers, then wrap the rest of your fingers under their hand and spread with your thumbs
- Place their palms on your knees and pull their forearm towards you
- Interlock your hands with their hands and pull towards you
- Internally rotate both arms and compress tricep region
- Externally rotate both arms and compress bicep region
- Internally rotate both arms and compress extensor region
- Externally rotate both arms and compress flexor region

- Place both of their arms behind their back and compress their shoulders



Fig 5.2.4 (a) Hand position

- Palms facing up and place your heels in the center of their palms (Support your body weight)
- Place your knees in their palms and compress bicep/tricep region
- Place your knees in their palms and compress shoulder region
- Interlock each other's wrists and tracon
- Have them cross their hands and interlock each other's wrists and tracon
- Flex their elbow and rotate their wrists (Palm on the mat) and compress their tricep region
- Place your toes under their upper back (Try to li your toes up) and interlock each other's wrists and tracon

#### Step 2: Head Massage

- Place one hand on their forehead and the other one over their jaw, then tracon

#### Step 3: Neck Massage

- Cross both of your arms and compress their shoulders while you use your forearms to flex the neck
- Place your shin under their neck and your calf compresses their head back

#### Step 4: Shoulder Massage

- Knees on quads and compress the shoulder region
- Overlap your ankle other their ankle and their other foot compresses your shoulder region while you lean into them, and finally compress both shoulders
- Cross one of your arms and place your hand on their shoulder and use your other hand to compress towards the floor
- Push their shoulder towards their feet and bilaterally flex their neck with your feet

#### Step 5: Back Massage

- Knees on quads, compress the hip region and cup it (No pressure on the hip bone)
- Externally rotate the hips and compress the adductors

- Their glutes and low back are resting on your quads while you stretch the hams (Knees slightly flexed)
- Their glutes and low back are resting on your quads while you stretch the hams
- Their glutes and low back are resting on your quads while you dorsiflexion their ankles (Knees bent)
- Have their hip externally rotated (That foot under their hams) and compress their shoulder and adductors
- Compress their quads with your knee and flex their other knee with pressure on their shin (Not on the ball)
- Flex one of their knees and rotate out, then compress rotated knee with your hand on their quad, and finally abduct the other leg with your foot
- Flex one of their knees and rotate out, then compress rotated knee with your hand on their quad, and finally abduct the other leg with your foot and place your other hand on their shoulder region
- Abduct one leg and support with your hand and externally rotate their other leg, and finally compress their calf on your quads
- Flex both of their knees and rotate out, then compress both of their quads (Perform a push-up for more pressure)
- Flex both of their knees and rotate out, then compress both of their hams and calves
- Flex both of their knees and rotate out, then compress both of their quads with your knees and compress their shoulder region with your hands
- Flex both of their knees and rotate out, then compress both of their quads with your knees and cross their arms while you pull them towards you
- Flex their knee and compress their abductors and medial side of their knee at the same time
- Compress their calf on your quads while you compress their hip region (Not on the hip bone)
- Externally rotate both hips and compress one of their adductors
- Externally rotate both hips and compress one of their adductors; your hands are compressing their shoulder region
- Place your feet under their low back and compress their shoulder region
- Place one over their legs over their quads and compress their medial knee and opposite hip (No pressure on hip bone)

#### Step 6: Leg Massage

- Overlap feet and compress
- Compress both feet (Plantar flexion)
- Hold foot and extend toes
- Hold foot and flex toes
- Place your fingers between their toes and stretch. Twist foot in opposite directions



Fig 5.2.4 (b) Leg Massage

- Compress shin region, cup heel and use your body weight to dorsiflex the ankle
- Compress quad region, cup heel and use your body weight to dorsiflex the ankle
- Compress the shin region (No pressure on the bial)
- Compress the quads
- Externally rotate both hips and compress the adductors \*Only abduct the legs and compress the quads
- Use your feet to adduct the legs and compress the quads
- Compress the quad and use your knee to compress their calf region. Overlap your foot over their ankle and stretch the hamstrings



*Fig 5.2.4 (c) Leg Massage*

- Compress their quads with your knee and compress their quads while you stretch their hams
- Hold onto their ankle and traction
- Hold onto their ankle and traction while you are rotating the leg in different positions
- Make sure legs are straight and dorsiflex the calves
- Overlap both legs and traction
- Have the client cross both legs (Have them sit on your feet) and have them cross their arms and you pull towards you
- Have the client straighten both legs (Have them sit on your feet) and have them cross their arms and you pull towards you
- Have the client straighten both legs (Have them sit on your feet) and you pull one arm towards you
- Flex their knees and rest their feet on your knees
- Lean your body weight back and lift their knees
- Pull their legs at a 45 degree angle
- Use your toes to compress their upper ham and pull their ankle towards you
- Place your knee under their back of their knee and place your hands on their quads and pull towards you



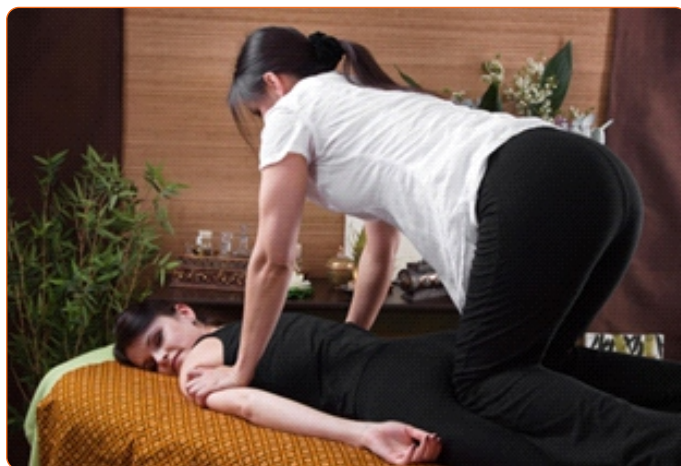
*Fig 5.2.4 (d) Leg Massage*

- Place your foot in between their legs and externally rotate one leg (Knee slightly bent) and use your one forearm to compress both of your calves together
- Place one leg over their other leg and compress on their shoulder and lateral side of their knee
- Overlap both of their ankles and compress both of the hams while you plantar flex their ankles
- Cross your legs and perform the same technique
- Flex their torso region and compress their calf region with your knees while performing traction on their arms

## **POSITION 2: PRONE POSITION**

### **Step 1: Hand Massage**

- Compress their arch region with your knuckles
- Use your knees to compress their glutes while you are compressing their bicep/tricep regions with your hands



*Fig 5.2.5 (e) Hand Massage*



- Use your knees to compress their glutes while you are compressing their palms with your knuckles
- Use your knees to compress their glutes while you are compressing the sides of their spine with the ulna side of your hand
- Sit on their glutes, and then have them interlock their hands behind their head and lie under their triceps
- Have them place their ankles up, then sit on their feet and interlock wrists and traction arms
- Externally rotate their hips and place your feet in between them, then interlock wrists and traction arms
- One hand behind their head and compress their upper back while you are compressing the elbow region
- Have them interlock their hands behind their head and place your hands on their upper back and then lie up
- Interlock wrists and traction arms
- Bring their arms back (Compress them together) and lie their arms toward their head while compressing their low back region

### Step 2: Neck Massage

- Use your knees to compress their glutes while you are extending the neck

### Step 3: Shoulder Massage

- Use your knees to compress their glutes while compressing their shoulder region with your hands
- Compress the lower back and compress the shoulder
- Sit on their glutes and then lie under their shoulder region

### Step 4: Back Massage

- Raise ankles up, and then compress low back (Not on spine) and dorsiflex ankles with your forearms
- Cross their leg over (Compress their ankle into their hams/calf region) and compress the lower back (Not the spine), and finally bring their foot straight up (Your hand under their knee)
- Externally rotate their hips and compress their abductors with your knees, while you are compressing their low back region
- Externally rotate their hips and compress their abductors with your knees, while you are compressing their upper back region
- Externally rotate their hips and compress their abductors with your knees, then interlock wrists and traction arms
- Externally rotate their hips and compress their hams/adductors with your shins, then interlock wrists and traction arms
- Get your balance and compress hams with your feet (Support your body weight)
- Get your balance and compress glutes with your feet (Support your body weight)
- Get your balance and compress hams with one foot and the other foot over the lower spine (Your arch is over the spine) (Support your body weight)
- Abduct the legs with your shins and compress their glutes

- Compress your knees in their glutes/hams and interlock wrists and tracon arms
- Compress your knees in their glutes/hams and reach under shoulder and pull towards you
- Wrap your arm over their upper chest region (Not on their neck) and li up while c ompressing glute/low back region
- Compress low back (Your arch is over their spine) and tracon arms

### Step 5: Leg Massage

- Use your knees to compress their arch region while compressing their calf regions with your hands
- Use your knees to compress their arch region while compressing their hams with your hands
- Use your knees to compress their calf regions while compressing their hams with your hands
- Use your knees to compress their hams while compressing their glutes with your hands
- Compress their medial side of their calves, while internally rotang the legs
- Compress their medial side of their hams, while internally rotang the legs
- Use your knees to compress their glutes while you are compressing their flexor regions with your hands
- Flex both of their knees and plantar flex their ankles
- Flex both of their knees, with your arm on their hams/calves and plantar flex their ankles
- Compress glute and compress shin region (Not the bia) on y our quads
- Compress their glute region and li the legs up
- Compress the glute region with your knee and li the ankle up tr acon both legs t owards you
- Tracon both legs up
- Place your foot over their sacrum region and tracon both legs t owards you
- Abduct both legs and have their adductors rest on your knees
- Abduct both legs and have their adductors rest on your knees and then tracon both arms towards you
- Abduct both legs and have their adductors rest on your knees and then tracon both arms (Crossed) towards you
- Sit on glutes and li up legs
- Bring legs towards you while compressing their side
- Compress their feet on your hips
- Compress on their medial side of their lower leg
- Compress their hams with your foot and tracon their other leg

### POSITION 3: SITTING POSITION

#### Step 1: Hand Massage

- Flex their elbow and raise it up, then place their hand on their upper back region and pull their elbow towards you
- Compress their bicep/triceps region into your quads
- Hold elbow region and tracon arms up
- Bring elbows together and li arms up while y ou compress their back
- Compress bicep region and pull them back onto you
- Have them interlock their hands behind their head and go under their arms and hold their hands while bringing their elbows toward you

- Have the minter lock their hands behind their head and go under their arms and hold their hands while bringing their elbows toward you
- Bring elbows together and li arms up while y ou compress their back



Fig 5.2.5 (f) Hand Massage

#### Step 2: Neck Massage

- Tracon their arm towards you and bilaterally flex their neck
- Tracon their arm towards you and rotate/flex their neck.

#### Step 3: Shoulder Massage

- Use your forearms to compress their shoulder and side of their head
- Use your forearms to compress their shoulders
- Compress their shoulder and push the other shoulder (Twisng their torso)

#### Step 4: Back Massage

- Tracon arm and push upper back (Twisng their torso)

#### Step 5: Leg Massage

- Compress your knee on either side of the spine and bring arms tow
- Compress your knee oneithersideofthespineandplacetheirpalmsonyourkneeandpullelbows towardsyou
- Have them cross one leg over the other leg (Ankle resng on their quad) and compress their upper back
- Have them cross their legs and support their neck while you push their abductors
- Have them cross their legs and tracon opposite arm while their other hand is resng on their head and then push the biceps region
- Have one leg straight and the other one externally rotated (Knees lightly bent) and compress their upper back
- Externally rotate both legs (Knee slightly bent) and compress their upper back
- Their legs are straight and compress their upper back
- Place your feet under their glutes and tracon their arms back (Try to li them up with your toes)
- Compress the sides of their spine with your feet and tracon their arm
- Walk the back with your feet

## 5.2.5 Foot Ritual

### Introduction



Fig 5.2.5 (a) Foot Ritual

The ritual starts with a refreshing sea salt foot soak using an essential oil. Feet are then exfoliated with a sugar scrub before relaxing massage is carried out to your feet and lower legs. The massage uses an essential oil blend made especially for the client as discussed in consultation and incorporates various reflexology points according to the needs. Finally, feet are refreshed with a calming fragrant mist and moisturised with sumptuous body butter or a moisturiser.

### Benefits of Foot Ritual:

- Improves circulation
- Removes dead skin cells
- Enhance the condition of the skin
- Ease aches and pains
- Promote feelings of deep relaxation
- Calm the mind, body and spirit

### Procedure

#### Step 1: Preparation



Fig 5.2.5 (b) Foot Ritual

- Make the client comfortable by arranging a proper sitting arrangement
- Cover the resting area with a towel and rest their feet on it



*Fig 5.2.5 (c) Foot Ritual*

- Add foaming gel to the warm water in the tub
- Allow the feet to soak in a tub for about 10-15 minutes



*Fig 5.2.5 (d) Foot Ritual*

- Rub the feet gently with a brush after soaking to remove dirt
- Scrub the feet with a scrubber to remove dead cells
- Dry the feet with towel and allow the client to relax



Fig 5.2.5 (e) Foot Ritual

### Step 2: Foot massage

- Use various essential oils and foot creams for foot massage



Fig 5.2.5 (f) Foot Ritual

- Warm the oil for a relaxing massage
- Hold the bottom of the foot with both your hands and begin rubbing the top of the foot, slowly working down to the sole of the foot.



Fig 5.2.5 (g) Foot Ritual

- Apply more pressure towards the sole.
- Reverse directions and rub the foot moving slowly towards the top, reducing the pressure.



*Fig 5.2.5 (h) Foot Ritual*

- Use your thumbs for making small circles with medium to heavy pressure around the heel and the ball of the foot.
- Use your thumbs to push up and down on the heel in an antiparallel direction.
- Rub both your hands gently in a circular motion around the bone on either side of the foot, and your fingers over the top of the bone.



*Fig 5.2.5 (i) Foot Ritual*

- Make a fist, and use the top of your fingers to apply pressure to the arch.



*Fig 5.2.5 (j) Foot Ritual*

- Roll your hand back and forth to knead the skin gently.
- Slide your index finger in the gap between each toe.
- Gently slide all five fingers between each of the toes simultaneously, while rubbing a small amount of massage oil or cream between each one.

### **Step 3: Special Massage Techniques**

- Hold the foot in both hands and give ten short, strong pulls on one side and then the other.



*Fig 5.2.5 (k) Foot Ritual*

- Hold the side of the foot with both thumbs placed on the inside center of the arch.





*Fig 5.2.5 (l) Foot Ritual*

- Use one hand to gently squeeze and pull the foot.



*Fig 5.2.5 (m) Foot Ritual*

- Push the muscles starting at the achilles tendon to lift the muscles of the foot, and helping to work out impurities.



*Fig 5.2.5 (n) Foot Ritual*

- Slowly work your way up to the lower calf using this technique for further relaxation.
- Straighten their leg vertically, and use your forearm to apply pressure downward into the foot.
- Massage towards the knee, applying light pressure at first and slowly adding more.
- Hold the foot up, and use one hand to rotate the foot around the ankle in clockwise and anti-clockwise directions.



Fig 5.2.5 (o) Foot Ritual

- Add required quantity of Epsom salts and spa oil in the foot massager's base. Leave feet for 20 minutes to get it rejuvenated.

## 5.2.6 Lymphatic Drainage Massage

### Introduction

It uses gentle and repetitive strokes to facilitate the flow through lymphatic system. As it helps in drawing out the toxins and wastes through the body, it is also referred to as 'detox massage'.

Lymphatic system is a part of body's immune system and thus, responsible for protecting us from infections and diseases by eliminating unwanted materials like wastes and toxins from the body. It is accomplished by passing of lymph fluid through lymphatic vessels and lymph nodes containing white blood cells.

### Benefits of Lymphatic Drainage Massage

- Improved immune system and increased production of antibodies
- Helps in healing after surgery and regenerating tissues
- Promotes clean and healthy pores
- Reduces swelling, puffiness and blotches
- Helps to reduce cellulite
- Reduces pain and stress leading to relaxation

## Different Approaches

### 1. Vodder

Different kinds of hand movements are used on the body depending on the part being treated. It also includes treatment of fibrosis.

### 2. Foldi

Based on the Vodder technique, this method lays emphasis on thrust and relaxation. It helps in management of edema through 'encircling strokes'.

### 3. Casley-Smith

This method involves use of small and gentle effleurage movements with the side of the hand.

### 4. Leduc

It involves use of special 'call up' (or encircling) and 'reabsorption' movements which reflect how lymph is absorbed first in the initial lymphatics and then into larger lymphatics.

## Procedure

### Step 1: Preparation

- It usually takes place in warm room as warmth is an important factor in increasing the lymphatic flow. Check the temperature and cover the client with towels.

### Step 2: Principles

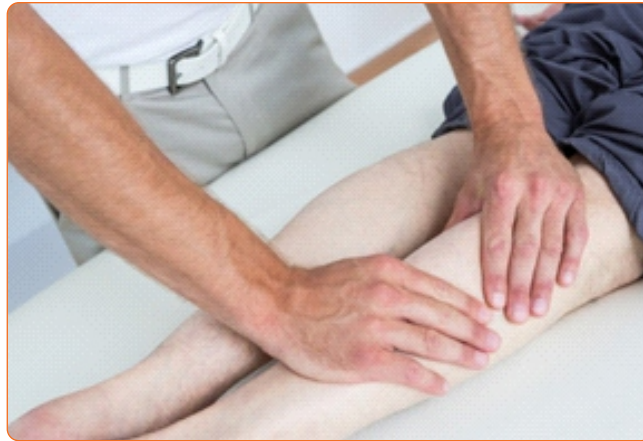
- The skin is stretched in specific directions using hand movements to promote variations in interstitial pressure without the use of oils.
- Slow repetitive movements are used which incorporate a resting phase allowing skin to return to its normal position.



Fig 5.2.6 (a) Lymphatic Drainage Massage

- The pressure is varied as per the underlying tissue with the aim to promote lymphatic drainage.
- Areas of fibrosis are treated using deeper and firmer movements in combination with Compression therapy.
- The lymphatic drainage starts centrally and proximally with treatments usually starting around the neck.

- Functional and healthy lymph nodes are treated first, followed by proximal and contralateral areas and then ipsilateral and lymphoedematous areas.
- There is emphasis on treatment of anterior and posterior trunk in the early phases before the swollen limb is treated.
- Breathing techniques used are combined with pressure by the therapist's hands which promote drainage of deep abdominal lymph nodes.
- Limb mobilization and relaxation techniques are often combined with lymphatic drainage.



*Fig 5.2.6 (b) Lymphatic Drainage Massage*

**Step 3:** It can leave the client exhausted and thirsty. Offer them water after the massage.

## 5.2.7 Neuromuscular Technique Massage

### Introduction

It is applied in various pressures by the therapist, using a combination of effleurage or gliding, petrissage or grasping, friction, muscle energy and strain/counter-strain massage techniques that focuses on relieving pain and dysfunction originating from specific areas in the soft tissues. Neuromuscular therapy is also called trigger point myotherapy.

### Benefits of Neuromuscular Technique Massage

- Helps in soft tissue problems such as weakness, pain and diminished flexibility
- Relieves headaches, back or joint pain, cramps
- Improvement in condition of people suffering with motor control problems

### Procedure

**Step 1:** Usually started at the back, find muscle spasms and then concentrate the hands-on treatment to the affected area, apply continuous pressure for 30 seconds, use fingers, knuckles and elbows for this.



*Fig 5.2.7 (a) Neuromuscular Technique Massage*

**Step 2:** The client might experience some discomfort and pain which is normal. Add more pressure so that the spasm melts away.

**Step 3:** Check with the client during the massage if the stroke pressure is too light, too hard or comfortable. Adjust the pressure according to the client.

**Note:** The massage therapist should be sufficiently trained in the provision of neuromuscular massage. Improperly performed techniques may cause unreasonable discomfort for the recipient and can also, in some cases, lead to tissue damage.

## Unit 5.3: Spa Therapies

### Unit Objectives

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

1. Consult with client to plan spa therapies to be conducted as per client requirements
2. Prepare the client, work area and work materials as per spa procedure to be conducted
3. Perform the spa therapies- Aromatherapy, Reflexology, Stone therapy

### 5.3.1 Aromatherapy

Aromatherapy means "treatment using scents". It is a holistic treatment that uses pleasant smelling botanical oils that are added to the bath or massaged into the skin, inhaled directly or diffused to scent an entire room. Types of oils used include rose, lemon, lavender, peppermint, etc.

Aromatherapy is used for the relief of pain, care for the skin, alleviate tension and fatigue, promote relaxation and invigorate the entire body. The essential oils are aromatic essences extracted from plants, flowers, trees, fruits, bark, grasses and seeds with diverse therapeutic, psychological, and physiological properties, which improve and prevent illness. Essential oils when inhaled, work on the brain and nervous system through stimulation of the olfactory nerves.

Aromatherapy that works on the mind and body simultaneously is the most effective.

Aromatherapy is the use of essential oils for their scent and therapeutic effect. Many people think solely of essential oils when they think of aromatherapy oils. But aromatherapy oils (or aromatherapy oils) can include all the different types of oils that help in the practice of aromatherapy. Here are some of the oils that can be used in aromatherapy.

#### Essential Oils



Fig 5.3.1 (a) Essential Oils

Essential oils are the most commonly used aromatherapy oils. Essential oils are extracted from plants by steam distillation. The essential oil has a scent that has a therapeutic effect. Different essential oils have different effects. Not all essential oils are safe for use in aromatherapy. Some unsafe aromatherapy oils include bitter almond, mugwort, mustard, arnica, onion, pennyroyal, rue, garlic, horseradish and wormwood.

**Procedure:**

**Step 1: Room Preparation**

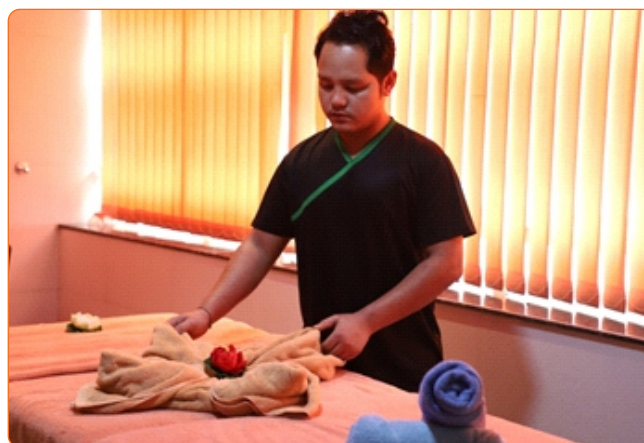


Fig 5.3.1 (b) Room Preparation

- Keep the room very tidy and clean.
- Keep the oils ready.



*Fig 5.3.1 (c) Room Preparation*

- Make sure all the hot aromac t owels are also made in advance.

**Product to be used:**

Recommended oil

**Step 2: Pre Procedure**

- Greet your client
- Ensure he/she fills informaon form
- Review client history
- Conduct pre consultaon
- Show your client, the treatment room

**Step 3: Foot Wash**

- Add warm water and liquid soap in a tub
- Put the feet in the tub for about 10-15 minutes





*Fig 5.3.1 (d) Foot Wash*

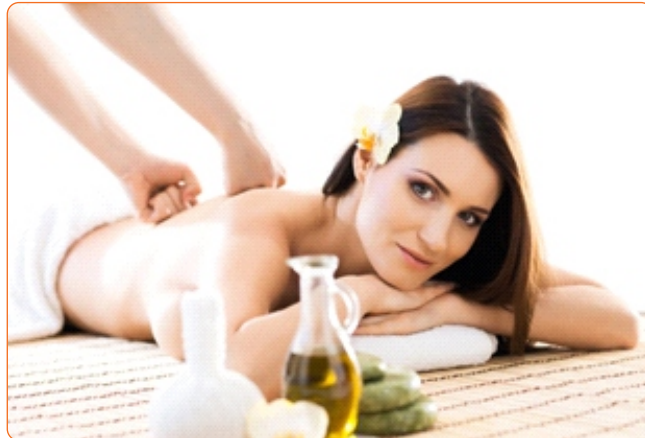
- Use a brush to clean the dirt off the feet
- Wash the feet in warm water and rinse with a towel
- Apply foot scrub on the feet and scrub it
- Wash the cream and dirt with warm water
- Wipe the feet with a towel
- Use a pumice stone or scrubber to remove the dead cells
- Rinse with water and dry the feet
- Apply cream, and massage to moisturise the feet



*Fig 5.3.1 (e) Apply Cream*

#### **Step 4: Back Massage**

- The back is covered with towels
- Connect to the client
- Diagonal stretch
- Longitudinal stretch
- Side stretch
- Application of oil with palms



*Fig 5.3.1 (f) Application of Oil*

- Spread the oil with medial side of palms in side ways & diagonal directions
- Effleurage in Figure of 8, on back & effleurage on trapezius alternate
- Kneading on back
- Thumb rotation on hip region
- Knuckling on the hip region
- Rimming with alternate hands
- Make figure 8 on scapula
- Kneading on neck
- Knuckling on neck

- Thumb drain on back in 3 longitudinal lines
- Thousand hands or feathering on spine
- Fist drain on side of spine with alternate hands
- Pressure points
- Effleurage
- Thumb drain
- Thousand hand

#### Step 5: Back Leg Massage



*Fig 5.3.1 (g) Back Leg Massage*

- Full effleurage on leg three mes
- Rub the sole with palms & knuckle with fingers
- Pressure points on sole
- Rotaon on heel
- Thumb drain on calf
- Thumb rotaon on c alf
- Wringing on calf keeping some distance in both hands
- Picking up
- Thumb rotaon on back of knee
- V' stroke effleurage
- Thumb rotaon on thigh
- Wringing on thigh
- Knuckling on thigh
- Effleurage on whole back leg
- Fist drain on whole of back leg with alternate hand
- Thousand hand/ feathering on back leg ( start from sole to thigh)
- Catch hold of the leg at the sole end in both hands & effleurage towards the thigh end & finish the back of the leg Massage

**Step 6: Front Leg Massage**

*Fig 5.3.1 (h) Front Leg Massage*

- Full effleurage with oil applicaon
- Effleurage on sole with oil applicaon
- Thumb sliding & alternate thumb drainage on sole
- Pressure points on fingers
- Finger rotaon
- Full effleurage
- Kneading on calf
- Picking up on calf
- Palm rotaon on knee
- V' shape effleurage on thigh
- Feathering on medial side of thigh
- Wringing on thigh
- Feathering on medial side of thigh
- Feathering on full leg
- Repeat back leg massage & finish with giving pressure on pressure points on lateral thigh

**Step 7: Abdominal Massage**

- Effleurage with oil applicaon
- Kneading
- Picking up lateral abdominal region
- Alternate hand rolling
- Effleurage

**Step 8: Chest Massage**

- Effleurage 3 mes with oil applicaon
- Thumb kneading on collar bone
- Effleurage from head end

### Step 9: Hand Massage



*Fig 5.3.1 (i) Hand Massage*

- Intermingle your fingers with that of the clients & rub his/ her palm with yours
- Pressure points on palm
- Thumb rotation on back of palm
- Press in between the thumb & index finger with your finger
- Effleurage on full hand
- Thumb rotation on dorsal & ventral part of forearm, one after the other
- Full hand effleurage
- Wringing on biceps & triceps
- Effleurage
- Thumb rotation on anterior part of shoulder joint
- Feathering on hand, starting from fingers to shoulders
- Catch hold of the hand with yours & drain up to the shoulders & finish

### Step 10: Face Massage



*Fig 5.3.1 (j) Face Massage*

- Effleurage on face
- Pressure points on Face

**Step 11: Head Massage**

- Rubbing movement on the top

**Step 12: Post Procedure**

*Fig 5.3.1 (k) Post Preparation*

- After massage guide guest to steam room.
- Should explain him/her to take steam only for his threshold.
- After 5 or 10 Min guide guest to shower room
- Give fresh towel, shower foam, shampoo.
- If necessary offer blow dry.
- Give fresh juice/health drink along with comment card
- Ask him if he would like to book next appointment.
- Thank him / her for using the services of the spa. Wish him/her a nice day with a hope to see again.

### 5.3.2 Reflexology

The roots of Reflexology can be traced 5,000 years ago in many countries, including Persia, Tibet, India and China. The Chinese are known to have practiced a form of pressure therapy with a basis similar to that of Acupuncture. The first real advancement of Zone Therapy can, however, be attributed to an American physician and surgeon, Dr. William Fitzgerald. He found that by applying pressure to a certain area of the body and particularly of the hands he

was able to anaesthetise the ear and perform minor ear operations without anaesthetic.

**How Reflexology works and its effects:**

- It works through the autonomic nervous system
- It creates homeostasis and rebalances energy
- It stimulates and improves blood circulation and lymphatic drainage
- It relieves stress and tension
- It can help to control pain

**The Zone Theory**

Reflexology or zone therapy is based on the principle that each organ, part and muscles of the body is "reflected" on the sole and top of the feet and hands. The feet are like a mirror of the human body. To follow Dr. Fitzgerald's theory, imagine that the body can be divided into 10 vertical zones which run parallel from the top of the head to the end of the feet.



*Fig 5.3.2 (a) Reflexology*

**Remember:**

All the organs, glands and parts of the body have corresponding reflexes in the feet and hands.

Each organ is reflected in its own zone (or zones). For example, an organ in zone 2 & 3 in the body will be found in zone 2 & 3 on the feet, i.e. - the eyes, the kidneys.



*Fig 5.3.2 (b) Reflexology*

Energy flows within these zones and links the organs within the same zone, when you are treating an organ in one zone you are affecting all the other organs in the same zone. The right side of the body is reflected on the right foot, the left side of the body is reflected on the left foot.

### 5.3.3 Stone Therapy

#### Introduction

It is also a method for relieving soreness and tension in the muscles of the body. The heat from hot stones placed on the body penetrates deeply and provides therapeutic effects. The hot stone massage is connected to ancient Mayan practices, but it is in India that we find its true beginnings.

It is known to be dated back 5000 years in Ayurveda. The seven chakras or energy centers of the body are somewhat akin to acupuncture nodes. The stones are volcanic basalt and are heated around 45 to 55 degree Celsius.



*Fig 5.3.3 (a) Stone Therapy*



This massage may be performed in different ways. The stones may be placed on the body or may be placed on the table on which the client lies.

The stones may be placed:

- along the spine
- on the stomach
- on the chest
- on the face
- on the palms
- on the feet and toes

Massage therapists may hold heated stones as they massage the body using Swedish massage techniques such as:

- long strokes
- circular movements
- vibration
- tapping
- kneading

These both might be done simultaneously too.

### Benefits of Stone Therapy

- Helps relieve muscle tension and pain
- Reduces stress and anxiety
- Promotes sleep
- May help relieve symptoms of autoimmune diseases
- May help decrease cancer symptoms
- May boost immunity

### Procedure

Step 1: Place sanitised stones in the water heater. Set the temperature at 45 degree Celsius.



Fig 5.3.3 (b) Stone Therapy

Step 2: After the stones are hot enough, place eight of them on the massage table using gloves. The stones should be placed such that they neatly align with the spine when the client lies down.

Step 3: Massage the face with a light coating of oil and place one small stone on each cheek, one under the lip and another on the forehead.

Step 4: Oil the arms and massage them using medium stones. After completing the arms, put a warm stone in the palm.

Step 5: Now, remove the palm stones and face stones and ask the client to turn over. While the client turns over, remove the spinal stones too. Massage the back with long strokes using a hot stone. Place a hot stone on each shoulder, one on each scapular area, one on the sacrum or lower back and one in each palm.



*Fig 5.3.3 (c) Stones at back*

Step 6: After finishing the back, uncover the legs and place massage stones just under the buttocks, on the back of the knees and on the calves.

Step 7: Massage the neck and shoulders and finally the scalp.

Step 8: Now all the stones are removed. Go over the back and leg area with a nerve stroke using just the tips of the fingers.

Alternately, a simpler version of massage can be performed as follows:

Step 1: Ask the client to lie down on their front. Warm up the body using Swedish massage and then massage by holding the stones.

Step 2: Place the heated stones in specific points along the spine, in the palms, on the belly, between the toes, on the calf muscles, etc., to improve the energy flow in the body.

Step 2: After the stones are hot enough, place eight of them on the massage table using gloves. The stones should be placed such that they neatly align with the spine when the client lies down.

Step 3: Massage the face with a light coating of oil and place one small stone on each cheek, one under the lip and another on the forehead.

Step 4: Oil the arms and massage them using medium stones. After completing the arms, put a warm stone in the palm.

Step 5: Now, remove the palm stones and face stones and ask the client to turn over. While the client turns over, remove the spinal stones too. Massage the back with long strokes using a hot stone. Place a hot stone on each shoulder, one on each scapular area, one on the sacrum or lower back and one in each palm.



*Fig 5.3.3 (d) Stones at back*

Step 6: After finishing the back, uncover the legs and place massage stones just under the buttocks, on the back of the knees and on the calves.

Step 7: Massage the neck and shoulders and finally the scalp.

Step 8: Now all the stones are removed. Go over the back and leg area with a nerve stroke using just the tips of the fingers.

Alternately, a simpler version of massage can be performed as follows:

Step 1: Ask the client to lie down on their front. Warm up the body using Swedish massage and then massage by holding the stones.

Step 2: Place the heated stones in specific points along the spine, in the palms, on the belly, between the toes, on the calf muscles, etc., to improve the energy flow in the body.



*Fig 5.3.3 (d) Stones at back*

- Step 2: After the stones are hot enough, place eight of them on the massage table using gloves. The stones should be placed such that they neatly align with the spine when the client lies down.
- Step 3: Massage the face with a light coating of oil and place one small stone on each cheek, one under the lip and another on the forehead.
- Step 4: Oil the arms and massage them using medium stones. After completing the arms, put a warm stone in the palm.
- Step 5: Now, remove the palm stones and face stones and ask the client to turn over. While the client turns over, remove the spinal stones too. Massage the back with long strokes using a hot stone. Place a hot stone on each shoulder, one on each scapular area, one on the sacrum or lower back and one in each palm.

## Summary



1. Massage is the manipulation of the muscles and other soft tissues like fascia (connective tissue) using the hands and other tools to release tension and alleviate pain and correct imbalances in the body.
2. Effleurage is the main technique used for spreading oil when done on the limbs. It is mainly used to make the client accustomed to touch.
3. Petrissage helps a client to relax while promoting the blood circulation and allowing the oils to penetrate.
4. Friction involves fast rubbing technique while applying a gentle plucking action.
5. Tapotement is a rhythmic percussion, usually done with the edge of the hand, a cupped hand or the pads of the fingers.
6. Vibration massage technique is a fine, gentle, trembling movement performed with hands or fingers.
7. Indian head massage focuses on head, neck and shoulder muscles.
8. Swedish Massage takes into use the basic techniques of effleurage, petrissage, friction, tapotement, vibration to break the knots in muscles that are called adhesions.
9. Lomi Lomi massage finds its idea from principles embedded in the Hawaiian philosophy called Huna.
10. Foot ritual starts with a refreshing sea salt foot soak using an essential oil. Feet are then exfoliated with a sugar scrub before relaxing massage is carried out to your feet and lower legs.
11. Lymphatic Drainage Massage uses gentle and repetitive strokes to facilitate the flow through lymphatic system. As it helps in drawing out the toxins and wastes through the body, it is also referred to as 'detox massage'.
12. Neuromuscular therapy is also called trigger point myotherapy.
13. Aromatherapy means "treatment using scents".
14. Essential oils are the most commonly used aromatherapy oils. Essential oils are extracted from plants by steam distillation. The essential oil has a scent that has a therapeutic effect.
15. Reflexology or zone therapy is based on the principle that each organ, part and muscles of the body is "reflected" on the sole and top of the feet and hands.
16. Stone Therapy is also a method for relieving soreness and tension in the muscles of the body. The heat from hot stones placed on the body penetrates deeply and provide therapeutic effects.

## Exercise



### 1. Fill in the blanks:

- a. There are two primary realms of massage: \_\_\_\_\_ and relaxaon
- b. Massage of the abdomen, legs, and feet should not be given during the first \_\_\_\_\_ months of pregnancy
- c. \_\_\_\_\_ technique uses gliding movements that affects the skin and superficial muscles.
- d. \_\_\_\_\_ translates to 'rub rub' in Hawaiian.
- e. \_\_\_\_\_ massage focuses on the three higher "chakras".
- f. \_\_\_\_\_ developed Thai massage, as well as related herbal pracces.
- g. \_\_\_\_\_ method involves use of small and gentle effleurage movements with the side of the hand.
- h. Areas of fibrosis are treated using deeper and firmer movements in combinaon with \_\_\_\_\_ therapy.
- i. Essenal oils when inhaled, work on the brain and nervous system through smula on of the \_\_\_\_\_ nerves.
- j. Some popular aromac oils include tea tree, \_\_\_\_\_ oil.

### 2. What are the benefits of massage?

---



---



---



---



---

### 3. List various massage and other therapies.

---



---



---



---



---

### 4. How do you give neck massage while performing Indian Head Massage?

---



---



---



---



---



## 6. Perform Spa Therapy Procedures

Unit 6.1 – Perform Spa Therapy Proceduresa



## Key Learning Outcomes

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

1. Seek feedback from clients and record the same as per organisational procedures
2. Offer aftercare and home care advice
3. Share future procedures and appointments with clients as per plan and provide a copy of the schedule
4. Record the therapy accurately and store information securely and properly
5. Clear up the work area after the therapy and dispose of waste



## Unit 6.1 : Perform Spa Therapy Procedures

### Unit Objectives

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

1. Seek feedback from clients and record the same as per organisational procedures
2. Offer aftercare and home care advice
3. Share future procedures and appointments with clients as per plan and provide a copy of the schedule
4. Record the therapy accurately and store information securely and properly
5. Clear up the work area after the therapy and dispose off waste

### 6.1.1 Introduction

After the spa service is over, the therapist needs to conclude the process properly by providing after care and home care advice to the client so that the client makes the most of the spa services. The client is given a feedback form to fill. It is followed by clearing up the treatment room and making it ready for next guest. The treatment given to the client is recorded accurately for future services and scheduled appointments are noted. Any accident, contraindication, contraactions are also recorded.

### 6.1.2 Concluding the Process

**Cleaning up the client:**

Most of the spa services conclude at steam or sauna or simply shower to clean up. The therapist then applies a moisturiser to hydrate the skin of the client and to retain the benefits of the treatment. The shower may be given by a therapist using the vichy showers present at the treatment table itself. Alternately, the therapist may leave the room for a while for the client to get the shower and dress up.



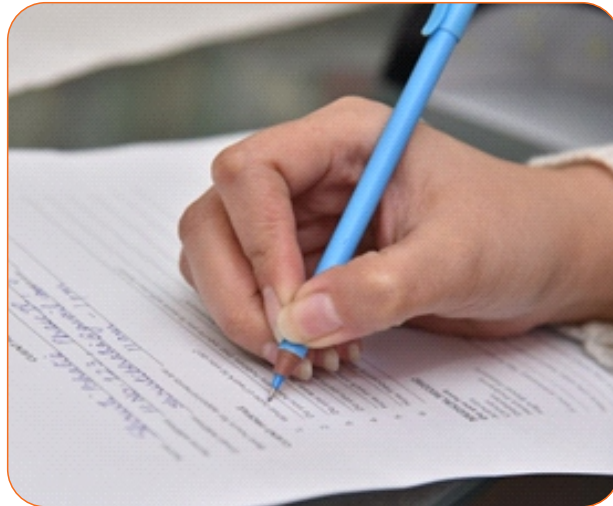
*Fig 6.1 Cleaning up the client*

**Copy of next schedule:**

Share future procedures and appointments with client as per plan and provide them with a copy of the schedule as per organisational policies.

**Feedback form:**

Give the client feedback form and politely ask them to fill it up and help in improving the services.



*Fig 6.2 Client filling up the feedback form*

### 6.1.3 After care Advice

Spa therapies have wonderful benefits which show up slowly after the procedure. To let these show up freely and fully, the client has to follow some points which are given below:

**1. Stay away from alcohol and cigarettes**

Most spa treatments eliminate toxins by releasing them into the blood stream, from where they are gradually pushed out of the body, usually over 24 hours. Drinking alcohol and smoking can dehydrate the body and further increase toxicity, so ask the client to avoid these for at least a full day.



*Fig 6.3 Stay away from alcohol and cigarette*

**2. Drink more water**



*Fig 6.4 Drink plenty of water*

In order to flush away these toxins from the body and to re-hydrate it, advise to drink lots of fluids – namely water and green tea – for 24 hours post-treatment.

### 3. Eat light



*Fig 6.5 Eat light food*

Avoid having a heavy meal for a few hours after the treatment as the digestive system needs all its power to eliminate toxins. For optimum results, having a meal made with garlic, which lowers blood pressure, boosts circulation, reduces fat and flushes toxins from the body is very beneficial.

### 4. Eat lots of fruits



*Fig 6.6 Eat lots of fruits*

Opt for a platter of fresh fruits which are full with vitamins, enzymes and water, these are the best option for maintaining the health effects of any spa treatment.

## 5. Take rest



*Fig 6.7 Take complete rest*

As already told above, massage reveals its optimal benefits over a few hours, so enough rest is important to fully absorb the results of any spa session. By doing anything stressful, the client might lose the effects of the treatment. Plus, any strenuous, rigorous or exciting activities which cause sweating will cause dehydration, leading to extreme fatigue. Instead, indulging in some quiet, relaxing pursuits like getting lost in a book or zoning away to music for 24 hours after the spa visit is a good idea.

## 6. Resist the shower

Although it may sound opposite, after any treatments that use essential oils, creams or botanicals, refraining from rinsing off will allow the skin to soak up the minerals and antioxidants completely. The therapist can offer a gentle wet towel wipe to the client if they want to have it.

## 7. Take the steam and sauna



*Fig 6.8 Take the steam or sauna*

Make sure to advise the client to go into the sauna or steam room directly after the treatment to help detoxification and continued relaxation.

#### 8. Go light on home products

This is especially true in case of a peel or scrub service: adding on potent at-home products after these is a sure-fire recipe for redness. So, give the skin a two or three day break after a treatment.

#### 9. Stay out of the sun



*Fig 6.9 Protect the skin from sun*

After a massage, peel or scrub, the skin is vulnerable and very delicate that can easily burn in the sun. It is better to stay in the shade and avoid the skin damage.

#### 10. Sleep on a soft sheet



*Fig 6.10 Sleep on silk or satin sheet*

The skin is super-soft after a spa visit. However, this also makes it prone to allergies, dust and harsh fabrics that can easily cause rashes and other irritations. To avoid this, sleep on a soft sheet – preferably silk or satin that won't irritate the skin. And, yes, stay away from rough towels as well.

### 11. Skip the workout



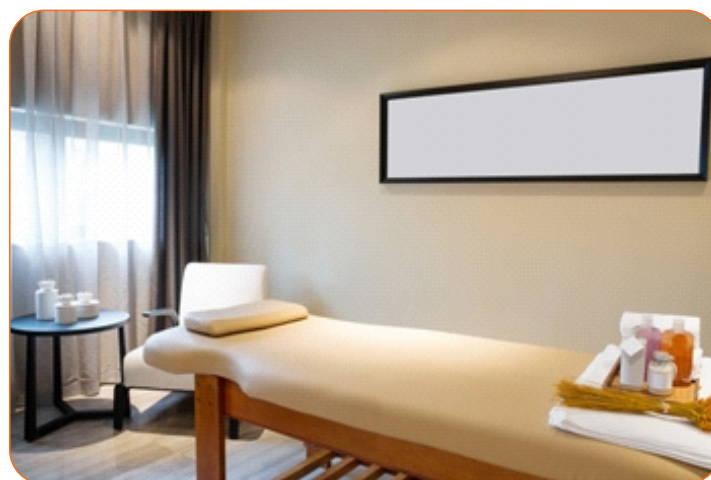
*Fig 6.11 Skip workout after spa treatment*

Unfortunately going to the gym after a spa treatment can cause more harm than good. After investing much time and money over spa services, the accumulated sweat built up from the workout can create clogged pores leading to skin problems. Overstressing the muscles is also not good.

### 12. Don't touch the face

For at least 72 hours, try to avoid the regular beauty products such as cleansers or moisturisers. For the meantime, stay far away from at-home chemical peels filled with Alpha-hydroxy acid and Vitamin A because they can cause severe redness.

## 6.1.4 Clearing up



*Fig 6.12 Leave the spa room clean and tidy*

After the client leaves the treatment room, it's the responsibility of the therapist to clean it up and clear the stuff. However, utmost care is needed to avoid any cross-contamination from the used tools and materials. Follow the guidelines given below:

1. It is recommended that the staff wear PPE, especially gloves when cleaning and disinfecting.
2. All metal and nail tools should be washed with warm soapy water, any visible residue to be cleaned with a cotton swab, rinsed, disinfected with an approved disinfectant, rinsed and placed in the autoclave for sterilisation.
3. Package and seal the sterilised tools for the next guest's treatment use.
4. Rubber and plastic bowls and other implements that are used in the preparation of a treatment can be washed with warm soapy water and air dried. If the implements are non-porous; such as stones used in hot stone massage therapy, wash with warm soapy water, then an approved disinfectant wipe can be used, allow proper contact time, rinse and air dry.
5. After each guest apply a disinfectant to a dry task bar towel. Wipe the top and sides of a face rest thoroughly and allow it to air-dry.
6. Throw the single use/disposable sheets spread on the massage table or bed as per organisation's standards.
7. Dispose all the used tissues or wipes in the waste bin.
8. Spread a fresh disposable sheet over the bed for the next client. Keep washed and clean towels in the spa room.

### 6.1.5 Documentation



*Fig 6.13 Record keeping of a client*

It is an important step as any time a notable incident can occur which can result in a demand for money against the spa. Most commonly, this is a slip-and-fall claim, but many types of minor and injurious incidents can eventually lead to claims. So, it is necessary to note these under the name of incident reports. Incident reports



should be ready-made and readily available, and they should ask for the following information:

- Name(s) of affected individual(s)
- Date of incident
- A detailed description of the incident
- Names of witnesses

It is also important for the staff member to note any unusual conditions (or lack thereof) that may have contributed to an accident, such as wet floors, damaged equipment or poor lighting. If spa staff members accurately document the incident while the details are still fresh, it can help to defend against claims made by customers who will probably provide testimony based on somewhat fuzzy recollections given weeks or months after the incident occurred.

An important aspect of good documentation is maintaining up-to-date records on past employees, regardless of the circumstances of their leaving. This is because, even after an employee has moved on, a client who received treatment from him or her may sue the spa.

While not an everyday occurrence, phony claims can cost the spa, in terms of money and reputation. People who claim to have received services but have, in fact, never been clients, sometimes take legal action against spas and claim they were injured during treatment. So, it is important to keep a record of walk-in clients too.

The best practices in the process of documentation are:



*Fig 6.14 Store the records properly*

- Allow and encourage all staff to fill out an incident report when a manager is not immediately available.
- Burns and scarring due to facial peels should be noted.
- Document all customers, whether they are walk-in or by appointment.
- Document date of service, name, contact information, services performed and any obvious signs of pre-existing injuries such as infections, casts, etc.
- Make a note of fungal infections underneath acrylic nails and infections due to manicures or pedicures
- Muscle injuries and afflictions (back spasms, soreness, tenderness) due to massage therapy
- Carefully fill out incident reports whenever something occurs that may result in injury or demand, no matter how insignificant it may seem at the time.

## Summary



1. Give the client feedback form and politely ask them to fill it up and help in improving the services.
2. Drinking alcohol and smoking can dehydrate the body and further increase toxicity, so ask the client to avoid these for at least a full day.
3. Avoid having a heavy meal for a few hours after the treatment as the digestive system needs all its power to eliminate toxins.
4. Plus, any strenuous, rigorous or exciting activities which cause sweating will cause dehydration, leading to extreme fatigue.
5. After a massage, peel or scrub, the skin is vulnerable and very delicate that can easily burn in the sun. It is better to stay in the shade and avoid the skin damage.
6. Sleep on a soft sheet – preferably silk or satin that won't irritate the skin.
7. For at least 72 hours, try to avoid the regular beauty products such as cleansers or moisturisers.
8. It is recommended that the staff wear PPE, especially gloves when cleaning and disinfecting.
9. Dispose all the used tissues or wipes in the waste bin.
10. Documentation is an important step as any measurable incident can occur which can result in a demand for money against the spa.
11. Document all customers, whether they are walk-in or by appointment.
12. Carefully fill out incident reports whenever something occurs that may result in injury or demand, no matter how insignificant it may seem at the time.

## Exercise

1. Fill in the blanks:
  - a. In order to flush away the toxins from the body and to re-hydrate it, advise to drink lots of fluids – namely \_\_\_\_\_ and \_\_\_\_\_.
  - b. For optimum results, having a meal made with \_\_\_\_\_ is very beneficial.
  - c. The accumulated sweat built up from the workout can create \_\_\_\_\_ leading to skin problems.
  - d. Package and seal the \_\_\_\_\_ tools for the next guest's treatment use.
  - e. Document all customers, whether they are \_\_\_\_\_ or by appointment.

2. List any 5 points for providing after care advice to the client.

---

---

---

---

---

3. How will you clear up Rubber and plastic bowls?

---

---

---

---

---

4. What should be filled up in an incident report?

---

---

---

---

---





## 7. Maintain Workplace Health and Safety

Unit 7.1 – Maintain Workplace Health and Safety



## Key Learning Outcomes

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

1. Identify risks and threats in the workplace and respond appropriately
2. Maintain workplace safety by following safe work procedures
3. Respond to risks and threats as per proper procedure

## Unit 7.1: Maintain Workplace Health and Safety

### Unit Objectives

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

1. Identify risks and threats in the workplace and respond appropriately
2. Maintain workplace safety by following safe work procedures
3. Respond to risks and threats as per proper procedure

### 7.1.1 Introduction

Beauty and Spa Therapy is an exciting, fast-moving industry, but just as it presents one with some great opportunities, it also involves responsibilities. A Spa Therapist will be working with clients and using certain tools and products, and there are procedures that you must follow in order to ensure that your actions do not create any health and safety hazards and that you do not ignore hazards that present risks in your workplace.



*Fig 7.1 A well maintained spa room*

Health and safety responsibilities at work include making sure that your actions protect the health and safety of yourself and others, meet any legal responsibilities and follow workplace instructions.

In this unit you will learn about:

- Maintaining hygiene in the workplace
- Identifying the hazards and evaluating the risks in your workplace
- Health and safety laws
- Workplace policies

## 7.1.2 Spa Health and Safety

Role of Assistant Spa Therapist in maintaining spa's hygiene is of prime importance. As all the services in a spa concern customer's external body, it is important to be alert and careful about spreading of any infection. More than denning the image of the spa, it risks the health and safety of the people trusting the spa and its employees. Be careful about the following.

### Hands and Hygiene:



*Fig 7.2 Wash hands with an antibacterial soap before and after a treatment*

Hands touch many surfaces and items during a day, with each touch increases the risk of picking up germs and subsequent infections. If our hands are not washed on a regular basis, we are putting ourselves at a great risk. In salon the risk is greater as these infections can transfer to and from others through touch.



*Fig 7.3 Steps for proper Cleaning/Sanitising of hands*



## Work surfaces



*Fig 7.4 Clean and disinfect work surface*

It is important to keep work surfaces clean and all tools and equipment, disinfected to prevent the risk of cross-infection. It also makes the salon look attractive and hygienic.

Use professional products and not cheap products that can not only be ineffective but would serve no purpose. Hard surface disinfectant available in the market should be used to clean the surfaces. Alternatively, you could use a spray product for cleaning glasses and mirrors.

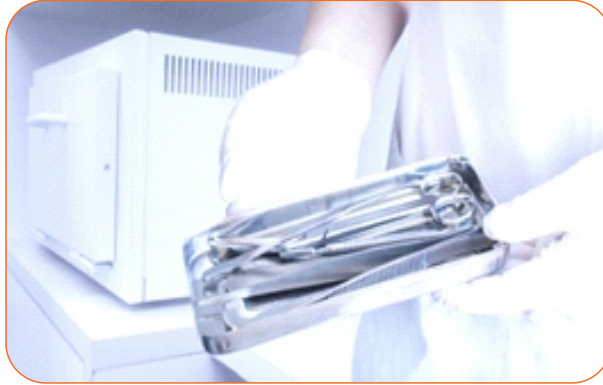
## Salon chairs & couches



*Fig 7.5 Clean chair and couches*

Most salon chairs and couches are made from PVC or vinyl, that are easy to clean. Any disinfectant containing alcohol (ethanol) if used for cleaning them is likely to react with the PVC or vinyl, making it brittle, which will eventually make it crack. Cracked surfaces are extremely difficult to disinfect properly, resulting in an area where germs can easily multiply. Thus, alcohol based disinfectants should be avoided. It is important therefore, to use the correct products for the appropriate surface. Chairs and couches should be cleaned on a regular basis. Whilst you may think the risk of cross infection is small, it is still there and good housekeeping can help eliminate the problem.

## Instruments & Tools

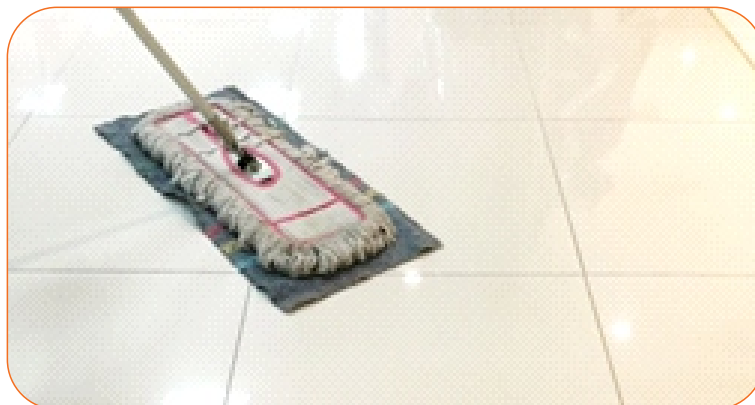


*Fig 7.6 Clean and disinfect tools and instruments*

Once used, all instruments and tools should be thoroughly sanitized or sterilized where required. These days, technically advanced products are used to do this quickly and easily. One should not skip this procedure for any reasons as it is likely to have serious consequences. Follow the manufacturer's instructions precisely. Instruments and tools are not cheap, so don't be tempted to use poor quality disinfectant solution. Ensure it contains rust inhibitors to protect your metal equipment.

Some instruments cannot be immersed in a disinfectant solution such as nail files. The debate continues as to whether files should be disinfected after each client's usage or whether each client should have a new file. The simple fact is this: If the file has not come into contact with any bodily fluids, then sanitizing is adequate - use a good quality broad spectrum disinfectant spray. If the file has come into contact with any bodily fluids, then dispose it and use a new one.

## Floors



*Fig 7.7 Clean floors*

Floors should be kept clean as a matter of routine. If you have hard surface, use a good quality floor disinfectant. If you have clients walking bare foot on your floors, it would be preferable to mop the floor after treatment. Clean the floor immediately even if the smallest drop of wax has been dropped on it and after a haircut.

### 7.1.3 Identifying the hazards and evaluating the risks in your workplace

You must always make sure that your actions do not create a health and safety risk. In the workplace, many things can cause accidents, injury or illness if they are not recognised and made safe.

#### Risk assessment and control

Risk assessment and control are the responsibility of everyone and any health and safety risks you spot should be reported immediately. For your own safety, you cannot always act upon the risk, and in such cases you will have to inform a higher authority so that it can be dealt with.

It is crucial that you understand the terms 'hazard', 'risk' and 'control'.

- A hazard is something with the potential to cause harm; something that could cause an accident or injury.
- A risk is the likelihood that the hazard will actually cause harm; the threat of something dangerous happening because of the hazard.
- Control refers to the measures that you put into place to remove risks or to reduce them to acceptable levels.

Almost anything may be a hazard, but may or may not become a risk. Some hazards could be thought of as 'accidents waiting to happen', as they pose such a high risk. Other hazards are less of a risk, but need to be identified and controlled nevertheless.

For example, in a salon, many deliveries are made. If some boxes of products were delivered and set down on the floor beside reception, these boxes would be a hazard. The risk would be the chance that someone could trip over the boxes and hurt themselves. The risk would be high if the boxes were in the middle of the floor, directly in the path of the staff and clients in the salon, but the risk could be controlled by moving the boxes to a place where they are less likely to be in the way of people who are moving about in the salon.

You need to be aware of the hazards that may exist in your workplace, and you will need to be able to spot hazards, identify the risks that they pose, and take steps to make sure that they do not cause a problem to you, your clients or other staff.



Fig 7.8 Hazards in a workplace

Hazard	Risk
Electrical leads trailing on the floor	Tripping over leads
A light bulb that has blown	Accidents because of poor light
Highly polished floors	Slipping
Badly fitting carpet	Tripping up
Trolleys and desks overloaded with equipment and products	Furniture tipping over
Plugs that have loose or frayed leads	Possible electric shock or risk of fire
Rushing about too much, without concentrating	Bumping into people and causing an injury
Staff carrying tools in the pocket of her uniform	Cuts or wounds if someone bumps into her
Carrying too much at once	Can't see where you are going which results in an accident or a bad back
Breakages or spills that are not cleared up instantly	Cuts or slipping over
Unsterilised tools	Cross infection

## 7.1.4 Health and safety rules

### Hot and Cold Running Water

The spa must have a constant supply of hot and cold running water. For Spa Therapy service rooms should have a separate sink with hot and cold running water.

However, if a large treatment room has been separated into service bays by curtains, then a central sink will do. The water supply is used for sanitising hands and tools, cleaning the salon, and for parts of the treatment, for example, mask removal or shampooing hair.

### Therapist's Responsibilities at Work

Report to your supervisor immediately in case of the following:

- Blocked sinks, so that they don't overflow.
- Water that comes out of the tap in an unusual colour.
- Any leak, loose tap or cracked pipe.

### Don't:

- Leave taps running, especially the hot water tap as this is wasteful and very expensive for the salon.
- Flush mask products or other semi-solid products down the sink.

### Staff Areas

The employer has a duty to provide a space in which employees can rest and eat. A staff room or separate area is important because it is not acceptable to eat in the reception or client areas. Even drinks in the salon should be reserved for clients, in order to maintain a professional image.

The staff room should have an area for staff coats and preferably lockers for valuables such as handbags and expensive tools. A separate toilet and washing facility would also be ideal, but this is not always possible and staff may have to share the toilet with clients. If this is the case, staff must give their clients preference and make sure that they leave the room spotless at all times. A staff area with comfortable seating, tea- and coffee making facilities and a microwave would also benefit the wellbeing of staff.

In the hair and beauty industry, you are there to provide a service to clients, so there is not much time to relax and unwind. If you work in a successful salon, you will be rushed off your feet. The area that your employer provides for your rest periods is therefore very important.

## 7.1.5 Common Workplace Threats

Few common workplace security threats and their responses are detailed below:

Threats	Responses
<p><b>Fire:</b> Fire is a significant hazard for most businesses.</p> <p>There are three main causes:</p> <ul style="list-style-type: none"> <li>• It is started deliberately.</li> <li>• It occurs because people are not alert to fire hazards.</li> <li>• It occurs because people are careless.</li> </ul>	<ul style="list-style-type: none"> <li>• Safe storage of materials.</li> <li>• Maintain fire exit routes.</li> <li>• Routine checks/end of day checks.</li> <li>• Fire fighting/protection equipment.</li> </ul>

**Electric Shock:** There are hazards presented by the electrical installation (the fixed wiring, plug sockets, distribution boards, etc.) and portable electrical equipment (any equipment that plugs into the electrical installation).

- Routine inspection of equipment.
- Routine inspection of installation.
- Inspection, maintenance and testing carried out by competent person.
- Effective defect reporting system.

**Shoplifting:** It is the act of stealing products from parlour by customers. The salon may face loss on losing expensive beauty care products.

- Observe any suspicious behaviour of customers.
- Frequently check CCTV surveillance.
- Ensure that the guards/Salon manager are there in case such incident comes to notice.

**Violence:** May be either verbal or physical and could arise during robberies, terrorist activities or customer complaints

- Provide panic alarms, training etc.
- Cameras.
- Immediately reporting to police/authorities.

This is a list of common threats that affect workplace security; there are a number of other situations that might impact workplace security like the by staff, aggressive customer, vandalism and even terrorist activities. An employee has to be vigilant all the time and also report any threats/situations immediately to the supervisors or to authorities. For instance, in case of fire the employee should immediately inform the fire department or in case of any violence/theft/robbery/terrorist act the police have to be informed. Also, if the situation involves physical harm to a person, hospital or emergency, medical services should be informed.

## 7.1.6 Fire Safety

In a salon, there are a variety of hazards that can become the reason of a fire. To be safe from these hazards, one should be aware and try to avoid a mishap.



Fig 7.9 Extinguishing fire

### Types of fires

The first thing that is of great importance while learning about fire safety is to know that all fires are not the same. The classification is based on fuels that trigger a type of fire. There are following classes:

<b>Class A</b>	It is triggered by ordinary combustibles like wood, paper, cloth, trash and plastics. This type of fire can be easily extinguished by water.
<b>Class B</b>	It is caused by flammable liquids such as oil, gasoline, petroleum paint, paint, paraffin and gases such as propane and butane. It should be extinguished by methods which cut the oxygen supply.
<b>Class C</b>	These fires involve energized electrical equipment like motors, transformers and other appliances. Cut the power off and use a non-conductive agent such as Carbon dioxide to put off this fire.
<b>Class D</b>	It involves combustible metal fires. Potassium, sodium, aluminum, magnesium and titanium cause this type of fire. Water should not be used to extinguish it rather dry powder which works by absorbing the heat and smothering it well.
<b>Class K</b>	They are commonly kitchen fires ignited by cooking oils, greases, animal fat, vegetable fat, etc. It can be put off by using Purple K which is found in kitchen extinguishers. Wet chemical extinguishers can also be used.

### Types of fire extinguishers

Different kinds of fuels create different types of fires, which require different types of fire extinguishers. The extinguishers form an integral part of fire safety provision and thus, it is necessary to install and maintain them correctly. There are three important elements for the fire to ignite, heat, oxygen and fuel. The fire extinguishers work by eliminating one or two of these elements.

There are primarily following types of fire extinguishers:

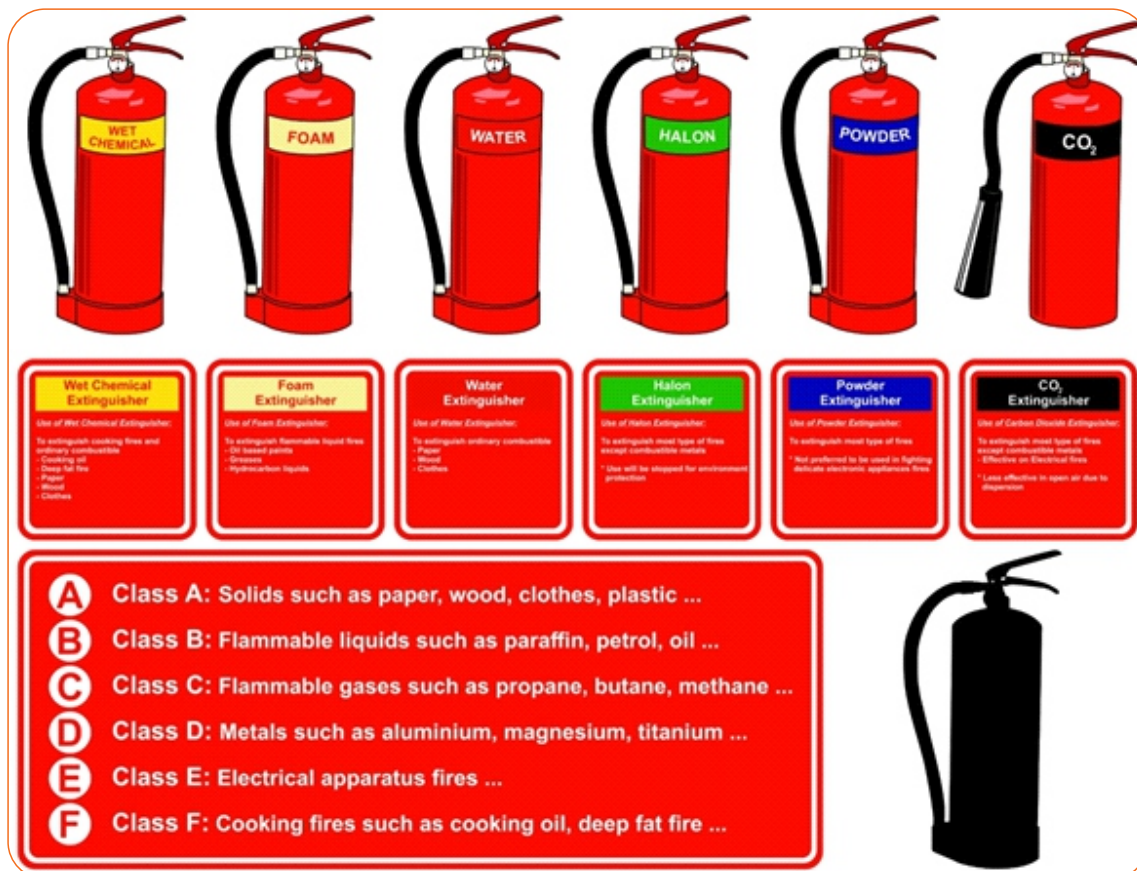


Fig 7.10 Fire extinguisher types

1. Water and foam: Water works by eliminang the heat element. It is better to use water only for class A fires because it can create hazards in case of other fires. If used for class B, it can spread the flammable liquid and in case of class C fire, it can lead to shock. Foam can be used for class A and B fires and not at all for class C.
2. Carbon Dioxide: It works by taking away two components, cung off oxygen supply and heat by cold discharge. It is used in case of class B and C fires and is ineffecv e in case of class A fires.
3. Dry Chemical: It is effecv e for class A, B and C fires, which gives it another name of being a mulpurpose dry chemical exnguisher . It creates a barrier between oxygen and fuel and hence puts off the fire. In case of an ordinary dry chemical exnguisher , it should be used only for class B and C fires.
4. Wet Chemical: They work on class K fires (fires caused by cooking oils, fats, etc.). They work by eliminang the heat and creang a barrier between oxygen and fuel. Some of these can be used on class A fires as well.
5. Clean Agent: It uses halon and halocarbon agents to interrupt the combuson. They are used for class B and C fires and some of the larger exnguisher s of this type can be used for all three classes A, B and C.
6. Dry Powder: It creates a barrier between oxygen and fuel and exnguishe s the fire. They are effecv e only for class D fires and won't work on any other type of fire.
7. Water Mist: They remove the heat element and can be used as an alternav e to clean agent. They are mainly used for class A fires but can be used in class C fires as well.
8. Cartridge Operated Dry Chemical: Mainly for class A fires, it cuts off oxygen supply to the fuel and exnguishe s the fire.



### First aid

If on fire, stop, drop, cover and roll. This is a must remember guideline to put off fire on clothes. In case of burns, adopt the following steps:

1. Put the burnt area under running cold water for at least 20 minutes.
2. Use wet cloth, if running water is unavailable.
3. Do not use ice, butter, creams, etc.
4. Remove the clothing and jewellery to protect from further heat and to prevent blood flow from stopping.
5. Do not burst any blisters, it can increase the pain and chances of infection.
6. Fig.5.7 Wash the burn with cold water
7. Check for other injuries such as bleeding, fractures, head injuries, etc.
7. Do not surround the injured person and provide room for breathing.
8. Reach out for medical assistance immediately.



Fig 7.11 Wash the burn with cold water

### 7.1.6 Electrical Equipment

Electrical equipment is safe to use and safely maintained. All electrical appliances must be checked regularly. In a busy salon, this may be every six months. These checks must be carried out either by a qualified electrician or a skilled person who is trained and experienced in the use of that particular appliance, for example, a person employed by the company who supplies the equipment. All electrical checks must be written in a book that is kept specifically for this reason. The date and signature of the person who carried out the check must be entered along with the reason for the check, for example, whether it was a repair or just a maintenance check. Information must be given about the nature of the repair or check. The book must be available for inspection by the health and safety authority.



*Fig 7.12 Be careful with exposed cables*

Keep in mind the following points:

1. Extension cords cause the maximum accidents as they are underesma ted and o en overloaded and mishandled. Keep an eye on them and replace when they are damaged or the wiring wears out. Pull the plug only after turning off the switch.



*Fig 7.13 Overloaded extension cords*

2. Electric appliances always need to be kept away from water. Do not keep or use any appliance near sinks and never spill water on them. Do not touch any device with wet hands.
3. Make sure all the circuits are grounded.
4. Do not try to repair any appliance on your own. Let the electrician handle the repair works.
5. Do not insert the fingers in the sockets or try to insert wires without a plug in the socket. Do not touch a wire with bare hands, it may be conducng current.
6. Keep the appliances unplugged when not in use and at the me of power cut.

Do:

- Switch off and unplug all machines after use.
- Check that all equipment trolleys are stable and not on uneven floors.
- Wind up wires and cables neatly.

Don't:

- Touch electrical equipment, plugs or switches with wet hands or place bowls of water nearby.
- Leave trailing wires.
- Plug in or use any equipment that has been reported as faulty.

Rescuing techniques and post incident steps

1. Do not touch the victim while being electrocuted. Try to separate him from the source.
2. Rescue is safe when power has been cut off and the rescuer is standing on some insulating material. Know the source of electrocution and then try to rescue the victim.
3. Call emergency numbers immediately and get help.
4. Careful judgement and planning to rescue a person is very important. Do not proceed if not sure.
5. Do not try to move him unless there is an immediate danger.
6. Check for injuries. There can be visible or hidden injuries as in bleeding, burns or fractures respectively.
7. Cover the victim with a blanket to regulate the body temperature. But do not cover in case of large wounds or burns.
8. Stay calm and monitor the status of the victim.

### 7.1.7 Posture, Lifting and Carrying

People who work with raised arms and elbow for prolonged periods of time are at risk for repetitive strain injuries that include musculoskeletal disorders, especially in the neck and shoulders. Also, the constant standing and bending over can result in pain in the lower back and knees. A Spa Therapist may often need to work with their arms in elevated position and stand for long hours while working, so therefore they must be careful about this.

**Injury can be caused by:**

- Wrong lifting methods.
- Poor posture.
- Regular and continual strain on the same part of the body.
- Moving objects by force that may be too heavy.

In the salon, you need to be careful how you lift and carry stock. You also need to take care over the way you sit, whether at reception or while carrying out a treatment – it is important that the chair or couch is the right height for you. To enable your body to change position regularly while working, it is better if you carry out a variety of treatments. In addition, you need to know how to hold tools correctly, and give your hands a chance to rest after a treatment.

Adopt following methods to avoid problems related to posture:

- use height-adjustable couches and cung stools
- move and stretch your body regularly if you remain in the same position for a long time
- do exercises to keep your hands flexible
- maintain good posture
- Try and avoid continual strain over a particular part of the body.
- Move and stretch the body between services or after every half an hour.
- Try to change the body posture by carrying out a variety of services.
- While sitting at the time of giving a service, it is important to have the chair at the right height.
- Do exercises to keep the body flexible.

### Safe Lifting Method

As a member of the staff, you will have a lifetime of bending and standing in one position and it is essential that you look after your back. The safe lifting method is shown below; make sure that you follow it.

Adopt following methods to avoid problems while lifting and carrying loads:

- Get help while carrying heavy and large loads.
- While lifting, bend at the knees to sit, use both the hands to hold the load, use the strength in legs to lift, hold the load near the body and stand up straight without bending at the waist.

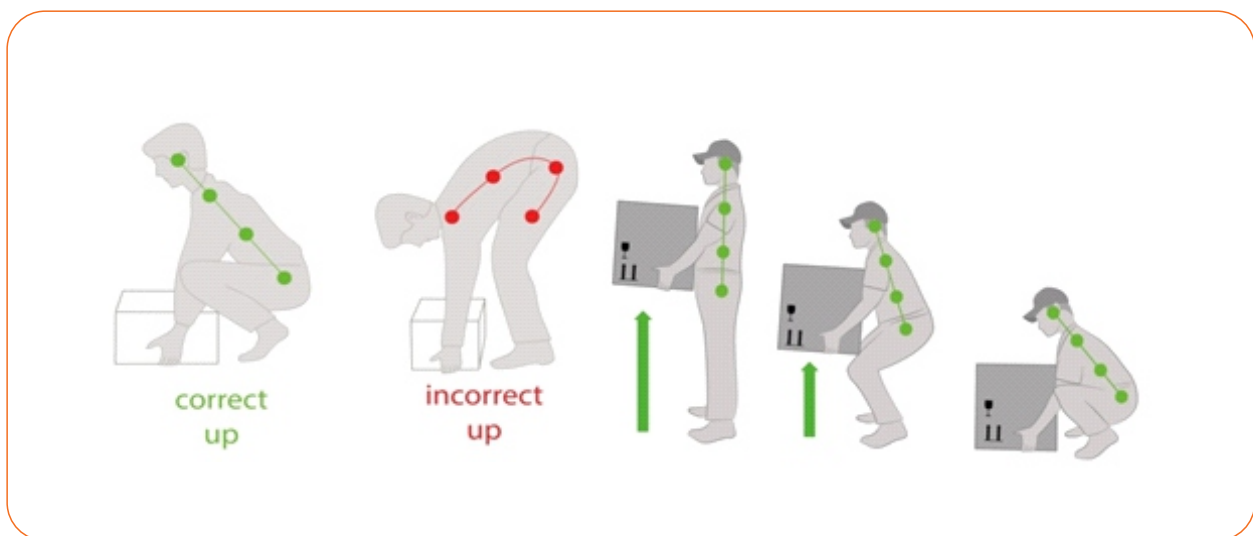


Fig 7.14 Follow these steps while lifting the weight

- While turning, move the legs and feet, avoid twisting at the waist.
- Always use the leg and buttocks muscle while lifting a load as they are very powerful. Lower back muscles are weak and thus, avoid straining them while lifting.
- Use equipment like hand trucks or forklifts as they minimise the risk of injury.

## 7.1.8 Equipment and Clothing

### Your responsibilities at work - Equipment and clothing

- Never use any equipment for which you have not received training.
- Always wear the recommended protective clothing.

### All products that could be harmful must be:

- used safely according to the manufacturer's instructions
- stored safely
- cleaned up safely when spilt
- thrown away safely

You must write down all the products you use, how they are used, stored, cleaned up and thrown away (including cleaning agents). You must do this because the products you use could:

- be inflammable
- be poisonous if swallowed
- cause irritation
- give out strong fumes
- be dangerous if inhaled
- be slippery if spilt

The simplest way to record information about the different products used by a salon is in a table, which is clear and easy to read. An example is given below.

Product	Hazard	Correct use	Storage	Disposal of waste	Caution
Sodium hypochlorite (Bleach)	Corrosive reacts violently if contaminated	Do not mix with incompatible chemicals	Must be kept separate from other chemicals	Refer product label & material safety data sheets	Comply with laws, regulations Refer product label and material safety data sheets

Table - 7.1 information table about hazardous products



Click/Scan this QR Code to access the related PPT

## Summary



1. Good housekeeping is very important to maintaining a good salon image as well as being essential for health and safety.
2. There are three important elements for the fire to ignite, heat, oxygen and fuel. The fire extinguishers work by eliminating one or two of these elements.
3. If on fire, stop, drop, cover and roll. This is a must remember guideline to put off fire on clothes.
4. At the moment of emergency, the first line of defense is escaping. Be careful of the surroundings when making the way out and trying to save someone in a fire.
5. When picking up a large or heavy item:
  - a. Bend at the knee.
  - b. Use both hands to grasp the item.
  - c. Use the strength in your legs to help lift the weight.
  - d. Never bend from the waist, as this could damage your lower back.
6. It is a good idea to:
  - a. Use height-adjustable couches and cushioned stools.
  - b. Get help when carrying large, heavy or awkward things.
  - c. Move and stretch your body regularly if you remain in the same position for a long time.
  - d. Do exercises to keep your hands flexible.
  - e. Maintain good posture.
7. Important points to keep in mind while handling electrical machines Do:
  - a. Switch off and unplug all machines after use.
  - b. Check that all equipment trolleys are stable and not on uneven floors.
  - c. Wind up wires and cables neatly.

**Don't:**

  - a. Touch electrical equipment, plugs or switches with wet hands or place bowls of water nearby.
  - b. Leave trailing wires.
  - c. Plug in or use any equipment that has been reported as faulty.
8. One needs to be careful while working around machinery or exposed cables.
9. When a person comes in contact with a voltage high enough to cause a current flow, he/she experiences a shock and when it causes death, it is called electrocution. The minimum current experienced by a human body is 1mA and if it experiences a current of 100mA or more it can be fatal.
10. One should be careful as to how clean and hygienic the salon is for clients as well as the staff.
11. PPE is very important for the safety of the personnel as it protects their own clothes from getting soiled and any kind of injury or infection.

## Exercise

1. What precautions help prevent accidents and injury?

- Keep all containers covered and labelled
- Avoid excessive friction in nail buffing
- Do not file a sharp pointed implement to clean under the nail
- All of the above

2. Fill in the blanks:

- \_\_\_\_\_ fire is caused due to oil, gasoline, paints, gases, etc.
- \_\_\_\_\_ fire involves metal fires.

3. List few of the Therapist's Responsibilities at Work.

---



---



---



---

4. What are safe lifting methods?

---



---



---



---

5. Match column 'A' with column 'B'

Column 'A'	Column 'B'
1. Dry Chemical	a. Protects hands from being contaminated
2. Clean agent	b. Extinguishes Class A, B and C fires
3. Gloves	c. Contains halocarbon agents







**B&WSSC**  
BEAUTY & WELLNESS  
SECTOR SKILL COUNCIL

## 8. Creating Positive Impression at Workplace

- Unit 8.1 – Creating a positive impression at workplace
- Unit 8.2 – Professional Skills
- Unit 8.3 – Language Skills
- Unit 8.4 – Personal Grooming



## Key Learning Outcomes

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

1. Maintain good appearance and behaviour
2. Execute tasks as per organization's standards
3. Communicate and record information

## Unit 8.1: Creating a positive impression at workplace

### Unit Objectives

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

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

### 8.1.1 Introduction

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

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

Scheduling an appointment

Reception area

Service area

Interaction with the receptionist/Service

Quality of the service

Payment process

### 8.1.2 Reception Area

To create a positive impression you must ensure that:

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

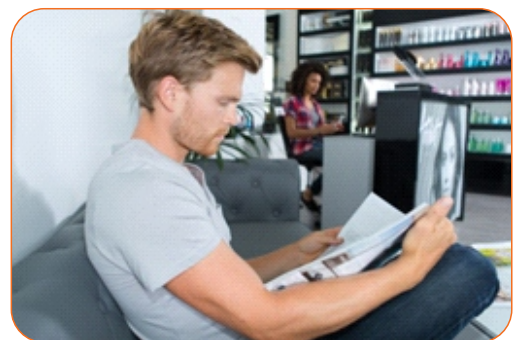


Fig 8.1 Client waiting in the reception area

### 8.1.3 Salon Staff Room

After using the Staff Room, please ensure:

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

### 8.1.4 Providing a Caring Environment

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

#### Caring environment

To provide a caring environment you must:

- Demonstrate a positive attitude towards work and other people.
- Have a clean and neat appearance.
- Show a friendly and courteous attitude to each other and to the clients. Always acknowledge the client, even if you are on the phone or with someone else.
- Have high personal standards of behaviour and conduct.
- Be punctual, reliable and efficient. If you are running late for work, call the salon immediately. If you are running behind schedule, explain the delay to your client; most will understand.
- Apologise for the inconvenience and do not blame anyone.

Be reassuring to your client and put them at ease by your behaviour. This includes devoting your full attention to the client. It is rude to chat with other staff while attending to your client, however professional discussion with co-workers is permissible.

#### Making the Client Comfortable

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

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

### 8.1.5 Communication

All living beings communicate with each other. Humans are the only living beings who communicate by a variety of ways. Communication is the process or activity of sharing/conveying information through the help of messages using methods like speech, writing, visuals, signals or behaviour. This process of conveying a message

is considered to be complete only when the person receiving the message has fully understood the message. The process of communication has four major components.

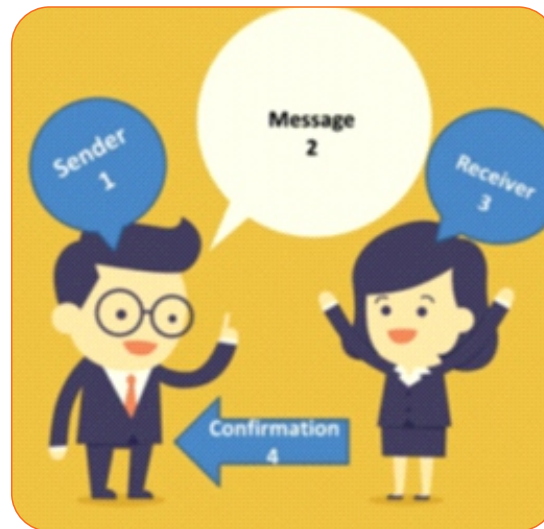


Fig 8.2 Elements of communication

### Answering the Telephone

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

### Communicating by telephone

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

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

## Communication using a Telephone

### Voice

When you are speaking on the telephone:

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

### Words

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

### Body language

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

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



Fig 8.3 (a) Answering a call

### Words

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

### Body language

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

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

### Telephone Communication Difficulties

Some of the telephone communication difficulties are:

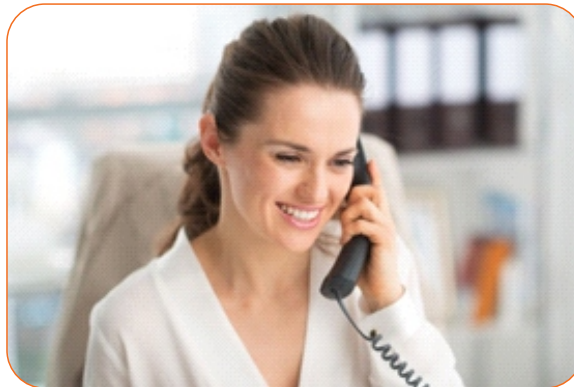
- Not seeing the other person.
- Noise – in the background or on the line.
- Distractions – someone trying to attract your attention while you're on the phone.
- Language - poor enunciation or an unfamiliar accent.

### Ways to reduce these difficulties

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

### Answering the phone - Announce yourself

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



*Fig 8.3 (b) Answering a call*

### Answer a call promptly

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

Three rings will give you time to:

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

Answer the phone efficiently, when answering the phone:

- Smile!
- Say “Good morning” or “Good afternoon”
- Announce yourself and the salon name clearly
- Have a pen and paper ready to take notes
- Listen carefully to the caller
- Ask questions to clarify the caller's needs
- Repeat all the relevant information to make sure that you have the correct details

- Remember, you don't know who is on the end of the phone and first impressions count.

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

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

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

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

#### A caller who:

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

#### Taking Messages

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

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

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

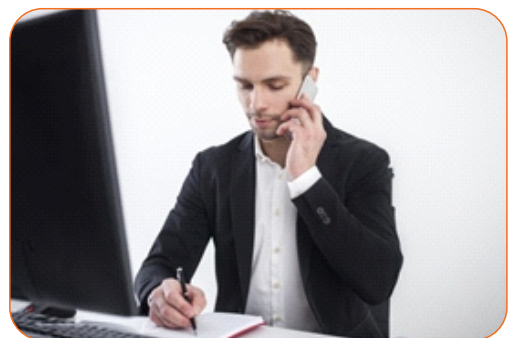


Fig 8.4 A receptionist taking messages



### Personal telephone call ethics for the Staff

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

## 8.1.6 Code of Conduct

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

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

## 8.1.7 How to Handle Contraindications?

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

You should:

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

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

We have laws, which make it illegal to discriminate against another person on the grounds of their sex, race, disability, religion, sexual orientation or political beliefs.

**Confidentiality:** Clients will often discuss their personal life with you. You should always be polite and listen. However, when a client confides in you, it is important to be discrete and not to repeat what the client has said. Always remember the professional nature of your relationship with the client. If possible, discourage your client from divulging extremely personal and intimate information.

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

## 8.1.8 Things to Avoid

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

These include:

### Alcoholism

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

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



### Tobacco

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

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



**Ghutka**

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

Impact of Gutkha on health:

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



Fig 8.5 Effect of tobacco

### 8.1.9 Work effectively as part of a team

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

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

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

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

#### How to be an Effective Team Member?

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

A good team has:

- Clear objectives and a sense of direction
- Good balance of planning and action
- The right number of people
- Good communication
- Flexibility and tolerance
- Clear job roles
- A sense of humour!

- The right mix of skills
- Good listening skills and exchange of ideas
- Enthusiasm, committed team members
- A fair but decisive leader

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

Team spirit can be lost:

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

As a team member, it is one's responsibility to know:

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

## 8.1.10 Remember

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

### 8.1.11 Acting within the limits of your responsibility

When we are working in a salon we must execute all tasks as per the organizational standards within the limits of our authority.

**Scenario A:** You do a spa pedicure for a teenager. At the end of the service she tells you that her mum is going to come in later to pay. You allow the client to go and the mother never comes into the salon with the money. Your manager is upset because you have cost the salon money and tells you it will be deducted from your wages! - In your group, discuss the limits of your authority in this situation.

**Appropriate Behaviour with Customers:** As a Spa Therapist, your major work and time is invested in dealing with salon clients and customers. Your business depends solely on the number of customers attracted to take services from and how happy they are at the end. When dealing with customers, it is of utmost importance that their interest should be kept in mind. While dealing with customers, always remember:

- Customer's choice and decision should be at the top. Never force any one to take a specific service. You may suggest but do not force.
- If customer do not wish to go for a particular service you are suggesting, do not feel bad and that shouldn't affect the service you are giving.
- Never get too personal with the customer.
- Never get indulged in personal conversation with colleagues or on phone while customer is waiting for you to start the process.
- Be calm if at all a customer complains. Do not be too defensive. You can always apologise and give a service free or discount.

**Use good body mechanics:** Learn to use your body in a natural and efficient way, while maximizing your strength avoid overloading the most weak and susceptible parts of your body (hands, neck, lower back)

**Stay in shape:** Lack of physical condition is a risk factor for injury. To stay healthy in your career, you must have the necessary physical condition to keep up with the physical demands of your work.

**Take care of your general health:** Getting enough sleep, eating well and avoiding unhealthy habits like having Sleeping pills, etc. can help in your ability to withstand strains and stress of work and heal tissue damage before it progresses to the point of injury.

**It is an iron rule:** Your first role must be not to cause any damage. Only after that, try to deliver healing energies to your guest. Here is where your complete knowledge comes into picture.

- Look after your hands and fingers as they are your tools.
- Concentrate on the guest needs, that is, work with the guest always.
- Maintain the correct body posture during all the massage and move your body according to the need of execution of a particular stroke. (rhythmic movement)
- When offering a therapy to someone else, you must remember that everything you are thinking and feeling will be communicated to the person you are working with through simply touching of your fingers to their skin.
- Maintain the correct body posture during the Facial massage and move your body according to the need of execution of a particular stroke. (rhythmic movement)
- Keep your hands flexible, so that they fit the contour of the area.
- Establish correct rate of movement.
- Regulate pressure according to the muscle bulk and specific skin condition.

A professional therapist needs to work with the guest. And not have the attitude of "I know many strokes and techniques, see how good am I in that?" this is quite important!!!

**Your own protection:** Bend your knees while you are giving the therapy session in order to prevent injuries to your selves – proper usage of fingers and toes, shoulders, elbows, wrists, your back and knees.

**Your deeper involvement:** Meditaon, prayer, thank the divine to heal the person by doing your best and be compassionate to your guest.

A professional therapist's qualies are Compassion, caring, nurturing, and selfless service. Always watch yourself, look with-in, observe your own thoughts and feelings if you lack in these qualies try and develop them.

To make the massage of greatest benefit it is important to try and keep your thoughts pure and your intenons always for the highest good. Least you can do is take a few deep breaths slowly just before you are ready to invite your guest in...

**Quite Important:** Take a few moments to share experiences together. Remind the guest to try and be in a calm, relaxed environment for the next hour after the therapy, or at least to avoid confrontaons, crowds, noise, or heavy traffic.



Click/Scan this QR Code to access the related video

## Unit 8.2 : Professional Skills

### Unit Objectives

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

1. Build a professional attitude towards client

### 8.2.1 Introduction

When starting a career as a Spa Therapist, it is imperative to develop professional ethics. Strong work ethics shows that a person is self-motivated, conducts works in a professional manner, and is able to evaluate own performance and make amendments and seek help where required. It is necessary to possess these qualities because they will determine success that one can get in this industry. The first important fundamental of a strong work ethic is self-motivation. Self-motivation is the ability to satisfy a desire, expectation, or goal without being influenced to do so by another person. Developing and following a code of ethics helps you set the tone for other co-workers, reassure your clients that they are being served by professional staff and are in good care, and establish your salon as a reputable workplace.



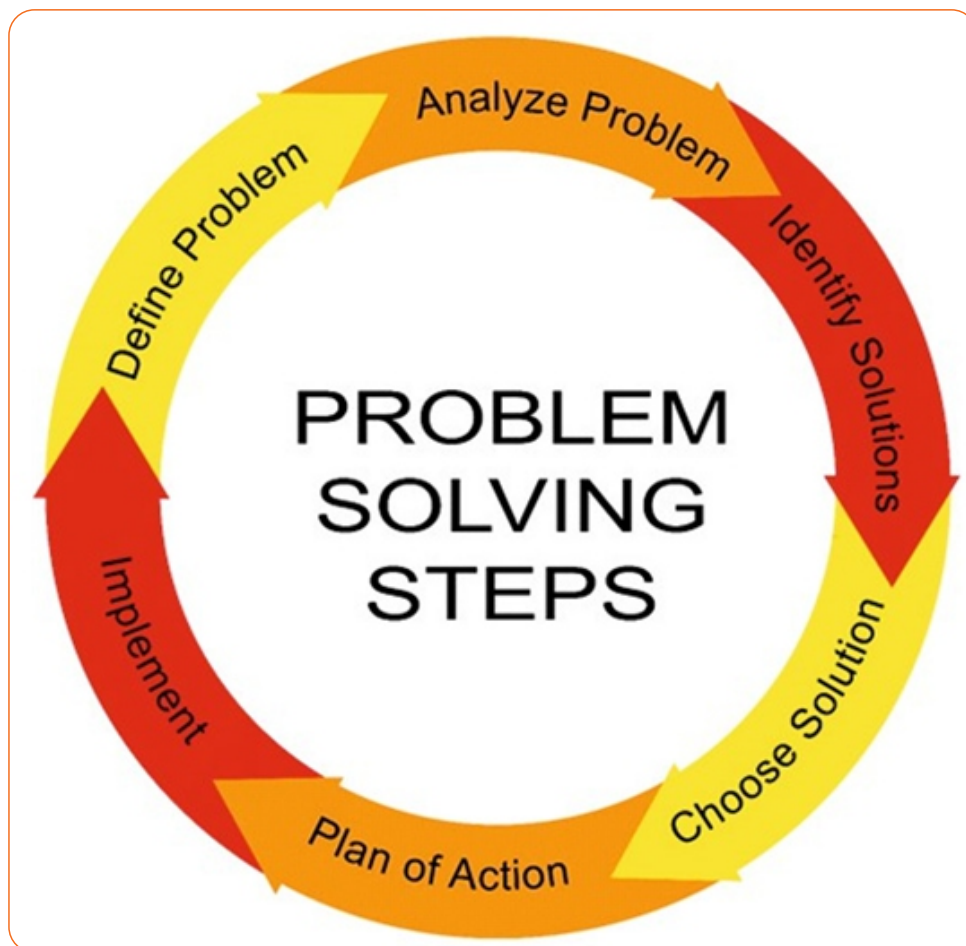
Fig 8.7 Components of Performance: Knowledge, Skills & Abilities

## 8.2.2 Decision Making and Problem Solving

Problem solving is an essential part of every job role. As a Spa Therapist you will encounter various problems where you will need to take a decision. For example, breakdown and malfunction of equipment, unsafe and hazardous working conditions, security breaches etc.

Steps in decision making and problem solving:

1. Recognize that there is a problem.
2. Identify the problem.
3. Generate alternative solutions.
4. Weigh the pros and cons of each solution and decide on the best solution.
5. Implement the chosen solution.
6. Evaluate the solution.



*Fig 8.8 Steps for Problem Solving*



Imagine the following scenario:

An angry client comes into the salon complaining that the spa manicure you did on her yesterday has led to a severe rash on her arm. She is very angry and demands her money back. It is not within the limits of your authority to do this, so here are some guidelines to help you handle this difficult situation.

- Be sympathetic and listen carefully to the client.
- Ask her politely to take a seat while you find someone in authority to speak to her.
- Inform your employer or the most senior member of staff that you have a client at reception who would like to discuss her last perm as there seems to be a problem.
- You should then explain the situation in as much detail as possible so your superior is able to talk knowledgeably to the client.
- You should be present at the following discussion so that you can see what the exact problem is and how the problem is dealt with.
- Only offer input to the conversation if asked.
- Here are some of things you should not do:
- Do not get angry with the client.
- Do not be rude and tell her that nothing is wrong with her hand.
- Do not lie and say there is nobody who can deal with her and ask her to come back on your day off!

In another situation, a regular client comes into the salon for a treatment without an appointment. You should never make a client feel unwelcome and should try to be as accommodating as possible. If it really is not possible to fit the person in at that time, make an appointment. This also applies to a client who is late for an appointment or where a therapist has been over-booked. Re-scheduling appointments can work both ways. It might be as a result of staff sickness; clients may have to be juggled into other time slots. If you always deal with clients in an open, genuinely apologetic manner, most will be flexible! When a client changes a booking, again be flexible. If time permits and the client's needs can be accommodated, then do so. The receptionist will need to be made aware, so that the time slot isn't double-booked. Flexibility is the way to encourage new and repeat business.

## 8.2.1 Planning and Organising

Planning involves setting objectives and determining a course of action for achieving those objectives. For planning, prioritising the tasks is very important to get them completed in time.

**Prioritising tasks:** It helps in working efficiently. First of all, create a "To do" list each day. There will be some common tasks that occur daily or maybe weekly. Add additional tasks to this list as and when these are given. After creating this list, you will be ready to tackle the tasks in an order and complete each of these efficiently. Make sure the priorities are set right. For e.g., Dealing with customer queries is more important than putting the items on the shelves or their respective places.

Getting a customer billed is more important than talking to your colleague. Some tasks are needed to be completed before specific deadlines for example, cleaning and setting up the work area at the end of the day for the next day. This is called prioritising your tasks.

As a Spa Therapist, you should be:

- planning and organizing service feedback files/documents
- planning and managing work routine based on beauty salon procedure
- knowing the client schedules and bookings and requirements for the same
- able to maintain the work area, equipment and product stocks to meet the schedule
- keeping accurate records of clients, their treatments, product stock levels, client feedback and response, etc.
- accepting feedback in a positive manner and develop on the shortcomings

## 8.2.1 Time management

Time management refers to managing time effectively so that the right time is allocated to the right activity. Effective time management allows individuals to assign specific time slots to activities as per their importance. Time Management refers to making the best use of time as time is always limited.

Effective Time Management includes:

- Effective Planning for setting goals and objectives.
- Prioritising activities and delegation of responsibilities.
- Spending the right time on the right activity and avoiding time robbers such as gossiping, extended tea breaks etc.



Fig 8.9 Time Management

Your priorities may be quite clear - serving customers and performing daily routines. So on your list, the highest priority will be to serve the customer. The worst enemy to personal effectiveness is 'multi-taskers'. They include:

- Being disorganised – not doing enough thinking or planning before starting a task.
- Not being able to say 'NO'. Taking on too much can mean nothing gets done.
- Making personal telephone calls. You are at work. Calls should be restricted to urgent or emergency calls.
- Failing to listen to and understand instructions.
- Leaving tasks incomplete. Not feeling like doing it, or becoming bored.
- Being easily distracted, or spending too much time talking about personal topics with other staff members.
- In a busy salon you will be asked or instructed to carry out many different services. Your job list may contain a number of items and instructions may be fired at you in quick succession.

Here are some guidelines to help you:

- Make a list of the jobs you have been asked to do.
- Check with the relevant person that you have written them all down.
- Ask which ones are priorities, i.e. which ones need to be done first.
- Tick off the jobs/services as you carry them out.
- If you are unsure of any of the tasks that you are expected to carry out, confirm with another member of the team before you begin.
- If a list has been left for you and you cannot understand the writing, ask a colleague to have a look.

### Urgent and Important Matrix



Fig 8.10 Urgent and Important Matrix

This matrix will help you plan and organize your targets and your schedule to help you meet the company's expectations from you.

This matrix helps you understand:

- What should be done?
- What should be planned?
- What should be resisted?
- What should be rejected?

#### 1. The Urgent and the important tasks

##### DO NOW

- Emergencies and complaints from customers
- Demands from superiors
- Planned tasks
- Meetings with superiors/colleagues

#### 2. The Non-Urgent but important tasks

##### REJECT AND EXPLAIN

- Trivial requests from others
- Apparent emergencies
- Misunderstandings appearing in work
- Pointless routines or activities

#### 3. The Non-Important but Urgent tasks

##### PLAN TO DO THEM

- Planning of displaying products in the store
- Scheduling of daily activities
- Organising Inventory
- Managing customer's details

#### 4. The Non-Important and Non-Urgent tasks

##### RESIST AND CEASE

- Comfort activities
- Computer games, net surfing
- Excessive cigarette breaks
- Chat, gossips, social communications
- Reading irrelevant and useless material

## 8.2.1 Customer Centricity

Customer centricity doesn't mean carrying out transactions and basic routine tasks such as being there, opening the store, organising and stocking products, and having someone to collect money. Being customer-centric means that everything you do from the environment that you place them in, and the way you serve those customers is centered on and about customers and their experience in the salon and this approach not only limits to external customers (daily customers, frequent customers, clients etc.) but also to the internal customers (other colleagues etc.).

As a Spa Therapist, you should be:

- Committed to service excellence, courteous, pleasant personality
- Able to manage relationships with customers who may be stressed, frustrated, confused, or angry
- Able to build customer relationships and use customer centric approach
- Cleaning, wearing the professional uniform that is clean and dry
- Having neat combed hair, wearing closed-in footwear, maintaining high personal hygiene and cleanliness (shower/bath), good oral hygiene (clean teeth, fresh breath)
- Keeping the work area clean and hygienic. Ensuring that we are adhering to the salon and applicable legal health and safety standards
- Sanitising the hands and cleaning all work surface
- Using disposable products and sterilized tools
- Able to manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- Handling, use and store products, tools and equipment safely to meet with the manufacturer's instructions

## Unit 8.3: LANGUAGE SKILLS

### Unit Objectives

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

1. Explain the need and importance of Language skills

### 8.3.1 Introduction

As a Spa Therapist, one has a client facing job role. Hence the way one speaks, listens and understands the client needs is very important. This section focuses on understanding and building “Listening, Speaking, Reading and Writing (LSRW)” skills.

**Listening:** It is the best way to get information from the client. One should focus on the client to absorb as much as information as they can about what they are telling and showing you. Also, listening to your clients talk about their jobs, activities and home life will uncover client preferences and therefore, will give an indication of what works best for them. For eg: If a girl wants to get ready for a party and she describes the theme of the party then with the help of effective listening you must be able to understand the kind of make-up she is demanding.

**Speaking:** It is the way of communicating your thoughts and opinion to the other person using your voice and words. For a Spa Therapist, effective speaking helps in convincing customers, informing them about products and services and ensuring through words about effective and exclusive services.

As a Spa Therapist, you need to:

- Discuss various matters with co-workers including scheduling, task lists, and work-loads
- Speak to customers on various matters including questioning them appropriately and seeking clarifications for the correct diagnosis
- Keep customers/ clients informed about progress through task updates
- Speak with customers using appropriate language, avoiding jargon, slang or acronyms when communicating, unless it is required
- Manner and tone, professional, supportive, respectful, sensitive to client
- Speak courteously, clearly and precisely
- Develop a professional relationship with the client
- Listen and understand the local language in dealing with clients
- Maintain client and organisational confidentiality while communicating with customers and others

**Reading:** Reading refers to the specific abilities that enable a person to read written text independently, comprehend accurately and interact with the message.

A Spa Therapist needs to:

1. Update their knowledge through regular reading of information regarding their occupation and field of work. This may include reading brochures, pamphlets, and product information sheets.
2. Read customer queries sent in written and interpret them accurately.
3. Use reading skills to read and analyse invoices and coupons during any billing and to spot any discrepancy.
4. Read about new products and services, relevant to their work, from different sources, such as websites, magazines and blogs.
5. Read and write to understand, communicate and follow processes, techniques, records, policies and procedures.

**Understanding:** Repeating back to the customer the information received from them, helps in communicating your understanding back to them. As a professional as you listen and consult with your clients about their needs, it is important to summarize what they said and repeat it back to them. If things are still not perfectly clear make sure you ask enough questions and clarify. Also, to help your clients understand you it is important to speak clearly and use specific and appropriate words. Avoid using slangs and jargon. Know that misinterpretation and not clarifying information can result in a very serious incident or a dissatisfied customer.

For example: If a customer asks to take some of the weight off the back of their hair, they could mean cut the length also that they just wanted it thinned out, which is a big difference. Mistaking one for the other can be very damaging for the organisation and result in a lost customer.

**Writing:** Writing is a medium of communication that represents language through the inscription of signs and symbols.

As a Spa Therapist, you need to:

- Maintain accurate records of client, treatments, opening and closing checklists, product stock status.
- Read and write clearly and accurately to understand, communicate and follow processes, techniques, records, policies and procedures.



Fig 8.12 Maintaining Records

## Unit 8.4: Personal Grooming

### Unit Objectives

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

1. State the importance personal grooming
2. Explain methods of skin care
3. Describe hands and feet care techniques
4. Explain the makeup requirement for a spa therapist
5. Adapt hair care procedures
6. Maintain good health
7. Demonstrate professional etiquettes

### 8.4.1 Introduction

A spa therapist provides beauty treatment to clients to enhance their personal appearance. A client also expects their service provider to be well groomed. This will have a positive impression on the client. Pleasing appearance reflects professionalism.

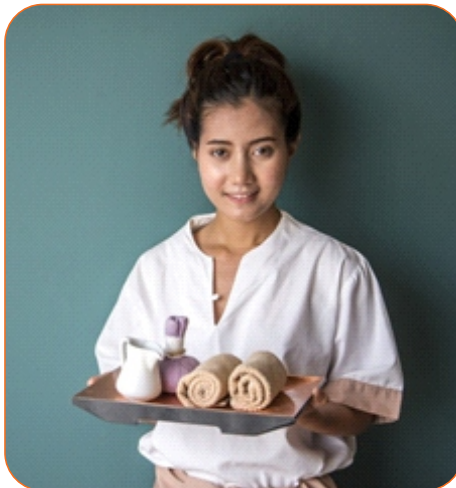


Fig 8.13 Well-groomed spa therapist

#### What do we mean by grooming?

In simple terms, grooming is defined as the way we take care of our body and how we present our self.

#### Personal Grooming

1. Basic hygiene
2. Hair
3. Nails



4. Accessories
5. Teeth
6. Clothing
7. Makeup

In this session, we will study important aspects of personal grooming.

## 8.4.2 Personal grooming

### How can we maintain our Skin?

1. Skin care techniques such as cleansing, application of toners and moisturisers keep the skin fresh and glowing.
2. Every individual must take bath at least once a day. Daily shower prevents offensive body odour.
3. Use deodorant or antiperspirant.
4. Avoid sharing towels and soaps.



Fig 8.14 Personal hygiene tips

## Hands and Feet Care

- Wash /sanise your hands before and after the treatment using disinfectants.



Fig 8.15 Sanitising hands

- Adhere to the following process to soap and rinse your hands.



Fig 8.16 Hand washing steps

- Nails should be well clipped.



*Fig 8.17 Clipping nails using a nail cutter*

- Scrub your feet with sponge, pumice stone or foot scrubber after a bath.



*Fig 8.18 Foot scrubber*

- Always wear sterile gloves while providing treatment.



*Fig 8.19 Sterile gloves*

### Makeup

- Use a suitable foundation which suits your skin tone.
- Highlight good features.
- Makeup should be natural.
- Use light shades to cover up dark circles and lines on the forehead.
- Before applying a lipstick, outline the lip first.
- Use lip balms to moisturise your lips.
- Make sure that eyebrows are neatly shaped.



*Fig 8.20 Right makeup*

### Hair Care

- Wash hair and scalp thoroughly at regular intervals.
- Properly groom hair and avoid long hair.
- Hair longer than jaw line should be ended neatly in a bun.
- Brush your hair three to four times a day with soft bristled brush or a wide toothed comb.
- Oil the scalp at least once a week preferably an hour before the hair wash.
- Hair sprays /clips to be used to hold hair in place.



*Fig 8.21 Washing hair and scalp*

### Uniform and Work Accessories

- Always wear clean and pressed uniform.
- Display your identity card as per salon standards.
- Avoid using bracelets, rings, necklaces, long earrings etc while providing the service.
- Wear protective clothing as mandated by the salon.
- Wear comfortable and covered shoes.
- Use a mild perfume if required.

### 8.4.3 Maintain Good Health and Posture

- Use height adjustable couches and stools to prevent a backache.
- Exercise regularly to keep your hands flexible.
- Always maintain good body posture.
- Eat healthy food.
- Always maintain good body posture.

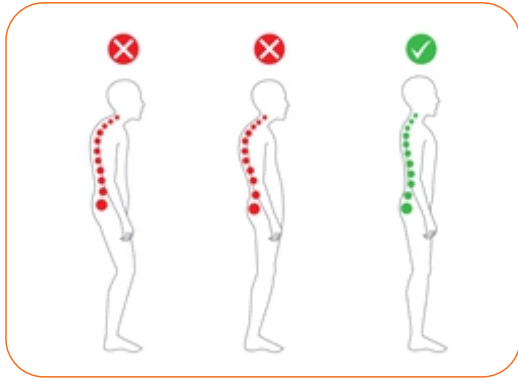


Fig 8.22 Correct body posture



Fig 8.23 Healthy diet



Fig 8.24 Bending exercise

## 8.4.4 Professional Etiquettes

To achieve excellence, every service provider has to adhere to the following guidelines.

- Be courteous.
- Communicate politely.
- Treat all the clients fairly.
- Suggest the best service to the client to meet their requirement.
- Show respect to colleagues, supervisor and clients.
- Develop a good rapport with the clients.
- Demonstrate good and ethical behaviour.
- Never disclose confidential information.
- Keep the workplace clean and tidy.
- Practice sanitation and sterilisation at all times.
- Follow health and safety norms.
- Identify potential risks and hazards at the workplace and take necessary actions.
- Keep smiling and show enthusiasm.
- Be punctual and reliable.
- Manage stress and anger.

## Summary



1. Professional service depends on the effectiveness of the operator and also on the efficient way the salon is run. Effective salon procedures maintain consistent standards, allocate job responsibilities and help to ensure that routine jobs are not forgotten when it is busy.
2. A client walking into the salon will expect a salon to be clean and tidy. The reception area is the first point of contact. The well-organised reception will make the client feel happy and assured of the best services.
3. As an Assistant Spa Therapist you will encounter various problems where you will need to take a decision. Remember following steps in decision making and problem solving:
  - i. Recognize that there is a problem.
  - ii. Identify the problem.
  - iii. Generate alternative solutions.
  - iv. Weigh the pros and cons of each solution and decide on the best solution.
  - v. Implement the chosen solution.
  - vi. Evaluate the solution.
4. Here are some of things you should not do.
  - i. Do not get angry with the client.
  - ii. Do not be rude and tell her that nothing is wrong with her hand.
  - iii. Do not lie and say there is nobody who can deal with her and ask her to come back on your day off!
5. Clients like to feel comfortable and relaxed while they are having their treatments done. They like to think you are relating to them and their needs.
6. The client's physical comfort is also an important part of customer service.
7. Communication is the process or activity of sharing/conveying information through the help of messages using methods like speech, writing, visuals, signals or behaviour.
8. It is important that you use good telephone techniques to provide a high standard of customer service.
9. Telephone communication is approximately 25% words and 75% tone or the way the words are said. Therefore when you are communicating on the phone you will need to compensate for what you cannot see.
10. Smiling when you answer yourself can help to make you sound pleased to receive the call.
11. A good practice is to answer the phone within three rings wherever possible.
12. Sometimes people will call the salon to speak to an operator who is unavailable or will want to leave a message. In these situations, it will be necessary to write down a message. Do not rely on your memory.
13. Once a contraindication to any treatment is diagnosed, it is important to handle the situation with tact and sensitivity. Your client may be shy and embarrassed about their condition and will appreciate if you are discrete and helpful.
14. A team will also be made up of different personalities and it is important for everyone to get on when working together as part of a team.

15. A technician provides nail services to clients to enhance their personal appearance. A client also expects their service provider to be well groomed.
16. In simple terms, grooming is defined as the way we take care of our body and how we present our self.
17. Skin care techniques such as cleansing, applicaon of toners and moisturisers keep the skin fresh and glowing.
18. Wash /sanise your hands before and after the treatment using disinfectants.
19. Wear protecve clothing as mandated by the salon.
20. Use height adjustable couches and stools to prevent a backache.
21. Always maintain good body posture.
22. Suggest the best service to the client to meet their requirement.
23. Show respect to colleagues, supervisor and clients.



## Exercise



1. How can you provide a caring environment to your client?

---

---

---

---

2. What are the difficulties you come across in a telephonic conversation and how can you reduce them?

---

---

---

---

3. What should be done when a client suffers a contra-indication to a treatment?

---

---

---

---

4. What are the bad effects of alcohol, tobacco and Ghutka?

---

---

---

---

5. State the importance of personal grooming.

---

---

---

---

6. How will you maintain a good health?

---

---

---

---

7. List some important aspects of professional equities.

---

---

---

---

8. Fill in the blanks:

- a. Have high personal standards of \_\_\_\_\_ and \_\_\_\_\_.
- b. Telephone communication is \_\_\_\_\_ words and \_\_\_\_\_ tone.
- c. It is inappropriate to speak about \_\_\_\_\_, \_\_\_\_\_, etc.

## Exercise

9. Choose the correct option. To create a positive impression you must ensure that:

- a. Reception desk is always tidy
- b. Flowers are replaced at least once a week
- c. Current magazines are available for the customer
- d. All of the above

10. Choose the correct option. Impact of Gutkha on health:

- a. Loss of sensation in tongue
- b. Fresh breath
- c. None of the above
- d. Both (a) and (b)

11. Choose the correct option. A good team has:

- a. Clear objectives and a sense of direction
- b. Good balance of planning and action
- c. The right number of people
- d. All of the above

12. What are the steps involved in decision making and problem solving?

---

---

---

---

13. What does customer centricity mean?

---

---











---

---

## 9. Annexure



### Annexure

S. No.	Module	Unit No.	Topic Name	Page No.	URL(s)	QR Code(s)
1	1	1.2	About Beauty & Wellness Sector	8	<a href="https://youtu.be/7nDm_myL6B4">https://youtu.be/7nDm_myL6B4</a>	 Click/Scan this QR Code to access the related video
2	2	2.1	Maintain Workarea	26	<a href="https://www.youtube.com/watch?v=9sgp1XGESuU">https://www.youtube.com/watch?v=9sgp1XGESuU</a>	 Click/Scan this QR Code to access the related video
3			Prepare & Maintain Workarea		<a href="https://youtu.be/m2vchOfkvho">https://youtu.be/m2vchOfkvho</a>	 Click/Scan this QR Code to access the related video
	3	3.2	Spa Services	87		
4			Abhyanga Snana Ayurvedic Treatment		<a href="https://www.youtube.com/watch?v=YPEP3XDYrHO">https://www.youtube.com/watch?v=YPEP3XDYrHO</a>	 Click/Scan this QR Code to access the related video
5			Balinese Massage		<a href="https://www.youtube.com/watch?v=rPlkeqfZNKo">https://www.youtube.com/watch?v=rPlkeqfZNKo</a>	 Click/Scan this QR Code to access the related video
6			Deep Tissue		<a href="https://www.youtube.com/watch?v=920guai3xBE">https://www.youtube.com/watch?v=920guai3xBE</a>	 Click/Scan this QR Code to access the related video
7			Hot Stone Massage Therapy		<a href="https://www.youtube.com/watch?v=9_dLA2oiNu8">https://www.youtube.com/watch?v=9_dLA2oiNu8</a>	 Click/Scan this QR Code to access the related video
8			Swedish massage		<a href="https://www.youtube.com/watch?v=8RFhDFSQmSI">https://www.youtube.com/watch?v=8RFhDFSQmSI</a>	 Click/Scan this QR Code to access the related video
9	9	9.1	Guidelines on Health Hygiene	111	<a href="https://youtu.be/ktAYvoSEKhM">https://youtu.be/ktAYvoSEKhM</a>	 Click/Scan this QR Code to access the related video
10	10	10.1	Creating a Positive Impression at Workplace	138	<a href="https://youtu.be/XGVvWEB8EUA">https://youtu.be/XGVvWEB8EUA</a>	 Click/Scan this QR Code to access the related video



**Skill India**

कौशल भारत - कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N.S.D.C.  
National  
Skill Development  
Corporation

Transforming the skill landscape



Click/Scan this QR Code to access e-Book



**Beauty & Wellness Sector Skill Council**

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

Price: ₹



978-1-111-22222-45-7