

सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP



ERWSSC BEAUTY & WELLNESS SECTOR SKILL COUNCIL

Participant Handbook

Sector

Beauty & Wellness

Sub-Sector Beauty & Salons

Occupation Nailcare Services

Reference ID: BWS/Q0402, Version 4.0 NSQF level: 3

> Pedicurist and Manicurist

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Shri Narendra Modi Prime Minister of India





COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

BEAUTY & WELLNESS SECTOR SKILL COUNCIL

for

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: 'Pedicurist and Manicurist' QP No. 'BWS/Qo402, V4.0, NSQF Level 3'

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Skill Development Corporation

Authorised Signatory (Beauty & Wellness Sector Skill Council)

* Valid up to the next review date of the Qualification Pack

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The preparation of this handbook would not have been possible without the Beauty Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the industry.

This Participant Handbook is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavours.

About this book -

Welcome to the "Pedicurist and Manicurist" training programme. This PHB intends to facilitate the participants with detailed knowledge about the concept of Beauty & Wellness industry, Pedicurist and Manicurist profession and their functioning.

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

- 1. Introduction (Bridge Module)
- 2. BWS/N9001 Prepare and maintain work area
- 3. BWS/N0401 Perform manicure and pedicure services
- 4. BWS/N0403 Provide specialized hand and foot spa services
- 5. BWS/N0202 Shampoo and condition hair and scalp
- 6. BWS/N0417 Provide Indian head massage
- 7. BWS/N9002 Maintain health and safety of workplace
- 8. BWS/N9003 Create a positive impression at the workplace
- 9. BWS/N0127 Carry out application of simple mehndi designs (Optional)
- 10. Employability Skills



Table of Contents

S.No	Modules and Units	Page No
1.	Introduction (Bridge Module)	1
	Unit 1.1 - Objectives of the Program	3
	Unit 1.2 - Beauty and Wellness Industry	5
2.	Prepare and Maintain Work Area (BWS/N9001)	9
	Unit 2.1 - Prepare and Maintain the Service Work Area	11
3.	Perform Manicure and Pedicure Services (BWS/N0401)	21
	Unit 3.1 - Manicure	23
	Unit 3.2 - Pedicure	42
4.	Provide Specialised Hand and Foot Spa Services (BWS/N0403)	51
	Unit 4.1 - Spa Manicure and Pedicure Services	53
5.	Shampoo and Condition Hair and Scalp (BWS/N0202)	73
	Unit 5.1 - Anatomical Hair Structure and Hair Shaft	75
	Unit 5.2 - Hair and Scalp Conditions, Causes and Contra-indications to Scalp Massage Unit	76
	Unit 5.3 - Shampoo, Conditioning and Massage Techniques and Equipment	79
	Unit 5.4 - Consequences of Using Incorrect Products on Hair and Scalp	82
	Unit 5.5 - Various Types of Shampoo and Conditioning Products and Some Common Brands	83
	Unit 5.6 - Tools and Equipment Used to Carry out Shampoo and Conditioning	
	Unit 5.7 - Services, their Operations, Safety Precautions, Cleaning and Maintenance	86
	Procedures	89
6.	Provide Indian Head Massage (BWS/N0417)	91
	Unit 6.1 - Position and Principles of Marma Pressure Points	93
	Unit 6.2 - Position and Principles of Seven Primary Chakras	94
	Unit 6.3 - Massage Techniques, Equipment, Massage Mediums	95
	Unit 6.4 - Benefits of Indian Head Massage	96
	Unit 6.5 - Consequences of using Incorrect Products	97
	Unit 6.6 - Factors That Affect Head Massage	



S.No	Modules and Units	Page No
7.	Maintain Health and Safety of Workplace (BWS/N9002)	101
	Unit 7.1 - Workplace Health and Safety	103
8.	Create a Positive Impression at the Workplace (BWS/N9003)	113
	Unit 8.1 - Creating Positive Impression at Workplace	115
	Unit 8.2 - Professional Skills	125
	Unit 8.3 - Language Skills	131
	Unit 8.4 - My Learning Tree	141
9.	Carry Out Application of Simple Mehndi Designs (BWS/N0127)	143
	Unit 9.1 - Products, Materials and Tools Used for Mehndi Application and their	
	Correct Use, Importance of Right Consistency of Mehndi Mixture	145
	Unit 9.2 - Contra-indications and Contra-Actions for Mehndi Application Unit	146
	9.3 - Procedure to Prepare and Store Mehndi, Preparation of the Cone Unit 9.4	147
	- Simple Design Elements Used in Mehndi Design	148
	Unit 9.5 - Risks of Using Sub-standard Products	149
10.	Employability Skills (DGT/VSQ/N0102)	151

10. Employability Skills (DGT/VSQ/N0102)



Scan this QR Code to access the Employability skills module

https://www.skillindiadigital.gov.in/content/ detail/1-10d218cd-31f0-41d0-a276-b41ec3b52013

11. Annexure

153





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Transforming the skill landscape



1. Introduction

UNIT 1.1 - Objectives of the Program UNIT 1.2 - Beauty and Wellness Industry



Bridge Module

Key Learning Outcomes

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

- 1. Define the beauty and wellness industry
- 2. Explain the roles & responsibilities of pedicurist and manicurist

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UNIT 1.1: Objectives Of The Program

– Unit Objectives 🤘

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

1. List the roles and responsibilities of a Pedicurist and Manicurist.

- 1.1.1 Introduction

Today, the beauty and wellness sector has gained prominence in India and displayed consistent and

remarkable growth, making it a potentially significant contributor to economic growth and a leading employer creating millions of employment opportunities across the nation. The reason for this phenomenal growth is the rising consumerism, globalization and changing lifestyles of Indian consumers as well as increasing rate of wellness tourism.

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 threat



Fig. 1.1.1: Pedicurist and Manicurist

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.

1.1.2 Pedicurist And Manicurist

A Pedicurist and Manicurist in the Beauty and Wellness Sector is a critical operational job-role providing various types of services in salons and spas.

A Pedicurist and Manicurist should be well-versed with the nail services and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing good nail services to the customers.

Roles and Responsibilities of a Pedicurist and Manicurist

A Pedicurist and Manicurist cleans, shapes, and polishes customer's finger nails and toe nails. A Pedicurist and Manicurist needs to be aware of the pedicure and manicure services, maintaining health, safety, and hygiene at workplace. They need to be knowledgeable about various nail products.

The person also assists in salon ambiance maintenance and also does various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them. Attributes of a Pedicurist and Manicurist are as follows:

Customer Orientation: Make the customer comfortable. Understand what the customer needs even when he/she is unable to express. Keep the workplace clean as it is the first attribute which convinces customer to take your services.

Clean Personal Appearance - Maintain a clean personal appearance. Customer may not like to take your services if you have a shabby or messy demeanour. Beware about body odour, bad breath, and over all hygiene.

Make suitable suggestions – If you catch your customer confused and indecisive, use the opportunity to suggest the best for him/her. Customer may like it and appreciate. You are not at loss anyway.

Do not be in hurry – Do not rush the customer out. If you are attending the customer, make sure you give him/her proper time.

Keep your knowledge updated – You must know all the important updates about your field so that if the client has any question, you must be able to answer him appropriately.

Respect your customer – Respect the decision of your customers and do not force your opinion. Ultimately it is their decision what services they wish to take from you and you must respect that.

Have knowledge about products – A Pedicurist and Manicurist must be able to tell what products are suitable for the customer. For instance if a customer having dry skin ask for a face cream then a Pedicurist and Manicurist must keep the skin type in mind and suggest the best product available. This can happen only if she has knowledge about available products.

Proficiency in communication – As much as a Pedicurist and Manicurist needs to be efficient in her skills, she needs to have good communication skills as well. Pedicurist and Manicurist first deals with customer with his/her communication skills and later with pedicure & manicure skills. Therefore, he/she has to be warm and welcoming, should give details, must not fumble and be clear with what he/she says.

Good body language – A Pedicurist and Manicurist must not be stressed over handling customers. His/Her body language should be easy yet active, she should seem happy to work and give his/her services, must be smiling and quick.

UNIT 1.2: Beauty And Wellness Industry

- Unit Objectives



1. Explain the trends in the Beauty and Wellness Industry in India

1.2.1 The Beauty Industry In India

Though the beauty and wellness industry is new in India, there is increasing awareness about health and well-being. 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.

In India, Beauty & Wellness sector is a rapidly growing field that has exhibited consistent development during the last decade. This field has created considerable employment opportunities in the country. Globalisation and its impact on the lifestyle of Indian consumers have contributed significantly to the growth of this sector.

The government's Beauty and Wellness Sector Skill Council also runs various training schemes. Naturally, employment opportunities in the sector are booming, too. The KPMG Wellness Report 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 beauty professionals vary between Rs 15,000 and Rs 65,000 per month.

Nowadays, manicure and pedicure therapy has taken an essential part of a woman's lifestyle. The beauty and wellness sector has developed importance in India, showing its global market growth. This profession delivers a beautiful life to salon professionals, and the industry's economic development gives the industry's employees a better opportunity worldwide. It has been identified that the most reasonable factor behind the transition is globalization, as globalization merges the world's population.



Fig. 1.2.1: Nail care

Reasons for growth

- Growing consumerism, rapid urbanization and rising disposable income are said to be the most dominant factors driving this market.
- Young consumer population is characterized by the increased exposure to media so the increased aspiration for beauty.
- Excessive obsession with young looking skin has catapulted the sector towards growth as more and more consumers ask for cosmetic treatments as well as anti-ageing products to achieve the same.
- Product innovation and a increased demand for looking good has made this segment poised for significant growth in the future.

- 1.2.2 Industry Classification

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 mending or fixing personal physical image or look.

Product and Counter Sales - This includes counter sales of beauty and salon products, including

cosmetics 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 Centres - This includes the core spa industry services, including spa operations, spa education, products and events. The sector primarily offers proactive services aimed at relaxing the body and the mind.

Alternate Therapy Centres - Alternative therapy centres provide diagnosis and preventive treatments under alternative therapy.

Emerging Unisex Service – Many organised segments are offering such services and many Unisex beauty and wellness centres are emerging getting 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. Low rental and manpower costs also play an important role.



Fig. 1.2.2: Classification of beauty and wellness industry and wellness industry

International Beauty Brands – Growing customers is causing international brands to penetrate the Indian market.

-Exercise 🚺			
1. Which of the following are	e not the characteristics (of a Pedicurist and Manio	curist?
a) Having knowledge about pr		b) Good body languag	
c) Clean personal appearance		d) Being in hurry	
		, , ,	
2. What are the current Beau	uty & Wellness Industry t	rends?	
a) Changed Consumer Psyche			
c) Advent of International d) All of these			
Beauty Brands			
3. List different classification	s of beauty and wellness	industry?	
4. Point out any 3 major class	sification of th beauty in	dustry.	
5. The KPMG report estimates that workforce requirements will grow frommillion in 2013 tomillion in 2022.			million in 2013 to
a) 3.4 to 12.1	b)3.4 to 5	c)5 to 10	d) 1 to 2

Notes 🗐 ———————————————————————————————————	



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Transforming the skill landscape

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2. Prepare And Maintain Work Area

UNIT 2.1 - Prepare and Maintain the Treatment Work Area



BWS/N9001

– Key Learning Outcomes

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

- 1. Prepare and maintain the treatment areas
- 2. Demonstrate how to keep the work area clean
- 3. Practise setting up the tools
- 4. Practise how to dispose waste correctly

UNIT 2.1: Prepare And Maintain The Treatment Work Area

– Unit Objectives 🔘

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

- 1. Prepare the treatment work areas
- 2. Maintain the treatment work areas
- 3. Prepare a client for service
- 4. Follow the sterilisation and disinfection methods

2.1.1 Introduction

Every service needs a work area that is clean, tidy, hygienic and inviting. This unit is about preparing and maintaining the work area for manicure and pedicure services.

Setting up involves preparing the tools, equipment and materials needed to carry out the treatment, as well as the seating arrangements for the client and the Pedicurist and Manicurist. You will also learn about the disposal of waste after treatments, client records and the importance of your personal hygiene and appearance.

Some key terms

- 1. Disposal
- 2. Incinerator
- 3. Sterilisation
- 4. Decor
- 5. Record Cards

One of your main duties in the salon will be to set up the correct materials and equipment needed for a particular service and by preparing the client.

You will need to know what products, tools and equipment are needed for each of the services in the range, and also be able to use a client's record card to select materials that will be suitable for a particular client.

- 2.1.2 Record Cards

A client's record card is a professional record of treatments or services that the client has received at your salon and where a Pedicurist and Manicurist can record comments or suggestions for future treatments. Part of your preparation for a service will involve obtaining a client's record card from reception.

- You will need the card to find out for what service the client has booked, so that you know what you need to set up.
- The client's record card may also give you more information about the client's likes and dislikes, skin type, previous products used and the pedicure and manicure methods that will be helpful in deciding which products to select.
- When you collect a record for a client from reception, make sure that you check the client's first name, surname and address carefully to make sure you have the correct card.
- Make sure that you collect the correct record for the client, as some may just share the surname or even the first name.

2.1.3 The Treatment Room

As the treatment room is used for a variety of different treatments, it is important that it can be adapted to meet the needs of a range of treatments and is well equipped.

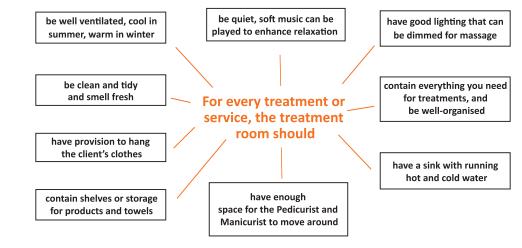


Fig. 2.1.1: The treatment room

Setting up for treatments

You need to organise the work area so that everything is hygienic and within reach, and the trolley is set up with the necessary tools, equipment and products, as well as enough cotton wool and tissues.

Setting up the work space for any treatment: A checklist

- 1. The client's record card and a pen should be on the trolley, ready for the consultation.
- 2. A gown for the client to be worn during the treatment should be ready, and there should be a coat hanger or hook available for the client's clothes.
- 3. Clean towels should be laid out nearby.
- 4. The treatment couch should be prepared with a fitted bottom sheet and a disposable couch roll.
- 5. The trolley tops and work surfaces should be disinfected and covered with fresh couch roll.
- 6. The products to be used during the treatment should be laid out on the trolley top.
- 7. The tools to be used during the treatment should be sterilised.
- 8. There should be enough cotton wool and tissues on the trolley to complete the whole treatment.

2.1.4 Sterilisation and Disinfection Methods

It is just as important to maintain excellent standards of hygiene when setting up for treatments as it is when carrying out the treatments themselves. Micro-organisms that may cause disease must be controlled through cleaning, disinfection or sterilisation.

Cleaning is the physical process which removes soil, dust, dirt and organic matter along with a large proportion of micro-organisms from an object. Cleaning is essential before disinfection or sterilisation of instrument and equipment. The client and the Pedicurist and Manicurist must wash their hands with a liquid soap and water before commencing any service. Soap should be stored in a clean dispenser. Disposable paper towels are recommended to dry hands.

For the purpose of treatments, all surfaces (e.g. metal re-usable implements and work surfaces) must be disinfected after thorough cleaning between services. Disinfection will destroy most micro-organisms except for some spores and viruses.

Disinfection kills most bacteria, fungi and viruses and must be used in line with manufacturer's instructions. For disinfectants in which tools/equipment are submerged, e.g. roller/clipper heads, scissor and tweezers, the disinfectant solution should be changed regularly in line with manufacturer's instructions.

Sterilisation is a process which completely destroys all living organisms, including spores, most commonly using an autoclave. Sterilisation may only be performed on metal implements, e.g. scissors and tweezers. Using single-use, disposable equipment and sterilising equipment or both will significantly reduce this risk.

Sanitising greatly reduces micro-organisms from the surface of the skin using antibacterial agents, e.g. prewax lotions and hand cleansers. Clean towels and linen must be provided for each client. It is recommended that a wipeable plastic couch covering is used in conjunction with a disposal couch roll. Creams, lotions and sprays should be dispensed from purpose-specific pump or spray bottles where possible. Otherwise, products must be distributed with a disposable spatula.

2.1.5 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) refers to equipment available during services to reduce the risk of cross- infection or injury.

A new pair of disposable gloves should be put on immediately before each treatment services and a disposable apron is advisable to protect clothing during the treatment. This should be disposed of directly after the treatment.

The client's clothing should be well protected during all services.

2.1.6 Prepare the Treatment Work Areas



Fig. 2.1.2: Sanitising the work area

Environmental Conditions: It is important that the environmental conditions in the treatment room are suitable for the client and the treatment. A comfortable treatment area helps make sure that a salon visit is enjoyable for the client and the work environment is satisfying for the Pedicurist and Manicurist.

Lighting: Lighting gives a salon an impactful 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 treatment room, and whether she/he feels as though she/he has had a satisfying treatment at the end.

The lighting should in any case be:

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

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

Make sure that:

- You can always see clearly.
- You and your client do not squint because lighting is poor, or become 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 therefore their body temperature can drop. So it is important that the salon is warm but not so hot and stuffy that it is uncomfortable .

A comfortable temperature for pedicure and manicure work is between 20 and 24°C, with the level of moisture in the air between 40 and 60 per cent.

Ventilation:

- Circulation of fresh air is needed to make sure that clients and staff do not become drowsy and lacking in energy, and that clients do not become uncomfortable by fumes from products.
- Fresh air may be gained from open doors and windows, and by having an air-conditioning system in the salon.
- In salons and spas that have steam and sauna areas, it is important that the air does not become too damp and humid, so good ventilation is essential.
- If there is a lack of fresh air:
 - o Illnesses spread because of germs and bacteria circulating around the salon a smelly and stuffy atmosphere is created, which is unpleasant for staff and clients.
 - There is a build-up of fumes from glues, varnish and cleaning products, which can cause headaches and sickness.

Some ways of ventilation include extractor fans, windows, air vents and doors.

2.1.7 Preparing A Client For Service

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

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

Polite conversation includes:

- Asking if he/she has visited the salon before.
- Asking if he/she has regular treatments.
- Enquiring about other treatments the client has had in the past.
- Enquiring whether this treatment is for a special occasion.
- Asking questions about the client's holidays or family.
- Discussing the weather or light news topics.

Polite conversation does not include:

- Ignoring the client in order to talk to other members of staff
- Talking about yourself or another person, and not asking the client about herself
- Complaining about your last client or your job
- Telling the client your life story and about your problems at home
- Discussing serious news topics, religion or politics

- 2.1.8 Client Care

The general comfort of the client includes making sure that:

- Client is seated comfortably.
- Client is warm.
- Client is happy with her surroundings.
- The noise levels are not too high.
- There is relaxing music playing in the background.
- There is pleasant aroma.
- The décor is pleasant and welcoming.
- The staff is polite, respectful and professional.

Client protection

Protect the client's clothes with a towel or gown.

• For Manicure: be especially careful that she is protected from varnish or other products that might stain her clothes. For protection, roll up the client's sleeves to the elbow and then tuck tissue around them.

Just before you start

Ask the client to remove her jewellery and show give her the bowl in which you will be placing it. Point out that, if she prefers, she could put the jewellery in her handbag.

Cleaning your hands

Explain to the client that you are going to wash your hands as this gives her confidence in your cleanliness. Make sure that you dry your hands thoroughly.

2.1.9 Personal Presentation and Behaviour

Remember that it is important to demonstrate a professional approach 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 Pedicurists and Manicurists are on their toes and work very closely with clients, making sure that you maintain good standards of personal hygiene will mean that the client's comfort will not be affected by any body odour.

Appearance: A Checklist

- Wear smart clothes or uniform they should be freshly laundered and not smell of smoke or strong perfume.
- Your uniform or clothes should not be too short or too tight, and must allow for easy movement while carrying out treatments.
- Your hair should be clean and neat.
- Wear light, but attractive, day make-up.
- Your nails should be neatly manicured no chipped nail varnish.
- Keep your breath fresh no tobacco smells.
- If you wear jewellery, it should be simple and kept to a minimum.

- 2.1.10 Maintain The Treatment Work Areas

It is not enough to prepare a perfect work area. It is also your responsibility to keep it clean, hygienic and professional looking at all times. To do this you must tidy up as you go along, ensure waste disposal is safe and, after the treatment, make sure that the area is left in a state that is suitable for the next treatment.

2.1.11 Safe Disposal of Waste

- As soon as you use cotton wool, tissues or other disposables, you must put them in a foot pedal bin immediately.
- Tidy up as you go it will save time later.
- Replace bottle tops straight away.
- Throw waste in the bin immediately.

This is also a good practice with regard to health and safety because:

- Nail varnish gives off very strong fumes.
- Used cotton wool and tissues contain germs.
- During manicures and pedicures, use the nail varnish drying time to clear things away such as dirty towels and water in the manicure bowl.
- Clean tools and place them back in the sterilizer.

If you are working as a Pedicurist and Manicurist, keep an eye out for:

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

2.1.12 Checking And Cleaning Equipment

The life of the equipment used depends on thorough and safe cleaning methods that follow the manufacturer's instructions. Each piece of equipment when new, comes with instructions on how to clean and maintain it so that it lasts a long time.

- It is your responsibility to report any possible problems that you may see with the equipment such as:
 - o Trailing wires
 - o Faulty plugs
 - o Dirty machines and attachments
 - o Broken parts
- All equipment should be checked annually by a qualified electrician
- After it has been checked it will have a green safety sticker put on it which tells people that it is safe to use and has been checked
- The sticker also has the date that it was tested on and when the next test is due

2.1.13 Leaving Work Areas Clean And Hygienic

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

- All bedding and towels washed.
- Products tidied away.
- Worktops and trolleys disinfected.
- Tools sterilised.
- Disposables thrown away.
- Equipment cleaned.
- New bedding or couch roll laid out.

When you have finished the treatment, make sure that you leave the workspace perfect.

2.1.14 Storage Of Records, Materials and Equipment

Client records: Storage and confidentiality

- All client records to be duly filled 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, must be password protected.
- All client records are confidential and must not be shown to anyone.
- Information recorded must be accurate.
- Client records must be made available to the client for viewing if needed.

Tools and equipment

- Make sure that all tools and equipment are cleaned, disinfected and sterilised before they are put away to avoid cross contamination.
- Sharp tools should always be stored so that they cannot be knocked off a shelf as they could land on someone's feet. They should also never be stored in uniform pockets.
- Electrical equipment must always be turned off and unplugged when not in use and the electrical leads must not be left trailing on the floor.
- An important thing to remember when storing magnifying lamps is that they should never be left in sunlight, as this could cause a reflection that may result in a fire.

- E)	kercise 🛃 ——			
	Sterilisation involves:			
	a) Boiling	b) Baking		
	c) Steaming	d) All of these		
2.	The basic sanitation praction	ces in a salon involves:		
	a) Ventilated rooms	b) Safe drinking water		
	c) Cleans towels and gown	s d) All of these		
3.	Which of the following is a	disinfectant?		
	a) Lysol	b) Alcohol		
	c) Salt	d) Both a) & b)		
4.	A comfortable temperatur	e for beauty therapy wor	k is between	,
	a) 20 and 24°C	b) 20°C	c) none	d) 25°C
5.	Dirty linen must be launde	red at		
	a) 600° C	b) 100° C	c) any temperature	d) room temparature

- Notes





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3. Perform Manicure And Pedicure Services

UNIT 3.1 - Manicure UNIT 3.2 - Pedicure



BWS/N0401

– Key Learning Outcomes 💆

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

- 1. Explain nail growth and structure
- 2. Select and arrange tools and equipment for manicure and pedicure services
- 3. Demonstrate the correct procedure of carrying out a manicure service for a client
- 4. Demonstrate the correct procedure of carrying out a pedicure service for a client

UNIT 3.1: Manicure

– Unit Objectives 🔘

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

- 1. Select and arrange tools and equipment for manicure
- 2. Perform manicure services effectively

-3.1.1 Introduction

The practices of improving the appearance of the natural nail and cuticle are known as manicure and pedicure. This unit focuses on the treatment of natural nails and cuticles of hands and feet.

Manicure – The treatment to improve the appearance of hands and nails.

Pedicure – The treatment to improve the appearance of toes and feet.

Manicure is a popular service in salons as smooth skin, well-shaped and varnished nails are vital in promoting a well-groomed appearance.

Regular professional attention helps prevent minor nail damage. This service is becoming increasingly popular with men who have regular treatments as part of their professional lives.

Pedicure is the professional treatment of feet, toes and nails. This service greatly enhances the appearance of feet and toenails, which are often a neglected part of the body.

Professional attention to the nails and surrounding skin encourages nail growth, keeps cuticles pushed back and can prevent minor skin conditions.

Benefits for the client:

- Improves the appearance of the nails.
- Softens the surrounding skin.
- Enhances overall appearance of grooming (important for men as well as women).
- Immediate and visual effect.

Fig. 3.1.1: Manicure service

Benefits for the Pedicurist and Manicurist:

- Mainstay salon service.
- Variety of treatments can be performed to enhance basic treatments and increase salon revenue.
- Can be used as part of a salon promotion, e.g. leg wax and pedicure for the summer.

3.1.2 Nail Growth And Structure

Nail Growth: Nails grow all the time, but their rate of growth slows down with age and poor circulation. Fingernails grow faster than toe nails, at a rate of 3mm per month. It takes 6 months for a nail to grow from the root to the free edge. Toe nails grow about 1 mm per month and take 12-18 months to be completely replaced.

Nail Structure: The structure we know as the nail is divided into six specific parts — the root, nail bed, nail plate, eponychium (cuticle), perionychium, and hyponychium. Each of these parts has a specific function, and if disrupted can result in an abnormal appearing fingernail.

Nail Root: The root of the fingernail is also known as the germinal matrix. This portion of the nail is actually beneath the skin behind the fingernail and extends several millimetres into the finger. The fingernail root

produces most of the volume of the nail and the nail bed. This portion of the nail does not have any melanocytes, or melanin producing cells. The edge of the germinal matrix is seen as a white, crescent shaped structure called the lunula.

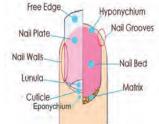


Fig. 3.1.2: Structure of a nail

Nail Bed: The nail bed is part of the nail matrix called the sterile matrix. It extends from the edge of the germinal matrix, or lunula, to the hyponychium. The nail bed contains the blood vessels, nerves, and melanocytes, or melanin-producing cells. As the nail is produced by the root, it streams down along the

nail bed, which adds material to the under-surface of the nail making it thicker. It is important for normal nail growth that the nail bed be smooth. If it is not, the nail may split or develop grooves that can be cosmetically unappealing.

Nail Plate: The nail plate is the actual fingernail, made of translucent keratin. The pink appearance of the nail comes from the blood vessels underneath the nail. The underneath surface of the nail plate has grooves along the length of the nail that help anchor it to the nail bed.

Cuticle: The cuticle of the fingernail is also called the eponychium. The cuticle is situated between the skin of the finger and the nail plate fusing these structures together and providing a waterproof barrier.

Perionychium: The perioncyhium is the skin that overlies the nail plate on its sides. It is also known as the paronychial edge. The perionychium is the site of hangnails, ingrown nails, and an infection of the skin called paronychia.

Hyponychium: The hyponychium is the area between the nail plate and the fingertip. It is the junction between the free edge of the nail and the skin of the fingertip, also providing a waterproof barrier.

Preparing the work area and environment: Preparation is the key to being a professional Pedicurist and Manicurist, regardless of the treatment being carried out.

Many salons have a designated working area for Manicure and Pedicure treatments.

No matter where you carry out a treatment, you should ensure all materials, equipment and products are within easy reach.

Hygiene

- Wipe trolleys with surgical spirit.
- Wipe all work surfaces prior to use.
- Use clean warm towels and bedroll for each client.
- Use disposable products.
- Use spatula to remove products from containers.
- Clean enamel bottle neck prior to putting lid on.
- Maintain a clean/tidy work area.
- The pedicurist and manicurist should wash hands before and after each treatment.
- Sterilise all tools before and after use or dispose of them depending on type.

The area required for Manicure and Pedicure varies greatly, with more versatility in Manicure than Pedicure.

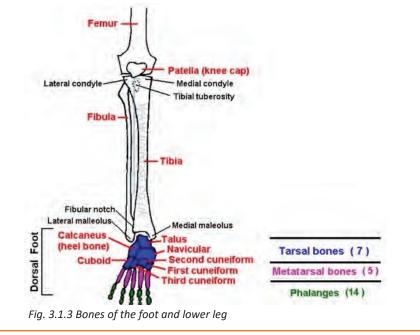
Manicure	Pedicure
Client across a couch	Sitting only – can be combined with a Manicure
Sitting across a table	
At a Manicure station	
In a hair salon, while getting hair done	
Client lying on a beauty couch while having a facial	

3.1.3 Hand And Leg Skeletal System Description -

Bones of the Foot and Lower Leg

The diagram given is of the skeletal structure of the leg, also called Anterior View, and Foot, also known as Dorsal View. The bones of foot and lower leg consist of the following:

- Femur
- Patella (Knee cap)
- Tibia
- Medial condyle
- Tibial tuberosity
- Lateral condyle
- Medial maleolus
- Fibular notch
- Fibula
- Lateral Malleolus
- Calcaneous (heel bone)
- Cuboid
- Talus
- Navicular
- First Cuneiform



- Second Cuneiform
- Third Cuneiform

The diagram given below is of the skeletal structure of the arm and hand. The bones of foot and lower leg consist of the following:

Greater tubercle

- Humerus
- Greater tubercle
- Head (of humerus)
- Lateral epicondyle
- Medial epicondyle
- Olecranon process
- Radius
- Ulna
- Scaphoid
- Trapezium
- Trapezoid
- Lunate
- Pisiform
- Triquetrum
- Hamate
- Capitate

Arm Bones land Bon Humerus Lateral epicondyle Medial epicondyle Olecranon process Radius Ulna Scaphoid Pisiform Trapezium **Dorsal Hand** Triguetrum Carpal bones (8) Trapezoid Hamate Metacarpal bones (5) Capitate Phalanges (14)

Head (of humerus)

See also

Fig. 3.1.4: Bones of the hand and arm

Tendons: Tendons are tough bands of fibrous connective tissue that usually connect muscle to bone and are capable of withstanding tension. Tendons are similar to ligaments; both are made of collagen. Ligaments join one bone to another bone, while tendons connect muscle to bone. Each muscle has tendons attached at each end. Tendons are designed to only stretch a small amount. Their job is to transmit force between the bones and the muscles. For example, when the biceps muscle on the front top of the arm contracts, the tendon attached to the biceps muscle and elbow bone helps the muscle to pull on the elbow bones, so the joint can bend.

Ligaments: Ligaments are made of the same material as tendons. Ligaments connect the bones to each other, and are designed to help stabilise the joints and provide a structure for the bones. Since they have limited stretching ability, they limit how far a joint moves to help protect against injury. As the elbow joint bends, the ligaments stabilise the elbow bones so the arm can move with control.

3.1.4 Muscles Of Hand

The muscles of the hand are the skeletal muscles responsible for the movement of the hand and fingers. They can be divided into two groups: the extrinsic and intrinsic muscle groups.

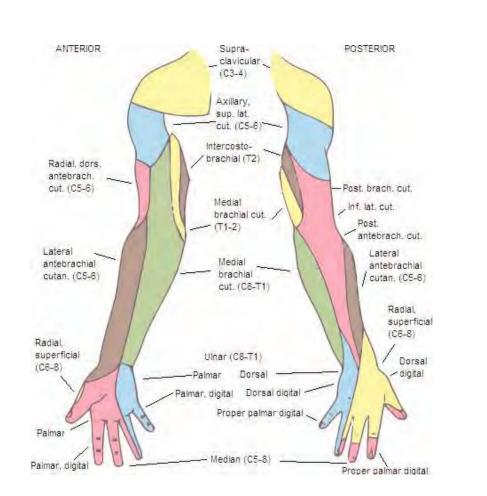


Fig. 3.1.5: Muscles of hand

Intrinsic muscle: The intrinsic group are the smaller muscles located within the hand itself.

The intrinsic muscle groups include the adductor pollicis, interossei, thenar, palmaris brevis, lumbricals and hypothenar muscles.

Extrinsic muscle: The extrinsic muscle groups are the long flexors and extensors. They are called extrinsic because the muscle belly is located on the forearm.

The fingers have two long flexors, located on the underside of the forearm. They insert by tendons to the pha-langes of the fingers. The deep flexor attaches to the distal phalanx, and the superficial flexor attaches to the middle phalanx. The flexors allow for the actual bending of the fingers. The thumb has one long flexor and a short flexor in the thenar muscle group.

The extensors are located on the back of the forearm and are connected in a more complex way than the flexors to the dorsum of the fingers. The tendons unite with the interosseous and lumbrical muscles to form the exten- sorhood mechanism. The primary function of the extensors is to straighten out the digits.

3.1.5 Muscles Of Leg

The muscles of the foot can be classified into extrinsic muscles and intrinsic muscles. Extrinsic muscles are those originating on the anterior or posterior aspect of the lower leg and intrinsic muscles are those originating on the dorsal or plantar aspects of the foot.

There are twenty muscles in the foot that give the foot its shape by holding the bones in position and expand and contract to impart movement. The main muscles of the foot are:

Anterior tibial — it enables the foot to move upward;

Posterior tibial — it supports the arch;

Peroneal tibial — it controls movement on the outside of the ankle;

Extensors — it helps the ankle raise the toes to initiate the act of stepping forward;

Flexors — it helps stabilise the toes against the ground.

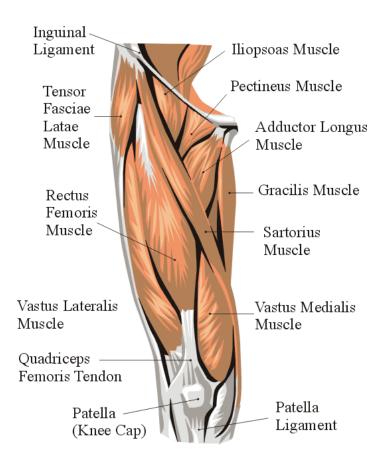


Fig. 3.1.6: Muscles of leg

Intrinsic muscle: Intrinsic muscles can be divided into dorsum of the foot, and sole of the foot.

Extrinsic muscle: All muscles originating on the lower leg except the popliteus muscle are attached to the bones of the foot. The tibia and fibula and the interosseous membrane separate these muscles into anterior and posterior groups.

3.1.6 Selecting Equipment And Materials For Manicure And Pedicure Treatments

Emery Board

This has two sides: a coarse side for shortening nails and a fine side, which is used for shaping and bevelling.

Emery boards are difficult to clean although some manufacturers have developed special cleansers for this purpose.

If you cannot clean the file, it should be disposed of, or given to the client.



Orange Stick

The two ends of the orange stick have a different purpose. The pointed side is used to apply cuticle or buffing cream.

The other side, when tipped with cotton wool, can be used to clean under the free edge, remove excess enamel.



Cuticle Knife

This is used to mould back the cuticle and remove any excess attached to the nail plate and ease back the cuticle. When tipped with cotton wool this should be disposed of after each use. If not tipped, they are only for one use.



Cuticle Nipper

It is used to remove hangnails and dead skin around the cuticle.



Nail Scissors

It is used to cut nails.



Toe Nail Clippers

It is used to cut and shorten nails prior to filing.



Nail Buffer

A pad covered with chamois leather and with a handle. It is used in conjunction with buffing paste. Buffing adds sheen, stimulates circulation and growth at the matrix.

It is useful in pedicure, male manicure, or when nail varnish is not going to be applied. To be cleaned, wiped with a suitable cleansing solution.



3-way Buffer

This is used to smoothen the nail and to remove any longitudinal and horizontal lines. Wipe between uses with a suitable cleansing solution.



Nail Brush

To brush the nails and clean them effectively. Also used to clean the Pedicurist and Manicurist's nails. Wash in hot soapy water or sterilise in a chemical solution. Usually plastic, may be wooden, with a rubber end to ease back the cuticle. Pointed and may be tipped with cotton wool to clean under free edge. When using from nail to nail, clean with a sterilizer.

On completion of treatment, sterilize in a cold sterilizing solution.

Hoof Stick

Usually plastic, may be wooden, with a rubber end to ease back the cuticle. Pointed and may be tipped with cotton wool to clean under free edge. When using from nail to nail, clean with a sterilizer. On completion of treatment, sterilize in a cold sterilising solution.



Hard Skin Rasp/Grater

To be used after the feet have been soaked and can be used in conjunction with hard skin remover. Use on areas of hard skin in a rubbing action with light pressure. Wash after use in hot soapy water and remove debris; sterilize in chemical solution.



Pumice Stone

As with hard skin rasp.



A contra-indication is a reason, a symptom, or a situation that prevents all or part of the treatment from being safely carried out.

Classifications of contra-indications are:

- Contra-indications that prevent the treatment (Cannot treat)
- Contra-indications that restrict the treatment (Work around)

Contra-indications that prevent the treatment

- · Haemophilia is a rare bleeding disorder in which the blood does not clot normally
- Arthritis is the swelling of one or more joints in the body
- Acute rheumatism
- Nervous conditions
- Recent hand operations
- Diabetes/Inflamed nerve/Undiagnosed pain

Contra-Indications that may restrict the Service

There are also other conditions that may require an amendment in treatment, but are not necessarily a reason for stopping treatment.

Nail Separation

This is a disorder where the nail separates from the nail bed (usually only part of and not the whole nail. It results from a build-up of debris found in the moist warm space between the digits, which attracts bacteria and fungal organisms, and in severe cases turns the nail plate a dark green or black colour. The infected nail plate grows faster than those that are uninfected.

In feet, this occurs due to wearing a tight-pinching shoe, poor general circulation and lack of attention to foot care.

Non-infectious nails can be manicured or pedicured as long as there is no fungal or bacterial infection. However, severe separation should not be treated.

Ingrowing Nails

This may affect either the fingers or toes. In this condition, the nail grows into the sides of the flesh and may cause infection. Filing the nails too much in the corners or over vigorous cutting is often responsible for ingrowing nails.

If the area is open or infection is present, this would prevent the treatment from taking place.

Split Nails, Brittle Nails

Normally these are the result of abuse with drying agents, like those found in harsh detergents, cleaners, paint-strippers and film-developing fluids. Cotton-lined, rubber gloves are good protection. Since the nail begins forming at almost the last finger joint, sometimes injury to the finger or diseases such as arthritis can result in split nails.

If accompanied by an overall dryness of skin and hair, split nails could indicate poor circulation.

Treatment will increase the circulation, bringing more nutrients and oxygen to help with cell regeneration. Hydrate the nail plate and surrounding skin with hot oil or paraffin wax. The use of a cuticle cream or oil for home use will be effective between treatments. Manicure should be given.



Fig. 3.1.7: Paranychia clup to in-growing toe nail

- 3.1.8 Identification Of Nail Conditions



Weak Nails - Weak nails are soft. They get split and peeled. When they break, they tear and leave a jagged edge. One of the main causes of this type is soaking them in water. This usually happens when a person does dishes. The water soaks into your nail, expanding it. When water dries out, the nail contracts. The constant expanding and contracting eventually weakens nails.

Fig. 3.1.8: Nail conditions

Brittle Nails — They snap leaving a straight edge that is smooth. They are hard to bend and tend to crack. A common reason is lack of moisture in your nails. Unlike weak nails that suffer from having too much moisture, this nail type does not have enough.

Ridged Nails — Vertical lines on one's nails are a common phenomenon that often gets more pronounced with age. It is associated with normal ageing and nail's increasing inability to retain moisture. Horizontal ridges are more likely to signal a problem. One condition, Beau's lines, characterised by indentations across the nail bed, is a sign of disrupted growth due to illness.

Overgrown Cuticles - Cuticles grow widly and may cover an inappropriate surface area of the nail, setting up for bacterial infections, hangnails, split cuticles and similar issues.

3.1.9 Manicure

A Manicure is a cosmetic beauty treatment for the fingernails and hands, performed at home or in a nail salon. The English word "Manicure" is derived from the French usage, meaning "care of the hands", which in turn originates from the Latin words "manus", for "hand", and "cura", for "care. Manicures began 5,000 years ago. French Manicures can be done with artificial nails, which are designed to resemble natural ones, and are characterised by lack of base colour, or natural pink base nails with white tips.

- 3.1.10 Suggested Manicure Procedure

A Manicure consists of filing, shaping of the free edge, treatments, massage of the hand and the application of polish. For the hands, the soaking of a softening substance and the application of a lotion is a common specialty.

The basic principles for manicure and pedicure are the same.

- Before starting the treatment, always carry out the following steps.
- Ensure equipment is sterilized and all materials and products are easily accessible.
- Complete a consultation form, check for contra-indications (see above) and discuss and agree with the client a service that meets their needs.
- Remove all of client's jewellery, including watches, so that a thorough treatment can be carried out. Keep in a safe place.

Step-by-step Manicure

STEP 1: During the consultation, discuss the needs of the client and adapt the service to suit them. You should cover preferred nail length and shape and the type of polish required. If there are no contra-indications present, you are ready to begin.



STEP 2: Ask the client to pick her choice of varnish – dark, plain, frosted or French Manicure. You should recommend a nail finish suitable for the client.



Remember, dark colours will make the nails appear shorter, so this may not be a suitable colour for short or bitten nails.

STEP 3: Remove the old varnish and check the nails for ridges and problems as you proceed. Removing the polish will allow the nail plate to be examined in a natural condition. Sanitise the hand to prevent cross-infection while you do a manual contra-indication check.



STEP 4: Cut the nails into shape if required, using sterilized scissors. Nail clippings need to be caught in a tissue and disposed of.



STEP 5: File the nails using an emery board working outside in one way one side and then the other – avoid using a sawing action.



STEP 6: Bevelling seals the free edge layers to prevent water loss and damage.



STEP 7: Using an orange stick decant and apply cuticle cream around the cuticles.



STEP 8: Gently massage the cream into the cuticles. This softens the skin, making removal easier.



STEP 9: Soak the hands in warm water (tested by you first) to absorb the cuticle cream and to soften them.



STEP 10: Remove one hand at a time and dry the hands thoroughly.



STEP 11: Apply cuticle remover with a cotton wool bud. It is caustic, so take care to apply sparingly and not on to the surrounding skin.



STEP 12: Using a hoof stick flat to the nail plate, gently push the cuticle back using circular motions.



STEP 13: You may need to use the cuticle knife to ease the excess cuticle away from the nail plate. This should be kept flat and the nail plate should be damp so that the nail plate is not scratched. The knife should also be kept flat to avoid cutting the cuticle.



STEP 14: Cuticle nippers may be used to trim off the excess cuticle; use a tissue to dispose of the waste.



STEP 15: Bevel again, to give a smooth finish to the free edge.



STEP 16: Using a suitable medium, begin your hand massage with light effleurage movements. Support the hand and effleurage right up to the elbow.



STEP 17: Circular thumb frictions get rid of tension in the flexors and extensors of the forearm.



STEP 18: Do circular frictions over the back of the hand.



STEP 19: Support the hand and give gentle circular manipulations to each finger – this will free tension in the knuckles. Do not pull on the finger or make the circles too big.



STEP 20: Grip the client's finger between your bent first and middle fingers. Then twist gently down the length of the finger.



- 3.1.12 After Care Advice

To make the best of their newly Manicured hands, tell the clients to follow these simple guidelines:

- Leave adequate time after your treatment for your nails to dry.
- Wear protective gloves when gardening, or doing housework.
- Dry hands thoroughly after washing.
- Use hand cream regularly.
- Do not use your fingernails as tools, use pads of fingers instead.
- Always use a base coat under polish to prevent staining, and use a good quality top coat to prevent chipping.
- Use an acetone-free nail polish remover.
- Never use metal files.
- Keep nails a workable length.
- Use cuticle cream or oil daily to moisturise dry cuticles.
- Drink plenty of water and eat well.
- Do simple hand exercise to keep joints supple.
- Avoid harsh and drying soaps.
- Return to your manicurist for regular, professional manicures at least every 2-4 weeks for maintenance and further treatments.

- 3.1.13 Additional Reading - Nail Shapes

Nails naturally come in a variety of shapes and sizes, and each person has nail features that are unique. There are long fingers with wide nail beds, short fingers with short nail beds, and every combination in between. But a good Pedicurist and Manicurist knows how to complement an individual's natural features, and the foundation of this is the nail shape. Most clients lean towards one of the five basic shapes: square, round, oval, squoval or pointed. Though other blended combinations of these shapes exist, these five are definitely the most common.

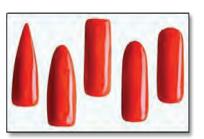


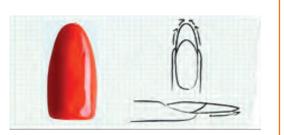
Fig. 3.1.9: Different shapes of nails

3.1.14 The Oval

How to File

To achieve the oval shape:

- First straighten your side walls and make sure they are even.
- File from the side of the nail toward the top, using smooth, arching motions with the file.
- Work on the angles from both sides and around the free edge to smooth into the oval shape you are looking for.



- Fig. 3.1.10: Oval shaped nail
- The finished oval should have a nice balance between the cuticle shape and the free edge.

⁻ 3.1.15 The Square

The square nail is the classic acrylic shape — straight side walls, two sharp points on the tips, and a balanced C-curve. It is the staple shape for the traditional French Manicure and is used frequently for detailed nail art designs. But the square nail is not always the best choice for certain nail beds as a sharp square nail could make the nail appear shorter and stubbier. But for longer nail beds, the square can complement the nail and add length to the finger.

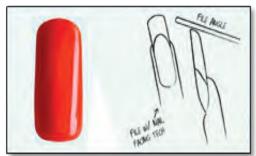
How to Fil

- To file the classic square shape:
- A medium-grade file (150 grit) should be used to shape the free edge and side walls first.
- Turn the hand around to straighten the free edge, noting that when looking at it, the file should be perpendicular to the nail to achieve the hard square.
- File the side wall straight up and then change the angle to blend. Repeat this on the other side.
- Once both sides are finished, use angles to lightly feather and bevel the nail and to sharpen the corners.



Fig. 3.1.11: Square shaped nail

- 3.1.16 The Squoval



Conservative square with the length of a square nail but the softer edges of an oval, hence the nameilt is the squoval shape. Squoval nails add versatility, enabling short, wide nail beds to carry the length without appearing oversized.

Fig. 3.1.12: Pointed nail

How to File

To file the squoval:

- First begin with the square. This is a practice for every shape.
- First build it square so that one can make sure the side walls are straight.
- Once the side walls are straight, tilt the file underneath the corners and file back and forth from the underneath up. This will gradually take the corners off.
- Keep in mind that you only want to round the part of the tip that is past the free edge. This way you do not take anything away from the side walls at the stress area.

3.1.17 The Round

The round shape is more conservative. It is frequently used to create a softer, less noticeable look, and it is also a common choice for male clients because the shape mirrors the natural contours of the nail. If a client has wide nail beds and large hands, the rounded shape can make the hands look a bit thinner. Round nails can also soften hand features by providing a well-kept and subtle nail outline.

How to File

To get the round shape:

- File the side walls straight out, and then to just round out the edges into a nice curved shape.
- Be careful not to take too much off on each side or else it will look imbalanced.
- A good tip to remember is to visualise making a square, filing the side walls straight out, then simply round the corners with moderate angles to complete the shape.
- The finished round nail should be slightly tapered and extend just past the tip of the finger.



Fig. 3.1.13: Round shaped nail

- 3.1.18 The Pointed

The pointed nail is not seen as often as other shapes. A pointed shape is a little more adventurous than shapes such as the oval, squoval, or even square, but given the right circumstances a pointed nail can create length and have a slandering effect on the hand. Smaller hands with smaller nail beds can use a pointed nail to create a subtle appearance of length, while long, slender nail beds take pointed nails to a more noticeable and extreme level.

How to File

- The technique is based on the letter "I" where the centre of the "I" shape is the upper arch that forms a line running down the nail bed. The top of the "I" is bending the cuticle flush with the natural nail, and the bottom of the "I" is looking down the barrel of the nail to make sure the C-curve is even.
- The pointed tip requires taking the top of the "I" to a point that meets at the centre of the apex.
- Once the "I" is in formation, it is just a matter of blending everything in so you have perfect harmony in the nail shape.

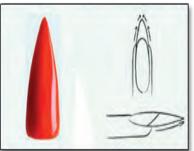


Fig. 3.1.14: Pointed nail



Click/Scan this QR Code to access the related video

Exercise 🛃							
1.	Which of the following	hich of the following has grooves underneath?					
	a) Nail plate	b) Nail bed	c) Cuticle	d) All of these			
2.	Which of the following	ng is not a nail shape?					
	a) Oval	b) Square	c) Pointed	d) Triangle			
3.	While removing nail	paint, remember to:					
	a) Choose good quality remover		b) Moisturise nails afte	r removing nail paint			
	c) Changing cotton o	nce it is fully used	d) All of these				
4.	Explain the nail polis	h removal procedure.					
5.	Emery board has	sides.					
	a) 2	b) 1	c) oval shaped	d) 4			
6.	Paraffin wax is used t	to the nail pla	ate.				
	a) Wash	b) clean	c) hydrate	d) remove			

UNIT 3.2: Pedicure

– Unit Objectives 🔘

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

- 1. Select and arrange tools and equipment for pedicure
- 2. Perform pedicure services

- 3.2.1 Introduction

A pedicure is a way to improve the appearance of the feet and the toenails. It provides a similar service as a Manicure. The word 'Pedicure' refers to superficial cosmetic treatment of the feet and toenails. A Pedicure can help prevent nail diseases and nail disorders. Pedicures are done for cosmetic, therapeutic and medical purposes. They are extremely popular throughout the world, primarily among women.

Pedicures are not just limited to nails; usually dead skin cells on the bottom of feet are rubbed off using a rough stone called a pumice stone. Additionally, leg care below the knee has become a common and now expected service included in Pedicures. Leg care includes depilation via either shaving or waxing, followed by granular exfoliation, application of moisturising creams, and a brief leg massage.

People are gradually becoming more informed about the importance of foot care and a regular monthly treatment should keep the feet and toe nails in good condition, although excessive hard skin problems may need more frequent treatments at two or three intervals.

Purpose of the Pedicure:

- Improve the appearance of the feet and nails.
- Relax aching and tired feet.
- Reduce hard skin on the feet.
- Offer advice on care of the feet and referral as necessary to the chiropodist.

The pedicure will include:

- Shaping the nails
- Cuticle treatment
- Removal of hard skin
- Specialised foot treatment
- Foot and leg massage
- Nail varnish application as required

Much of the routine for manicure applies to pedicure, the major differences are:

- The positioning of the client
- The treatment of hard skin
- Foot and leg massage routine

- 3.2.2 Tools And Equipment For Pedicure-

Tools	Nail Cosmetics
Acetone	Base coat
Cotton balls	Cuticle creams
Cuticle cream	Cuticle oil
Cuticle pusher or Cuticle nipper	Cuticle remover
Foot bath	Dry nail polish
Lotion	Liquid nail polish
Nail file	Nail bleach
Nail polish	Nail conditioner
Orange-wood sticks	Nail dryer
Toenail clippers	Nail polish remover
Towels	Nail polish thinner
Pedicure Spa	
Pumice stone (removes dead skin from sole of	
foot)	
Paper towels (rolled between toes to separate	
them	

A Contra-Indication

• This is a condition that either prevents treatment or may restrict treatment. E.g. a bruised nail may restrict treatment to the nail whilst a bacterial or fungal infection will prevent treatment completely due to the risk of cross-infection.

Contra-Indications that Prevent Treatment

- Multiple warts
- Fungal infections
- Bacterial infections

Contra-indications that restrict treatment

- Bruised nail
- Cut and abrasions to one hand or finger

- 3.2.3 Pedicure Routine

- Wash your hands.
- Check client for contra-indications.
- Soak both feet in antiseptic soaking solution.
- Choose nail enamel colour and check texture.
- Dry both feet thoroughly and rest on a clean towel.
- Remove old enamel from both feet and examine the nails.
- Shorten with clippers if required (straight across to avoid in growing nails).
- Foot 1 file and smooth free edge with emery board.
- Apply cuticle cream and massage and place foot to soak. Repeat steps on the other foot.

- Use the callus file or a scrub or exfoliator on hard skin.
- Dry the first foot, pay particular attention between the toes.
- Apply cuticle remover, push back, lift and clean around the cuticle and free edge.
- Use cuticle knife or dual tool and nippers, if required. Repeat on the second foot.
- Scrub nails, clean, rinse and dry.
- File away any rough edges on the nails.
- Massage alternate legs.
- Squeak and clean nail plate to ensure all grease is removed.
- Separate toes with dividers or tissue.
- Apply base coat, nail enamel and top coat, if required.
- Advise the client about products which may purchased for home care, record details of treatment.
- Give home care advice.



Fig. 3.2.1: Pedicure

- 3.2.4 Pedicure Massage Routine

- Support the ankle with one hand and effleurage six times to knee with each hand separately. Cover the front, sides and back of the lower leg
- Circular finger kneading to the knee
- Palm kneading to the calf
- Circular thumb kneading up front of the leg from ankle to knee
- Effleurage to knee three times
- Circular finger kneading around the ankle
- Knead the Achilles tendon (back of ankle) six times
- Thumb frictions to top of foot from toes to ankle
- Deep palm stroking to dorsal (top) and plantar (bottom) aspect of foot (together)
- Palm kneading to toes (both hands together)
- Palm kneading to sole of foot six times
- Deep thumb frictions to sole of foot (sawing action) from toes to heel and back

- Friction circles to individual toes
- Whip toes ten times
- Effleurage foot to knee six times
- Use firm pressure on the foot area to prevent over sensitivity and gigglin





Fig. 3.2.2: Types of massage done during Pedicure

3.2.5 Homecare Advice

Home care advice should be given following every pedicure treatment. It should reflect the condition of the feet and nails presented and the lifestyle of the client. Based on information given during consultation and observations made by Pedicurist and Manicurist during treatment:

- Apply moisturising lotion daily to the feet after bathing.
- Dry feet thoroughly after washing, especially between toes.
- Apply talc or special foot powder between the toes to help absorb moisture.
- Foot sprays containing peppermint or citrus oil are useful to refresh the feet during the day and massage cuticles with cuticle cream or oil.
- Use non-acetone varnish remover and for long term improvements book in for regular pedicures.
- Apply a cream to moisturise your nails, especially after removing nail polish since most removers contain chemicals that dry the nails.
- To prevent infection, never cut or forcefully push back your cuticles. If you must push them back, only do so gently after a shower or bath.
- Shave your lower legs after getting a pedicure, not before. That means not shaving your lower legs for at least 24 hours before you get a pedicure. If you nick yourself while shaving, a pedicure could put you at risk for an infection.
- If you get frequent manicures and pedicures, consider purchasing your own tools to be used at the salon.

- 3.2.6 Addi ional Reading - Nail Disease And Nail Disorder

Determining the difference between a nail disease and a nail disorder is very important, because they are not the same and require different types of attention.

The basic manicure or pedicure rule- If the nail or skin is infected, inflamed, broken or swollen, do not work on it-particularly, if the cause is unknown.

A disease or infection will have evidence of pus, inflammation and infection. If an infection is present in the nail, your health advisor should be consulted. Do not manicure/pedicure these nails.

A disorder is a condition caused by an injury or an imbalance in the body. The condition of one's nails and hair is often an outward manifestation of inward nutrition.

Common Nail Diseases and Disorders

- Tinea or Ringworm This disorder causes different kinds of nail deformities. Specifically, the nail plate may become soft with parts of nail actually breaking away, or the nail may become thick and irregular.
- Infection of the Cuticle Common among hands which are constantly exposed to moisture. This condition often results in inflammation, pus and pain in or around the cuticle.

Suggested Action- Keep hands dry. Consult a doctor.

- Blue Nails Blue nails are bluish in colour often indicating circulatory or heart trouble.
 Suggested Action — Consult a doctor.
- Atrophied Nails This condition results in nails that lack lustre, are small and may be separating from the nail. Often caused by injury to the matrix or ill health. The nail's re-growth depends on the extent of the damage.

Suggested Action — Mild cases may be treated with a fine emery board and gentle care. Do not use alkaline soaps or detergents.

- Thickening of the Nail This is a rare congenital defect, a hypertrophy or overgrowing of the nail with an extreme thickening and curving of the nail plate. May be caused by injury or ill health.
- Claw Nail Claw nails are those with extreme thickening, twisting or inward curving of the nail, often caused by an injury Suggested Action- Consult a doctor.
- Nail Separation In this situation, the nail separates from the nail bed. Although psoriasis and ringworm are common causes, it may result from certain antibiotics.
 Suggested Action — Consult a doctor.
- Nail Fragility This condition is indicated by parallel splits running from free edge to nail fold. Maybe caused by damage or injury to nail matrix.

Suggested Action: Hot oil treatments may help in mild cases.

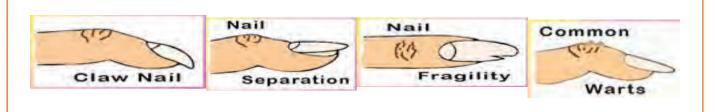
 Common Warts — Warts are commonly found on the fingers and hands and often vary in shape.





Fig. 3.2.3: Suggested action-consult a doctor.

• Suggested Action: Manicure/Pedicure depends on location and severity of warts. Lemon essence oil can be applied to help ease warts.





Click/Scan this QR Code to access the related video

- Exercise 📝

- 1. Why is top coat applied?
- 2. What is the use of cuticle cream?
- 3. What is the cause of blue nails?
- 4. The "Squoval" refers to.
- 5. Describe brittle nails and share one snap
- 6. The "hyponychium" is the area

Notes			





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Transforming the skill landscape



4. Provide Specialised Hand And Foot Spa Services

UNIT 4.1 - Spa Manicure and Pedicure Services





- Key Learning Outcomes 💆

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

1. Provide spa manicure and pedicure services

UNIT 4.1: Spa Manicure And Pedicure Services

– Unit Objectives

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

Ø

- 1. Differentiate between a standard manicure/pedicure and a spa manicure/pedicure.
- 2. Perform manicure/pedicure procedure effectively
- 3. Perform the post service clean up and sanitation procedures after the spa

-4.1.1 Introduction

Manicure and Pedicure is one of the most sought after services in the salon and spa environments today. This service is in demand by different age-groups and provides care of the hands, nails, feet, toes, and toenails.

- 4.1.2 Difference Between Routine And Spa Treatment

The standard manicure and pedicure are services performed by a licensed Manicurist or Pedicurist involving professional care of the hand, nails, feet, toes, and nails via cutting and shaping the nails, polishing the nails, and massage.

A spa-type manicure or pedicure goes further with exfoliation and pampering of the client. For instance, for a peaches and cream pedicure, you could use a peach-scented candle or diffuser in the pedicure area. Milk (cream) helps exfoliate the skin and the soaked peaches make the client feel very relaxed. The massage with the spa-type manicure and pedicure should be longer than in a regular treatment.

The two types of treatment differ on the following factors:

- 1. The Cost Differential
- 2. The Atmosphere Differential
- 3. The Products Differential One of the reasons that a manicure and pedicure may cost more is because of the products that are used for the treatment.
- 4. The Time Frame Differential

Spa Manicure and Pedicure Benefit to the Client:

- A spa pedicure can be a very relaxing feeling for your client that boosts self-esteem as well.
- A spa pedicure can serve as a personal retreat for clients and can encourage a peaceful and relaxing atmosphere.
- The client will also know that s/he is experiencing an "upper-level" service that is different from the norm. Often, when clients know that they are receiving something special, it makes them feel valued.

4.1.3 Tools And Equipment

The following items are required for the spa manicure and pedicure set up.

Equipment/Tools	Implements (must be discarded after use or prop- erly sanitized after use)	Materials (usable one [1] time only)	Cosmetics
Manicure Table/ Pedicure station with Adjustable Lamp	Orange-wood Stick	Disposable towels or cloth towels	Polish Remover, Cuticle Cream
Disinfection Container	Toenail Clipper	Cotton Balls/Cotton Pads	Cuticle Oil, Cuticle Solvent and/ or Cuticle Remover, Nail Whitener
Client's Foot Cushion	Metal Nail File, Foot File	Plastic Spatulas, Plastic Bags	Nail Polish Base Coat Top Coat, Nail Hardener
Paraffin Warmer	Nail Brush	Paraffin Wax	Cream and/or Lotion
Supply Tray	Emery Board, Cuticle Nipper	Trash Containers, Safety Kit	Aromatherapy Essential Oils, Heel Treatment Massage, Oil Scrubs, Mask

- 4.1.4 The Spa Factors

Let us look at the factors which create a spa like treatment.

The seven "spa factors" include:

- Atmosphere
- Aromatherapy
- Time
- Paraffin
- Soaks, Scrubs and Masks
- Hand Manipulation/Foot Massage
- Special Heel Treatments

Atmosphere, Time and Introduction to Aromatherapy

In a salon or spa setting, it is important to offer clients a quality atmosphere along with a quality service. From a spa Manicurist & Pedicurist perspective, some quality aspects of atmosphere can include:

Manicure and Pedicure Area Privacy: If you have multiple Manicure and Pedicure stations, you can install a privacy curtain to serve as a divider between your Pedicure chairs. This will give your clients the illusion of having a separate area where they are being serviced. If you have a separate Manicure and Pedicure room, this will also give a private atmosphere for the spa as well.

Relaxing Music: Soft (volume), classical music is played often for the spa Manicure and Pedicure experience. Music can add a special touch to the spa Manicure and Pedicure experience.

Beverage: An offering of bottled water; a glass of water with slices of lemon, lime, or even cucumber; or a cool beverage (juice, soda, sparkling cider) before the service escalates the "service aspect" of the spa Manicure and Pedicure.

Reading Materials: Offering a magazine to read provides an additional, complementary service for your client. This will allow them to stay occupied, and to read and enjoy. Also, if the client chooses to relax during the service and not read a book or magazine; a quiet environment is relaxing as well. Therefore, if there is not a lot of talking in the service area, the client will have more time to relax.

Time: The standard Manicure or Pedicure lasts between 20-30 minutes, and pricing rates may vary depending upon several factors including: expertise of the pedicurist; equipment used (such as the whirlpool foot spa); professional products used.

However, the spa Pedicure experience can last between 45 - 60 minutes, and can be priced much higher], the pricing ranges may differ due to the time it takes to complete the service, the products used, equipment used, and the expertise of the pedicurist.

Aromatherapy: The term "aromatherapy" can be interpreted as "therapy received from aromas." The various aromas derive from essential oils that are distilled from plant life including [but not limited to]: leaves, stems, flowers, bark, wood, and roots. The distillation occurs through steam or generation from water.

Aromatherapy is known for improving the mental, health and physical well-being by using the essential oils on the skin, in a water bath, in paraffin wax, or for the sense of smell.

Essential oils represent plant extracts in their most natural form, and should not be mistaken solely for perfume oils. Some perfume oils derive from, or are created in combination with plant life, but other perfume oils are made from artificial fragrance additives.

According to Cunningham (2004), some of the most popular essentials oils include:

- 1. Lavender good for first aid, and has a relaxing aroma;
- 2. Chamomile good anti-depressant, and has a fruity fragrance;
- 3. Marjoram herbaceous (having herbal characteristics), helps with headaches and menstrual cramps;
- 4. Rosemary a wood-based oil deriving from the Camphor tree, helps circulation, and is a decongestant;
- 5. Tea Tree well known as an antiseptic and also is camphoraceous;
- 6. Cypress stimulating antiseptic, and derives from evergreen trees such as pine;
- 7. Peppermint promotes energy, aids sinus congestion, and has a mint-like smell;
- 8. Eucalyptus Camphoraceous essential oil that serves as a stimulant and is antibacterial;
- 9. Bergamot Antibacterial and antiviral, with a citrus aroma;
- 10. Geranium Has a floral aroma that helps to relax and promotes a tranquil atmosphere.
- 11. Aromatherapy in the context of the spa Manicure and Pedicure, can be incorporated with the spa factors of soaks, scrubs and masks; hand manipulation/foot massage; paraffin dips; and heel treatments.

4.1.5 Spa Manicure And Pedicure: Pre-Service

The Pre-Service

- Table Sanitized (Manicure table or Pedicure cart table).
- Equipment, tools and implements should be sanitized.
- The Pedicurist and Manicurist hands should be washed with antibacterial soap and sanitized.
- Greet your client with a smile and professionalism. You should always be courteous to your clients and you should make them feel welcome at your salon, spa.
- You should ask your client to remove his/her jewellery and it should be placed in a safe place. If you are holding jewellery for your client, ensure your client that it will be well cared for during their service.
- Your client should wash his/her hands with antibacterial soap and should sanitize their hands as well with a hand sanitizer. Make sure you guide your client with this process and use the hand sanitizer as well for your own hands. This promotes the overall health and sanitation of the salon or spa, and it allows your client to have more confidence in your sanitation procedures.

Client Consultation

- This is a very important portion of the spa pedicure pre-service. A health record form should be
 used for the consultation where you ask about any health-related issues including [but not limited
 to] diabetes, skin conditions, medications, pregnancy, recent surgeries, smoking history, and the
 like. It is also good to have additional information on the form such as contact information
 (name, address, email, phone numbers), goals your client would like to see for her or his hand
 feet, and products you have used during the spa manicure and pedicure process as well).
- You should also examine your client's hands and feet to check for skin and nail disorders. Make sure your client understands that you are very interested in her or his medical needs and make sure you are attentive and [again] document your consultation.

4.1.6 Special Hand And Foot Spa Treatments

Let us now discuss some special hand and foot spa treatments.

1. Hydrating Pedicure and Manicure or paraffin Pedicure and Manicure

What is hydrating or paraffin Manicure/Pedicure?

A paraffin Pedicure is a spa treatment in which paraffin wax is applied to the hand/feet in order to moisturise the skin. The paraffin is usually applied after the hand/ feet has been washed and buffed and after the nails have been cleaned, cut, and filed into uniform shapes. The application of nail polish is done after the paraffin has been applied, left to cool, and then removed.



Fig. 4.1.1: Hydrating Pedicure and Manicure or paraffin Pedicure and Manicure

Benefits

Cosmetic benefits of paraffin treatment

The cosmetic and healing benefits of a paraffin treatment are numerous. The opening of pores and removal of dead skin cells will rejuvenate the appearance of the skin and make the hands and feet feel silky and smooth.

Paraffin is a natural emollient as it adds moisture to the sink while the wax is applied. It also helps create moisture in your skin long after the treatment is complete. A paraffin treatment creates a sort of barrier on the skin that helps retain the oils that the body naturally produces.

Paraffin wax can be effective in soothing and softening calluses on hands and feet, and healing dry cracked skin, especially on heels.

Therapeutic benefits of paraffin treatment

In addition to soothing and healing the skin, paraffin treatments have many therapeutic benefits for internal ailments as well. Paraffin wax has been shown to treat conditions such as arthritis and fibromyalgia among others. A wax treatment acts as a type of thermotherapy, or heat therapy, that helps treat these conditions by increasing blood flow, relaxing muscles and reducing stiffness in joints. It can also help in minimising muscle spasms and inflammation, and to treat sprains and pulled muscles.

Paraffin wax therapy can be particularly effective for those suffering from osteoarthritis and rheumatoid arthritis. Regular paraffin hand treatments can help relax joints and relieve pain in hands before physical therapy and exercise. They can also help with lowering fluid retention and flushing toxins, which can reduce swelling.

2. Aroma Pedicure and Manicure

Aromatherapy

Has the scent of lavender ever made you sleepy? If so, then you instinctively understand the basic principle of aromatherapy.

Aromatherapy is about using an aroma to bring about a physiological, psychological and emotional change. In its purest sense, aromatherapy is using natural essential oils to soothe, comfort and calm.

Ingredients

Isopropyl Palmitate, Sodium Bicarbonate, Glycerin, Sodium Carbonate, Soap in Paper, Sodium Chloride, Chromium Oxide Green, White Sugar, Jasmine Oil.

3. Oil Manicure and Pedicure

Oil Manicure

Hot oil Manicure/Pedicure is one of the most expensive and luxurious treatments of all times. Hot oil Manicure is the best way to pamper your nails and hands. It provides nourishment to both your nails and cuticles, and is best suited for those ladies who have damaged cuticles.

Benefits

- Getting a hot oil Manicure regularly done will prevent your nails from ageing too fast.
- It improves blood circulation and the health of the skin.
- It takes care of skin problems in the long run.
- Hot oil Manicure cleanses and exfoliates the nails and improves the texture of the cuticles in the long run.
- Hangnails are easily removed through this process.
- It also helps in improving the flexibility of the wrist and hands.

4. Hot stone Pedicure and Manicure

Two ancient techniques hot stone massage and acupressure create this unique, relaxing hand/ foot treatment. Heated stones are massaged on the hands, calves and feet to soothe joints and muscles while acupressure releases stress and tension throughout the body.



Fig. 4.1.2: Hot stone Pedicure and Manicure

Hot stone Pedicure Benefits

- **Relaxes Foot Muscles:** The hot stone Pedicure generates heat in the feet muscles so that they can relax and get rejuvenated.
- **Pressure Points:** There are some pressure points under the feet that can stimulate the senses all over the body. One of the main benefits of this Pedicure is that the hot stones are placed under the feet and refresh the person after the treatment.
- **Chinese Medicine:** This Pedicure has the goodness and wisdom of Chinese medicine in it. The system of massaging with hot stones is essentially a Chinese procedure. It has the yin and yang energies in it.
- **The Aromatic Oils:** This Pedicure is not done just with hot stones. The feet is scrubbed thoroughly and then pampered with a number of energising and moisturising oils. Then the oiled stones are placed on the feet to relax the tired muscles.
- **Detoxifying Stones:** The warmth of the stones releases the cramps in knotted muscles. This pleasant warmth also helps to release toxins from the muscles.
- A Great Stress-buster: A hot stone Pedicure at the end of the day is one of the best stress-busters.

5. Fish Manicure and Pedicure

In this type of Pedicure, feet and hands are dipped in a water tank containing fish, called doctor fish or Garra rufa. These fish nibble the dead skin from the feet and hands. They do not have teeth; hence, they simply suck on the dead skin. After this, a regular Manicure and Pedicure procedure is followed. The end result is very soft and clean feet.



Fig. 4.1.3: Fish Manicure and Pedicure

Benefits

- **Removes dead skin:** Fish spa removes dead skin and brings back the glowing skin. The fish eat up bacteria and dead skin and leave behind a fresh and glowing skin.
- Improves blood circulation: This form of therapy helps in effective blood circulation and stimulates the proper flow of blood throughout the body; the use of the Garra rufa fish helps exfoliate the skin really well.
- **Reduces itching:** Fish spa benefits as it softens the hand and feet and reduces itching and blemishes. Fish spa helps get rid of dark spots and rough hands and feet.
- **Relieves from tension:** It is a good massage as it attacks at the acupuncture points and releases endorphins. It seems to be very ticklish, relieves the person of tension, stress and results in laughter. They soothe the skin very fast.
- Feet smoother: Fish spa is a therapy performed by "doctor fish" whose name is Garra rufa. During a treatment, customers place their feet in tanks of warm freshwater containing loads of Garra rufa fish. These doctor fish gently nibble to provide foot massage by emitting micro vibrating sensation as well as getting rid of dry and dead skin. The end result is said to leave your feet smoother and softer.
- Nourish the skin: A standard treatment takes approximately one hour in which the client completely submerges the area to be treated into the tank filled with the Garra rufas. After this, a soothing massage is to be given to the client which helps them nourish their skin.
- **Removal of swelling:** Antiseptic effect, the removal of swelling and fatigue in the legs.
- **Glowing skin:** This fish spa exfoliates the skin. Fish spa removes dead skin and brings back the glowing skin.
- **Treatment of Psoriasis:** Garra Rufa fish spa is considered as a medical treatment which treats problems such as psoriasis, warts and calluses.

6. Fruit Pedicure and Manicure

The only difference between a normal Pedicure and Manicure and fruit Pedicure and Manicure is that in the latter various fruits are used in the service, which help in smoothening of skin.

Some of the fruits used in fruit Manicure and Pedicure are strawberries, mangos, papaya, pineapple and other citrus fruits.

For example: In a pineapple Manicure and Pedicure, the customer's feet/hands are soaked in an energising pineapple soak for five minutes. It is then massaged with fresh pineapple and its juices. After this, the customer's feet/hands are washed in warm water and a lotion is applied to them.

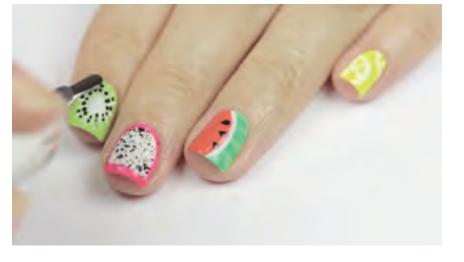


Fig. 4.1.4: Fruit Pedicure and Manicure

Benefits

- Helps in exfoliation
- Leaves feet and legs glowing and moisturised
- Buffs away ageing skin cells and calms the skin

7. Anti-Tan Pedicure and Manicure

Tan refers to a golden-brown or darker shade of skin developed after exposure to the sun. In order to remove tan from their skin, people use various methods, one of them being Pedicure and Manicure. Anti-tan Pedicure and Manicure help in lightening the skin tone and bring back the normal glow of the skin.



Fig. 4.1.5: Anti-Tan Pedicure and Manicure

Benefits

- Removes tanning
- Helps in restoring the natural glow of the skin

Crystal Manicure and Pedicure

Crystal Manicure and Pedicure basically include crystal nails and crystal nail file/glass nail file.

Crystal Nail

It is the process of applying crystals on acrylic gel nails.



Fig. 4.1.6: Crystal nail

Crystal nail file/glass nail file

A glass nail file, also known as crystal nail file – is an ideal nail care tool with the abrasive surface made of glass used to gently grind down and shape the edges of fingernails. They are often used in Manicures and Pedicures after the nail has been trimmed, using appropriate nail clippers.

Let us look at the procedure or steps to use a crystal nail file:

- 1. Apply polish and gel to the client's hands/feet.
- 2. Allow the polish to dry.



Fig. 4.1.7: Crystal nail file/glass nail file

- 3. Apply brush on nail adhesive.
- 4. Apply the brush on adhesive in a thin, even layer.
- 5. Apply the applique.
- 6. Align the first row of the stones with the free edge.
- 7. Apply even pressure and adhere to each side of the toe.
- 8. Pull the applique across the nail.
- 9. Gently press along wall area.
- 10. Apply gentle pressure to avoid misaligned stones.
- 11. When stones are set, remove adhesive film.

- 4.1.6 The Spa Manicure Service - Step-by-Step

The Spa Manicure Service

After your client has been seated in the spa Manicure chair, have had their client consultation and been offered a beverage and a magazine, you can also offer your client hand sanitizer. You should also sanitize your hands.

The Spa Manicure is a soothing menu addition to comfort and indulge your clients with a deeply moisturising and relaxing new service. Designed to calm and restore even the most stressed hands, this service will provide long-lasting benefits beyond a basic Manicure.

STEP 1: Cleanse and Shape

- Make the client wash hands and wipe them dry with a towel.
- Massage sanitizer on the client's hands to sanitize.
- Remove existing nail colour.
- If necessary, trim the length from each nail, using nail clippers.
- Shape and smooth the nail's free edge with a File.

STEP 2: Bathe and Moisturise

- Place a smaller bowl within a larger bowl over a towel on your table.
- Fill the larger (outer) bowl with approximately 1 inch of very warm water should fill half way up the side of the smaller (inner) bowl.
- Add enough Almond Milk Bath to the smaller bowl to fully immerse the fingertips.
- Soak fingertips for 1 to 2 minutes.
- Pour an equal amount of warm water to the soak in the inner bowl to create a milky solution. Gently swirl fingers to mix.
- Remove hand and wipe it dry.

STEP 3: Cuticle Care

- Apply a small amount of Cuticle around each nail.
- Gently slide a cuticle pusher along the nail plate toward the cuticle area to loosen any non-living tissue from the nail plate.
- Use a curette to remove non-living tissue up to the eponychium and lateral edge.
- Use a Manicure nipper to carefully remove the loosened non-living tissue, as well as any hangnails.

STEP 4: Exfoliate and Moisturise

Massage a scoop of Scrub on the hands for 1 to 2 minutes to gently exfoliate the skin. Use slow effleurage massage strokes on the hand:

- Hold the client's hand with one hand and perform effleurage with your other hand, with firm pressure moving up the back of the hand, and back down using light pressure.
- Move your hands in a brisk circular motion to exfoliate.
- Using both hands, place your thumbs on top of the client's hand and your fingers on the client's palm. Spread apart the top of the client's hand as you petrissage down to the sides with your thumbs.
- Repeat 2-3 times.
- Rinse hand with water from bowl and remove scrub with a soft sponge.
- Thoroughly dry hands with a clean towel.

STEP 5: Moisturise Massage

- Apply a thin layer of Almond Illuminating Masque to the top of both hands and fingers, and wrap hands in warm towels or heated Manicure mitts.
- After 3-5 minutes, remove towels/mitts and remaining masque with a soft sponge.
- Thoroughly wipe hands with a clean towel.

STEP 6: Massage

Massage a dollop of lotion into each hand and arm, using effleurage and petrissage techniques.

- With flat fingers, make quick circular movements on top of the client's hand from the knuckles to the elbow, then back down to the ends of the fingers. Repeat.
- With flat fingers, starting at the wrist and working up to the elbow, make quick circular movements to all planes of arm.
- Heel of hand: Using the tip of the thumb or the knuckle, in a straight line and circles, massage across the heel of the hand (at the base of the wrist).
- Bottom of palm: Perform the "spreading technique" as detailed in Step 4 (Exfoliate section). Massage the lower area of the palm with "thumb over thumb" motion in large circular movements.
- Top of palm: Slide the pinkie and ring finger of your hand between the client's pinkie and ring finger. Slide your other pinkie and ring finger between the client's thumb and index finger. Use your thumbs to massage the palm.
- Outer edge of thumb: Slide your thumb into the client's thumb like a reverse handshake. Using the side of your thumb, massage in downward and circular motions along the outer side of the client's thumb to the heel of the hand.
- Base of thumbnail and fingers: Using thumb pad, perform circular movements at the base of the client's thumbnail, and then massage the entire thumb. After gently pulling the thumb, massage each finger similarly and gently pull.
- Top of wrist: Using the pad of the thumb, circle clockwise on the client's wrist. Finish by gently pulling on each finger Use feather (very gentle fingertip) effleurage movements to finish.

STEP 7: Meticulous Nail Prep

- Gently buff the surface of each nail with the side of a buffer, in the direction of the natural nail growth. Buff to a high shine if not applying nail colour.
- Double-check for stubborn cuticle and debris by pulling back the lateral folds (side walls) of the nails with your fingers and using a curette to gently remove any remaining cuticle.

STEP 8: Nail Colour

- Use Scrub to remove oil and debris from the nail plate.
- Apply a thin Base Coat.
- Apply 2 coats of nail colour and allow to dry for 5 minutes. Seal and protect with a coat of air Dry top coat.
- After 1 minute, spray each nail with spray to quick-dry nails and condition the skin.

Paraffin Hand Spa

• Petroleum-based paraffin wax is used in salons and spas to soften and soothe skin, most often on the hands and feet, and sometimes on arms and legs. Your hands are submerged in the warm liquid wax of a paraffin hand spa, and the wax then hardens slightly on your skin and is removed after a few minutes. The paraffin wax helps deep-moisturise and condition the skin on your hands, and your nails and cuticles.

Benefits of a Paraffin Hand Spa

• **Moisture Relief:** The paraffin wax used in spa treatments acts as an emollient, which helps trap moisture in the skin. Once the paraffin has been rubbed or peeled away, rough hands and dry cuticles are left soft and moisturised. Salons often use the wax spa as a soothing pre-treatment to a Manicure.

• Heat Therapy: Paraffin wax is solid at room temperature but melts at temperatures from 116 to 147 degrees Fahrenheit. The heat from a wax spa also helps temporarily soothe aching joints and increase circulation, which gives hands a more youthful appearance. The spa's heat has a relaxing effect, helping calm and relieve stress in the same way a warm bath does. Some paraffin spas include scented oils, such as lavender and tea tree, for the additional benefit of aromatherapy.

The wax must be heated in the wax bath for at least 30 minutes before you need to use it. Plan ahead to ensure the wax is melted properly and ready for use.	
Completed the Manicure up to a brief hand massage. Apply a rich massage cream and gently massage into the area.	
Check the consistency of the wax and test the temperature by applying to the inside of your wrist.	221
Dispense the heated wax into a small bowl and quickly brush the wax onto the client's hands using a small paintbrush.	×
Cover with a towel or thermal mitts. The wax can be left on for up to 20 minutes but 10 minutes is adequate.	× ·

Remove the wax . It should peel off in one piece and be disposed of.	
A full massage of 10 minutes should now be given to ensure the client receives the full benefit of the treatment.	
Continue with the application of polish, taking extra care when wiping over the nails with polish remover to ensure there are no traces of wax left on the nails, which will prevent the polish adhering to the nail.	
Oil treatment	
Evaluation of the Manicure	

4.1.7 The Spa Pedicure Service - Step-by-Step 🖻

The Spa Pedicure Service

After your client has been seated in the spa Pedicure chair, had their client consultation; been offered a beverage and a magazine you can also offer your client hand sanitizer and you should have sanitized your hands as well.

STEP 1: Cleanse

- Wash your hands with soap and water and towel dry.
- Wash clients feet with liquid soap and warm water and use towel for making the surface dry.
- Add 1 scoop of a mineral bath to a foot bath or 2–3 scoops to a motorized whirlpool tub.
- Agitate with hands to dissolve. 5. Soak feet for 3–5 minutes to cleanse and soothe.
- Remove one foot and towel dry.

STEP 2: Perform a Pedicure

- Remove any existing nail colour from the natural nail using an acetone-based polish remover.
- Trim length with a properly cleaned and disinfected nail clipper or sharp nipper. Follow the natural C-curve of the nail with small cuts when trimming. Trim the corner of each toenail at a 45° angle, double-checking deep corners to ensure there are no hidden areas of growth.
- Refine the shape of the natural nail with the 240-grit side of a File or Buffer File the extension edge of toenails parallel to the end of the toe. Gently round the corners to help prevent ingrown toenails. Refine the shape of the natural nail with the 240-grit side of a file.
- Apply a small amount of Cuticle oil evenly around the cuticle of each nail.
- Gently slide a cuticle pusher or orange-wood stick along the nail plate toward the cuticle area and along the lateral fold to lift and loosen any non-living tissue from the nail plate. Remove any excess Cuticle oil from the nail. Use a curette to remove non-living tissue up to the eponychium and lateral fold.
- Scrub nails thoroughly with soap and a damp brush, then rinse with warn water to remove the cuticle remover and soap; towel dry.
- Use a Manicure nipper to carefully remove any loosened, non-living tissue, as well as any loose pieces of skin or hangnails. Use a gentle touch during cuticle removal to protect the seals. Never cut living tissue as it can lead to infection.
- Repeat colour removal, length reduction, filing and cuticle removal on the other foot.









Pedicurist and Manicurist

STEP 3: Exfoliate

- To slough away dead skin cells and gently polish the skin, massage a scoop of • Salt Scrub onto the top of one foot and leg up to the knee, using both hands.
- Hold the ankle with one hand and perform a long, effleurage strokes with your free hand up the front of the calf and down the back of the leg applying even pressure to exfoliate dry skin. Switch hands and repeat three times.
- Place foot into the foot bath. Rinse off any excess Salt Scrub. Repeat exfoliation on other foot and leg.

STEP 4: Extra Exfoliation

- For extra exfoliation on the bottom of the feet smooth a scoop of Scrub along the sole and heel of the foot.
- Gently massage for 2–3 minutes concentrating on rough, dry areas.
- Rinse in foot-bath repeat on other foot.

STEP 5: Intense Callus Treatment

- Carefully apply Serum to calluses on the foot with a plastic-backed cotton pad or spatula. Rinse fingers after applying. (It is important not to "rub" Sea Serum in with the fingers; this can lead to over- exposure for the Nail Professional).
- Wrap the foot in a clean towel and let sit for 5 minutes.
- Unwrap the foot and exfoliate callus areas of the foot with a foot file in circular motions to reduce and smooth calluses.
- Rinse and towel dry the foot.











STEP 6: Condition & Moisturise

- Remove the first foot from the bath and dry with a clean towel. Apply a small amount of Cuticle onto each eponychium and thoroughly rub into skin.
- To moisturise and stimulate the senses, spread a thin, even layer of Marine Cooling Masque onto the foot and ankle using your hands or a soft disinfected applicator brush.
- Wrap foot in a warm, clean towel and repeat on the other foot.
- After 5 minutes, immerse towel-covered feet back into the foot bath for about 30 seconds to soften the masque and use towel to gently remove masque. Remove feet from tub and towel dry. Wrap both feet in a clean warm towel.



- Unwrap one foot and rest the heel on your lap.
- Warm Oil between your palms to thoroughly massage the feet and legs up to the knee.
- Hold the ankle with one hand and perform long, effleurage strokes with your free hand up the front of the calf and down the back of the leg, applying even pressure. Allow your working hand to finish at the back of the ankle. Switch hands and repeat with alternate hand.
- Next, start at the ankle, and with your thumbs on the top of the calf and your fingers on the back of the leg, work toward the knee, alternating hands with deep friction or squeezing movements to stimulate the client's senses. Repeat three times.
- With quick, circular vibration movements, move from the ankle to the knee three times.
- Slide your hands down to the ankle and support the heel with one hand. With the other, slide up the bottom of the foot and place the tip of your index finger on the fleshy base between the big and second toe. Very slowly, with some pressure, slide your index finger downward between the toes, rotating your finger. Repeat this step between all toes three times.
- Slide one hand on the top of the foot for support and, with the other, form a fist and use slow circular movements to work the entire arch and heel. Repeat this step three times.
- Using the same hand, slide your thumb across the ball of the foot several times. With firm pressure, massage from the ball of the foot to the heel. Repeat this three times.













- Continue supporting the foot and slide your hand to the big toe. With a downward motion, squeeze the toe toward the tip. Repeat on the toes three times. Finish the massage with a feather-light fingertip stroke up the top of the foot and leg to the knee, then down the back of the leg. Repeat three times.
- Finish the massage with a feather-light fingertip stroke up the top of the foot and leg to the knee, then down the back of the leg. Repeat three times.
- Wipe away any excess Marine Hydrating Oil with a clean towel and wrap the foot to keep it warm. Repeat massage on the other foot.

STEP 8: Eliminate Surface Contaminants and Purify Nail Plate Layers

- Pull back the lateral folds (side walls) of the nails with your fingers and use a pusher to double check for cuticle and gently remove any stubborn remnants.
- Smoothen any deep ridges on the big toenail with the 1200 side of a Buffer. When servicing the regular Pedicure client, only smoothen new nail growth with each appointment – this will prevent over-thinning the nail plate.
- Thoroughly cleanse and temporarily dehydrate the nail plate layers with Scrub using a lint-free, plasticbacked pad. Gently pull lateral folds back and scrub thoroughly to be sure all areas of the nail are completely clean.

STEP 9: Finish - For a High Gloss Buff

- Buff to a high shine by Glossing Buffer or Glossing Block.
- Weekly Polish Application Apply two thin layers of Polish. Seal the extension edge to ensure long wear.
- Seal and protect with a layer of Top Coat. Be sure to seal the extension edge to ensure long wear.
- After five minutes, condition the nails and surrounding soft tissue and increase set time with a light mist of Spray.









Pedicurist and Manicurist

- 4.1.8 Spa Manicure And Pedicure: Post-Service

Post-Service

- The post-service involves making sure that your client is well-accommodated.
- The post-service is also the key to make another appointment with your client.
- You can also recommend retail products your client might like, such as the polish used during the spa Manicure and Pedicure, or a moisturising foot lotion that you used as well.
- Also provide answers that your client may have about the service, and possible advice you could give as your client's personal Pedicurist and Manicurist.

Sanitation and Clean up:

- You should also make sure that disposable items such as cotton balls, orange-wood sticks, plastic spatulas should be thrown away.
- The cotton towels used during the Manicure and Pedicure should also be sent for laundry.
- Also, your implements should be disinfected immediately. Do not forget to wash and brush your implements with warm, soapy water and to dry them as well. Make sure that your disinfection solution is mixed with water as per the manufacturer's instructions and that cuticle nippers, metal pushers, toe nail clippers, etc. are immersed in the solution properly.
- Another form of post-service sanitation includes spraying and wiping the Manicure table and/or Pedicure cart table top, the pedicurist's stool, the client's chair, and foot rest with a disinfectant.

Exercise 🛃								
	1. The portion of the skin on which the nail plate rests is the:							
1.	a) lunula	b) Nail bed	c) Nail plate	d) Matrix bed				
	aj lunula	b) Nali beu	c) Nall plate	u) Matrix beu				
-								
2.	2. The nail bed and matrix bed are attached to the underlying bone by:							
	a) The bed epithelium	b) Muscles	c) Nail grooves	d) Ligaments				
3.	Abnormally brittle nails wit	h striations are a disorder called	:					
	a) Onychorrhexis	b) Agnails	c) Furrows	d) Onychophagy				
4.	The only service you may b	e allowed to perform for a client	With nail fungus is to:					
	a) Refill the new growth	b) Remove any artificia	-	ly polish				
	d) Buff to a shine			., berren				
5.	Fresh disinfectant solution	for implements should be prepa	red:					
	a) Every 2 days	b) 3 times a day	c) Weekly					
	d) Daily	. ,						
6.	If offering a leg massage wi	th a Pedicure, do not massage:						
	a) Below the knee	b) Above the ankle	c) The side of the shin	bone				
	d) The shin bone	,						
	a, me shin bone							
_	The set of the left							
7.	· ·	La des la suls la sul						
	a) Stir the polish b) Shal	ke the bottle brush						

- Notes 📋	



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5. Shampoo And Condition Hair And Scalp

- Unit 5.1 Anatomical Hair Structure and Hair Shaft
- Unit 5.2 Hair and Scalp Conditions, Causes and Contraindications to Scalp Massage
- Unit 5.3 Shampooing, Conditioning and Massage Techniques and Equipment
- Unit 5.4 Consequences of Using Incorrect Products on Hair and Scalp
- Unit 5.5 Various Types of Shampoo and Conditioning Products and Some Common Brands
- Unit 5.6 Tools and Equipment Used to Carry Out Shampoo and Conditioning Services, their Operations, Safety Precautions, Cleaning and Maintenance Procedures

BWS/N0202

- Key Learning Outcomes 🗳

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

- 1. Evaluate the environment required to carry out the services
- 2. Evaluate the hair and scalp conditions, causes and contra-indications to scalp massage
- 3. Demonstrate Shampooing, conditioning and massage techniques
- 4. Describe the anatomy of hair
- 5. Analyse the consequences of using incorrect products on hair and scalp
- 6. List various types of shampoo and conditioning products and some common brands
- 7. Evaluate the tools and equipment used to carry out shampoo and conditioning services

UNIT 5.1: Anatomical Hair Structure And Hair Shaft

- Unit Objectives

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

1. Describe the anatomical structure of hair and hair shaft

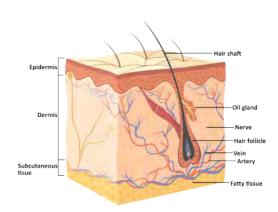


Fig. 5.1.1: Structure of hair

- Hair is made of a tough protein called keratin.
- A hair follicle attaches hair into the skin.
- A hair bulb forms the base of the hair follicle.
- The hair bulb contains living cells which divide and grow to build the hair shaft.
- Blood vessels nourish the cells in the hair bulb, and deliver hormones that modify hair growth and structure at different times of life.
- The growth of hair occurs in three cycles.
- The growth phase of hair is called Anagen and it happens over several years.
- The transitional phase or Catagen lasts for a few weeks when hair growth slows and the hair follicle shrink.
- Telogen or the resting phase is when hair growth stops and the old hair detaches from the hair follicle. A new hair then begins the growth phase, pushing the old hair out.
- The rate of hair growth is different for different people; the average rate being one-half inch per month.
- Hair colour is created by pigment cells producing melanin in the hair follicle. With ageing, pigment cells die, and hair turns grey.

UNIT 5.2: Hair And Scalp Conditions, Causes And **Contra-indications To Scalp Massage**

Unit Objectives Ø



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

- 1. Identify the hair and scalp condition
- 2. Explain the causes and contra-indications to scalp massage

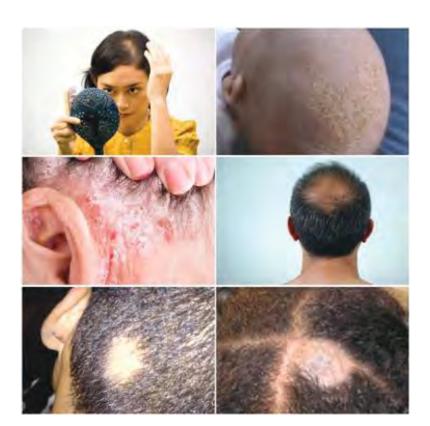


Fig. 5.2.1: Hair and scalp conditions

Psoriasis — It causes a build-up of dry, itchy skin which may often crack and bleed. It is a long lasting condition.

Treatment: One needs special shampoo and medication.

Dry Scalp — It is a condition that can itch and flake, and break the skin from cracking or scratching. Bacteria can also cause infection. It is more common in dry climatic conditions, and is more likely to happen as one gets older.

Treatment: This too needs special shampoo and medication.

Dandruff — This is a condition where the skin flakes off and causes it to itch.

Treatment: Special anti-dandruff shampoos are used to treat dandruff.

Ringworm — It is a fungal action that infects the scalp and causes it to itch, scale, and bring about bald patches on the head.

Treatment: Medication is needed to treat this condition.

Lice — They are tiny insects that live in the hair and feed on blood from scalp. It is contagious, annoying and itchy!

Treatment: Special shampoos available over the counter are helpful to rinse the lice off.

Folliculitis — It is a common skin condition that happens when hair follicles get irritated, usually after a bacterial or fungal infection. Small red or white-headed bumps often show up around the follicles. It can spread and turn into crusty sores that don't heal fast.

Treatment: Medicated creams and shampoos are required to treat the condition.

Alopecia Areata — This happens when the immune system, which normally protects the body from invaders such as viruses and bacteria, mistakenly attacks the hair follicles. It can lead to hair loss, often in patches.

Treatment: Intense medical therapy is required.

Split ends — It is caused mostly due to environmental conditions. Sometimes, it may also be caused due to over use of chemicals on hair.



Chemically damaged hair — This is the resultant of too much of chemical treatments like perms, bleach, dyes and relaxers.



Heat damaged hair — This is caused because of excessive use of heat treatments such as straightening tongs, rollers or hair dryers.



 ${\bf Oily\ scalp}$ — This is caused by the oil secreted by the sebaceous glands in scalp or due to hormonal changes.

- Scalp massage aids in the removal of dead skin, thus preventing hair loss.
- It is beneficial for those suffering from dandruff or psoriasis.

UNIT 5.3: Shampooing, Conditioning And Massage Techniques And Equipment

Unit Objectives 🧕 🎯

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

- 1. List the equipment for shampooing and conditioning
- 2. Demonstrate the process of shampooing and conditioning
- 3. Demonstrate the massage techniques

Shampoo and conditioning of hair are one of the primary services sought in salons. The processes need to be both relaxing and therapeutic. Shampoo cleans the hair, effectively removing dirt, grease; while conditioning smoothens the hair giving it a soft manageable finish.

The process is as follows:

- The client must wear a gown and towel to protect the clothing from getting wet.
- The hair must be detangled and the right product must be chosen according to the hair and scalp condition.



Fig. 5.3.1: Shampooing hair

- The client must be made to sit comfortably and lean back on the washbasin. Hair must be removed from the face and all accessories such as earrings and glasses must be removed.
- The service provider must check the client for any pain she/he might have in the neck or shoulders; if it is the case, they must settle for a more comfortable position.
- The water should be checked for the right temperature and then used on hair. Care must be taken not to wet the face. The nape of the neck and the back of the ears must be wet too.
- The right amount of product should be taken based on the length and thickness of the hair and evenly spread between the palms.
- The product should be applied to the hair using the effleurage technique, which consists of smoothing, stroking movements with the palms.



• It is then followed by the rotary massage which is a small, firm, circular movement, using the pad of the fingers.



• It is followed by the friction technique which is a series of quick, rubbing movements to remove any build up from scalp and hair. Care must be taken not to employ the technique for long hair as it might cause knots.



• The hair is then rinsed starting from the hairline. Excess water is squeezed out.



- The process is repeated, if required.
- The next step is conditioning the hair. The conditioner is left on hair for some time and then rinsed off.

<image>

UNIT 5.4: Consequences Of Using Incorrect Products On Hair And Scalp

Unit Objectives

Ø

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

1. Explain the consequences of using improper products

Shampoo is a chemical service, so adequate precaution must be taken against the spreading of contact dermatitis.

- The product chosen must be based on the scalp condition of the client. •
- The texture and characteristic of hair must also be considered before a product is chosen.
- Before the process, the service provider must take note of any allergies the client might be having. ٠
- Using the wrong product leads to dry, brittle or fizzy hair. It may also lead to loss of colour. ٠
- Fine hair requires a single wash shampoo, which would give body and volume to the hair. •
- Course and thick hair generally require two shampoos. One that softens hair and the other that • gives hair flexibility.
- The kind of product chosen should also depend on the frequency of shampoo applied on hair and ٠ the quality of water used to wash hair.
- It must also be borne in mind whether the shampoo is required only for cleaning and treatment or • colour protection.

UNIT 5.5: Various Types Of Shampoo And Conditioning Products And Some Common Brands



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

1. List the various types of shampoo and conditioning products

The most popular kinds of shampoo available are as follows

• Aloe Vera — It is a shampoo with a mild base which is very suitable for healthy hair and scalp. It is ideal for frequent use. Some common brands are Blossom Kochhar, Khadi, Himalaya Herbals, The Body Shop.



• **Chamomile** — This shampoo is suitable for oily scalps. Some common brands are Garnier Ultimate Blends and The Body Shop.



• **Clarifying** — This is a strong shampoo which acts deeply to remove any build up or dirt in scalp.



• **Coconut** — It helps dry hair to regain smoothness and elasticity.



• Lemon — This works well on oily scalps and removes build up from scalp.



• Medicated — Helps maintain normal state of hair and scalp and also has antiseptic qualities.



• **Mint** — This is a shampoo with a natural base suited for normal to mildly oily hair. It can be used regularly.



• **Oil** — They are used to smooth and soften dry hair and scalp.



• **Soya** — Helps to lock moisture in hair and scalp.

UNIT 5.6: Tools And Equipment Used To Carry Out Shampoo and Conditioning Services, Their Operations, Safety Precautions, Cleaning And Maintenance Procedures



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

- 1. List the tools and equipment to carry out shampoo and conditioning services
- 2. Discuss the operations for the same
- 3. Discuss the safety precautions and maintenance procedures

The tools required for shampoo and conditioning services are as follows

- Gowns The client wear a gown to protect clothing.
- Towels Used to dry hair.
- Apron- This is worn by the service provider.
- Wide tooth comb- to detangle hair.
- Poly vinyl gloves- It is to be used by the service provider.
- Shampoo and Conditioner.

Ex	xercise 🚺					
1.	1. Split ends is caused due to environmental conditions					
	a) True	b) False	c) Maybe	d) Don't know		
2.	2					
	a) Aloe vera		c) Clarifying	d) All		
3.	Build up of dry itch	ny scalp which crack and	bleed.			
	a) Ring worm			d) Psoriasis		
4.	4. Fungal infection on the scalp:					
	a) Dandruff	b) Lice	c) Ringworm	d) Alopecia		
5.	Keratin is kind of p	protein :				
	a) True	b) False	c) Maybe	d) I don't know		

– Notes 📋 –	



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6. Provide Indian Head Massage

- UNIT 6.1 Position and Principles of Marma Pressure Points
- UNIT 6.2 Position and Principles of Seven Primary Chakras
- UNIT 6.3 Massage Techniques, Equipment, Massage Mediums
- UNIT 6.4 Benefits of Indian Head Massage
- UNIT 6.5 Consequences of Using Incorrect Products
- UNIT 6.6 Factors That Affect Head Massage



BWS/N0417

- Key Learning Outcomes 🏼 🖉

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

- 1. Describe the hair structure
- 2. Evaluate the position and principles of marma pressure points
- 3. Evaluate the position and principles of seven primary chakras
- 4. Apply massage techniques and massage mediums
- 5. Analyse the benefits of Indian head massage
- 6. Analyse the consequences of using incorrect product
- 7. Identify the factors that affect head massage

UNIT 6.1: Position And Principles Of Marma Pressure Points

- Unit Objectives 💆

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

1. Evaluate the position and principles of marma pressure points

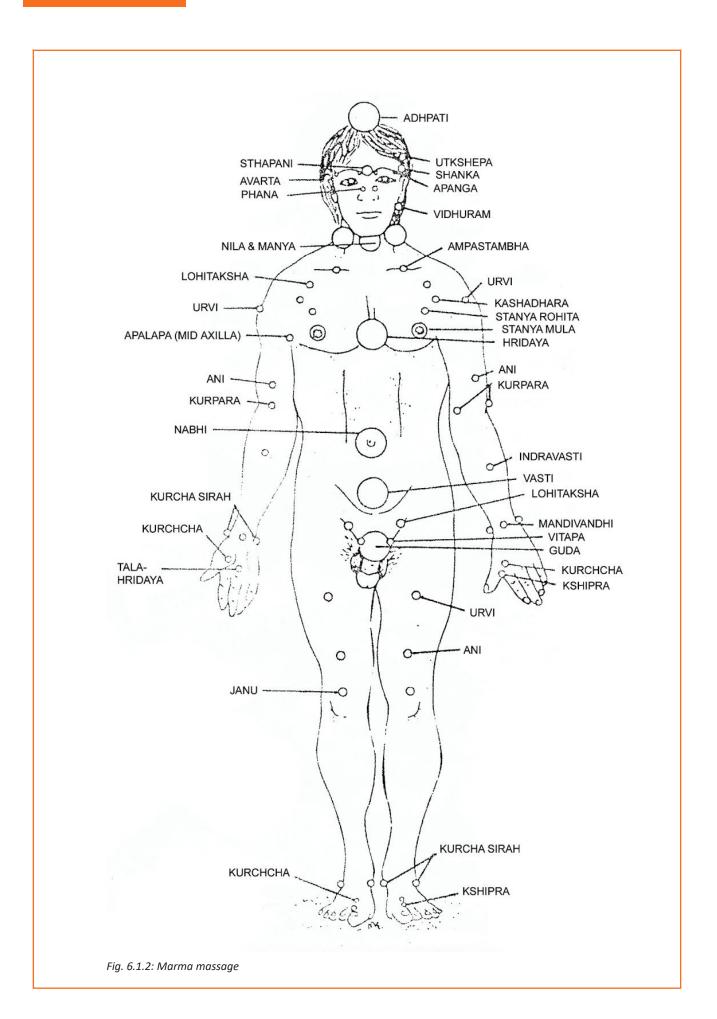
Marma is an ancient Indian practice which manipulates the energy in the body to facilitate healing. We believe that there are 107 points in the body that give access to the mind, body and consciousness. Marma helps in restoring health and peace of mind. It is the original point system of healing in the body.

- Some marma points when injured become life threatening.
- Marma works on the principle that a strong touch can cause injury while a mild touch can cause healing.
- This practice is very popular in the United States.
- Marma points are stimulated by massage.
- As these points are very sensitive, the practitioner needs to be very careful. Steady pressure must be applied for 1-2 minutes.
- For toning and strengthening internal organs, the massage should be done clockwise.
- Anti-clockwise movement helps in calming and pacifying.
- Linear movement helps in balance.
- Knowledge of anatomy and physiology is essential for this practice.
- Various kinds of oils like sesame oil, mustard oil, ghee and safflower oil are used for this treatment.



Fig. 6.1.1: Marma massage

Participant Handbook



UNIT 6.2: Position And Principles Of Seven Primary Chakras

- Unit Objectives 🦾

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

1. Evaluate the position and principles of seven primary chakras

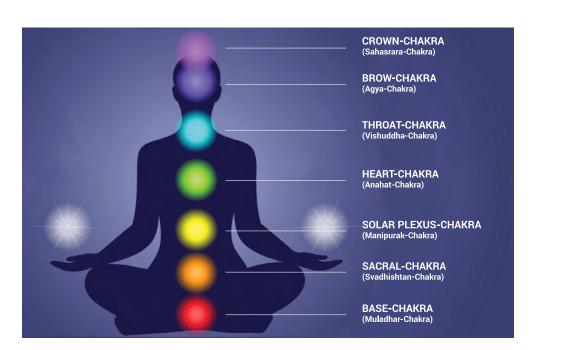


Fig. 6.2.1: Position of the seven chakras

- The chakras are the energy points in our bodies that greatly determine our moods and behavior.
- When we are high on energy, we feel positive and when our energy runs low, we face difficulty in concentrating.
- This energy balance is achieved by the chakras.
- Various chakras control and harmonise various parts and organs of the body.
- The chakras can be awakened by Yoga.

UNIT 6.3: Massage Techniques, Equipment, Massage Mediums

Unit Objectives 🧕

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

1. Apply massage techniques and massage mediums



Fig. 6.3.1: Steps to carry out the massage

- The first step is to prepare both yourself and the client for the process.
- The place must be quiet, clean, and aromatic. You may put on soft music.
- Your hands must be sanitised and jewellery and accessories of both the client and the person carrying it out must be removed.
- The medium of massage must be prepared according to the preference of the client.
- The client must be made to wear protective clothing.
- The client must be seated comfortably and the process must be explained.
- The massage begins at the shoulders. Then gently move to the upper back, arms and neck to ease away tension and fatigue.
- The trapezius muscle at the base of the neck is squeezed gently closing to the neck and then moving outward. The process is repeated a number of times with increasing pressure.
- Then the hands are brought next to the neck with the thumbs extended, and small circles are made with the thumbs on either side of the backbone just below the collar line.
- The forearms are placed at the sides of the neck and rolled outwards toward the shoulder by rotating at the wrists. After rotating, lift the forearms and move a couple of inches away from the neck. When the shoulders are reached, come back to the center and repeat this process two more times.
- Small circular lines make up the base of the neck till the hairline.
- One hand is kept at the base of the recipient's neck, and another on their forehead to keep their head from falling forward. With the rear hand, open the thumb and glide the hand up the back of the neck. Don't put pressure directly on the vertebrae.
- The head is slowly tilted forward without using any force. This process is repeated thrice.
- The recipient's hair is then loosened and massaged with shampoo like movements.
- The heel of the palm is used to apply gentle pressure at various points of the head.
- Rub the scalp vigorously with the finger tips of both the hands.
- Finally, use smooth gentle strokes from the forehead to the back of the head.

UNIT 6.4: Benefits Of Indian Head Massage

- Unit Objectives 🧕 🚳

At the end of this participant, you will be able to

1. Analyse the benefits of Indian head massage

The Indian head massage has the following therapeutic benefits:

- Relief from pain and stiffness in the muscles of the face, neck, upper back and shoulders
- Increased mobility of the neck joints
- Relief from tension and hangover headaches, eye strain, TMJ, and nasal congestion
- Renewed energy
- Reduction in depression, anxiety, and other stress-related issues
- Higher levels of creativity, clarity and concentration, and better memory
- A sense of tranquility, calmness and positive well-being
- Sound, restful sleep that leaves you refreshed
- Deeper, calmer respiratory system
- Stronger immune system
- Improved skin tone, health and colour
- Healthy hair and scalp
- Increased self-esteem and self-worth with greater self-awareness
- Balanced chakras

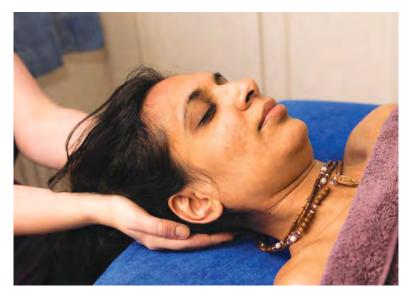


Fig. 6.4.1: Indian head massage

UNIT 6.5: Consequences Of Using Incorrect Products

– Unit Objectives 🧖

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

- 1. Analyse the consequences of using incorrect product
- Indian head massage is essentially a dry massage which does not involve the use of any product.
- However, essentials oils may be used to stimulate relief.
- Before the use of any product, the client's preference and tolerance must be taken into count.



Fig. 6.5.1: Essential massage oil

UNIT 6.6: Factors That Affect Head Massage



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

- 1. Identify the factors that affect head massage
- The massage must be administered only after taking the client's medical history. If she/he is undergoing chemotherapy, has scarred tissues, skin disorder, undetected lumps or bruises, the massage must not be carried out.
- Massage must be avoided for the ones suffering from head or neck injuries.
- Massage must be avoided during acute Migraine attacks.
- No massage must be administered if the client is under the effect of any drug or alcohol.



Fig. 6.6.1: Head and neck injury

– E)	kercise 🛃 -			
1.	How many marma	points does the body ha	ve?	
	a) 107	b) 29	c) 56	d) 10
2.	2. How many chakras does the body have?			
	a) 66	b) 7	c) 13	d) 5
3.	Massage should no	ot be done on a patient u	ndergoing chemotherap	у.
	a) True	b) False	c) Maybe	d) I don't know
4.	. Indian head massage improves immunity.			
	a) True	b) False	c) Maybe	d) I don't know
5.	. Massage should be avoided for those suffering from neck injury.			
	a) True	b) False	c) Maybe	d) I don't know

	Notes	
	Notes 📃	
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Transforming the skill landscape



7. Maintain Health And Safety Of Workplace

UNIT 7.1 - Workplace Health and Safety





- Key Learning Outcomes

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

1. Identify risk and threat in the workplace and response appropriately with them

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UNIT 7.1: Workplace Health And Safety

- Unit Objectives

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

- 1. Maintain workplace safety and respond to several threats
- 2. Practice the use of language effectively and correctly for better communication

- 7.1.1 Introduction

The manicure & pedicure is one of the most sought after services in the salon and spa environments today. This service is requested by younger teens, baby boomers, senior adults, the younger generation, women and men, and universally is a service that provides care of the hands, nails, feet, toes, and toenails.

7.1.2 Parlour Health And Safety

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

Hands and Hygiene

Hands come into contact with more items throughout a normal day than any other part of our body. Consequently, they can pose the biggest risk to our health if they are not washed on a regular basis. The salon is no exceptions. Shaking hands with people, taking their coat even removing a used coffee cup - can pose the potential risk of cross infection.

Hands must be washed regularly throughout the day and especially in between clients. Remember to keep wash areas clean and tidy too! Use soap and sanitizer as and when required. If your daily routine includes Manicures or Pedicures or other such direct skin-to-skin contact, ensure that your client's hands or feet are also thoroughly washed before starting. After washing, you can use sanitizer which will provide further protection to both you and your client from cross infection. Always use clean towels and coats.







Fig. 7.1.1: Couch of salon

Work surfaces

It is crucial that work surfaces are kept clean to prevent the risk of cross-infection. It also has the advantage of making the salon look far more attractive too!

Do not be tempted to buy cheap products not only can these be ineffective but would serve no purpose. Use a professional product that is designed for the job in hand. 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

Most salon chairs and couches are made from PVC or vinyl. This has the advantage in that they are easy to clean. However, make sure you use the right product. Any disinfectant containing alcohol (ethanol) should be avoided as it is likely to react with the PVC or vinyl, making it brittle, which will eventually make it crack. Once you get a cracked surface it is extremely difficult to disinfect it properly, resulting in an area where germs can easily multiply.

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. 7.1.2: Couch of salon

All instruments and tools should be thoroughly sanitized in between clients (or sterilized where required). Fortunately, there are now technically advanced products that make this quick, easy and cost-effective. Do not be tempted to short cut this procedure. Follow the manufacturer's instructions precisely. Instruments and tools are not cheap, so do not 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 in between clients 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 throw it away.

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 Identify The Hazards And Evaluating The Risks In

Your Workplace

This section covers the health and safety responsibilities for everyone in the beauty therapy industry.

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.

Hazard	Risk	Control measure
Electrical leads trailing on the floor	Tripping over leads	Run flexes alongside the wall
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	Furniture tipping over	
equipment and products		
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	Cannot 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 tolls	Cross infection	

- 7.1.4 Health And Safety Rules

Hot and Cold Running Water

The salon must have a constant supply of hot and cold running water. For Beauty Therapy treatment rooms should have a separate sink with hot and cold running water.

However, if a large treatment room has been separated into treatment 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.

Your Responsibilities at Work

Working with Water

Report to your supervisor immediately:

- Blocked sinks, so that they do not overflow
- Water that comes out of the tap 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

Your 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 well-being 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:

Table 5.1.2 Threats and Responses

Threats	Responses
 Fire: Fire is a significant hazard for most businesses. There are three main causes: It is started deliberately It occurs because people are not alert to fire hazards It occurs because people are careless 	 Safe storage of materials Maintain fire exit routes Routine checks/end of day checks Fire fighting/protection equipment

Threats	Responses
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 effect workplace security; there are a number of other situations that might impact workplace security like theft 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 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.

Report to your supervisor immediately if there are any faulty plugs, frayed wires or loose connections and any flickering or faulty lights.

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 cs 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.

7.1.7 Posture, Lifting And Carrying

People who work with their arms and elbow in an elevated postures are at risk for musculoskeletal disorders especially in the neck and shoulders just like everyone else. In-addition the constant standing and bending over can contribute to pain in your low back and knees as well. Such is the duty of a Pedicurist and Manicurist where he/she often needs to work with their arms in elevated position and stand for long hours while working.

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.

It is a good idea to:

- use height-adjustable couches and cutting stools
- Get help when carrying large, heavy or awkward things
- 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.

Safe lifting method

As a member of 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.



Fig. 7.1.3: Correct posture for sitting

When picking up a large or heavy item:

- Bend at the knee
- Use both hands to grasp the item
- Use the strength in your legs to help lift the weight
- Never bend from the waist, as this could damage your lower back.



Think about the lift. Where is the load to be placed? Do you need help? Are handling aids available?



With your feet close to the load, bend your knees and keep your back straight. Tuck in your chin. Lean slightly forward over the load to get a good grip.



When you are sure of your grip on the load, straighten your legs and lift smoothly. Remember to keep your back straight.



Carry the load close to your body.

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
Nail varnish remover	Inhalation of fumes; highly flammable	Inhalation of fumes; highly flammable	Inhalation of fumes; highly flammable	Inhalation of fumes; highly flammable	If spilt, clear up immediately as it can dissolve some plastics such as cushion flooring, and mark trolleys and equipment. If spilt on clothes, minimise the fumes by sponging with water

Table 7.1.4: Information recording



Click/Scan this QR Code to access the related video

Exercise 🧭 –				
1. Parlour hygiene includes cleaning of:				
a) Floors	b) Instruments and tools	c) Chairs and furniture		
d) All of these				
2. What is the response	se towards shoplifting?			
a) Review CCTV footage	b) Notice suspicious behaviou	ur c) Make sure guards are on duty		
d) All of these				
3. A Pedicurist and Ma	anicurist may suffer headache and mig	raine due to:		
a) Muscle tightness	b) Long conversation with clie	ents c) Hair-dressing		
d) None of these				
4. List workplace threats and response to them.				
5. Uplifting your arm i	s a right position to work in for a Pedic	urist and Manicurist?		
a) True	b) False			



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Transforming the skill landscape

BEAUTY & WELLNESS SECTOR SKILL COUNCIL

8. Create A Positive Impression At The Workplace

UNIT 8.1 - Creating Positive Impression at Workplace UNIT 8.2 - Professional Skills UNIT 8.3 - Language Skills UNIT 8.4 - My Learning Tree



BWS/N9003

Key Learning Outcomes

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

- 1. Demonstrate professional behaviour
- 2. Execute tasks as per organization's standards
- 3. Practise proper communication to record information
- 4. Practise how to build a professional image
- 5. Demonstrate effective use of language

UNIT 8.1: Creating Positive Impression At The Workplace

– Unit Objectives 🔘

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

- 1. Demonstrate professional behaviour
- 2. Practise team work and behaviour with customers

-8.1.1 Introduction

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

Good housekeeping is essential for maintaining a good salon image, as well as for ensuring health and safety.

- 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
- Latest magazines are available for the customer
- Empty cups are removed as soon as possible



Fig. 8.1.1: Reception area

8.1.3 Staff Room

After using the Staff Room, please ensure:

- All books, manuals and magazines are put away in their respective 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. To make your clientfeel comfortable your behaviour must be genuine and sincere. The way you communicate your care, courtesy and your competence, will encourage them to become a regular client.

To provide a caring environment you must:

- Demonstrate a positive attitude towards work and other people.
- Have a clean 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. Apologise for the inconvenience and do not blame anyone.
- Be reassuring to your client and put them at ease through your behaviour. This includes devoting your full attention to the client. It is rude to chat with other staff members while attending to your client, however, professional discussion with co-workers is permissible.



Fig. 8.1.2: Preparing the treatment area for the customer

- 8.1.5 Making The Clients Comfortable-

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

- Provide current 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

8.1.6 Communication

All living beings communicate with each other. Communication is the process or activity of sharing/ conveying information through the help of messages, using methods such as 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:

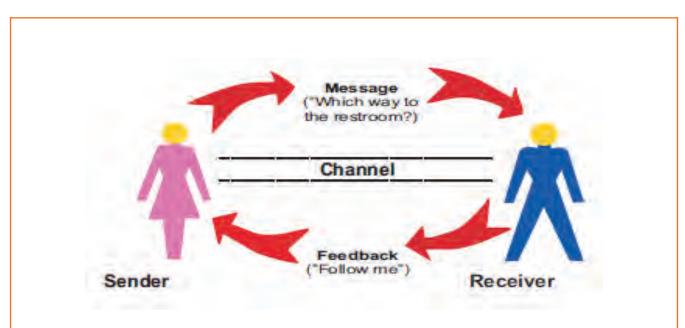


Fig. 8.1.3: Communication chain

Answering the telephone

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

Communicating by telephone

Speaking on the telephone is a little different to communicating with a person face to face.

On the phone you can hear (tone of voice, intonation, volume), but you cannot see (facial expressions, gestures, body language). Telephone communication is approximately 25% words and 75% tone, or the way the words are said.

Therefore when you are communicating on the phone you will need to compensate for what you cannot see.

Your voice

When you are speaking on the telephone:

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

Your words:

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

Your body language:

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

Use body language even though it cannot be seen, otherwise your voice may sound stilted.

- Smile even though it cannot be seen, it will be heard
- Focus your eyes on something that will help you concentrate on your communication
- Listen for body language eg. pauses and breathing patterns

Telephone communication difficulties

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

Ways to reduce these difficulties

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

Answering the phone - announce yourself

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

Answer a call promptly

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

Three rings will give you time to:

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

Answer the phone efficiently, when answering the phone:

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

Remember, you do not 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 conversion.

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 colour with Suman?"
Closed	Ending the conversion	"Is there anything else I can help you with Mrs. Sharma? Thank you for calling.

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

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

Taking messages

- Sometimes people will call the salon to speak to an operator who is unavailable, or will want to leave a message. In these situations it will be necessary to write down a message. Do not rely on your memory.
- All messages must be written neatly and accurately. Accurate message taking is very simple and should include:
 - o Name of the person the message is for
 - o The caller's name
 - o A return phone number
 - o Message details
 - o Time of call
 - o Date of call
 - o Name of person who took the call

Personal telephone call ethics for the staff

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

- 8.1.7 Code of Conduct for a Pedicurist and Manicurist

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

Tact

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:

- Avoid speaking loudly about the condition
- Reassure the client and inform them of the available treatments
- Maintain professional and caring behaviour

Tolerance and respect

As a Pedicurist and Manicurist you will come into contact with many different people, and not always will you agree and understand many of their values. However you must learn to recognise different values and respect the rights of anyone who thinks differently to you.

It is important not to show any prejudice eg racial or religious intolerance. We have laws, which make it illegal to discriminate against another person on the grounds of their sex, race, disability, religion, sexual orientation or political beliefs.

Confidentiality

Clients will often discuss their personal life with you. You should always be polite and listen. However, when a client confides in you, it is important to be discrete and not to repeat what the client has said.

- Always remember the professional nature of your relationship with the client.
- If possible, discourage your client from divulging extremely personal and intimate information.
- Likewise, you should not burden your client with your own personal problems. Remember they are in your salon to have their hair done and to walk out feeling good.

- 8.1.8 Hygiene And Personal Appearance

A beauty operator works in very close proximity with their clients. It is very unpleasant for a client to have an operator bending over them with either bad breath or body odours. Practicing a high standard of personal hygiene is vital.

- Shower each morning before work
- Groom your hair every day. Maintain clean hair, short or neatly tied back
- Keep your teeth and gums healthy by regular cleaning and dental attention. Be conscious of how your breath smells. Avoid eating strongly flavoured foods
- Do not smoke
- Keep your nails and hands in excellent condition. Nails should be:
- Short and unpolished for beauty/spa/massage Pedicurist and Manicurists
- Hairdressers and nail technicians should have carefully polished nails
- Wash your hands before attending to a client. Wash your hands after eating, smoking or going to the toilet
- Eat good food and practice a healthy diet and get plenty of exercise
- Most salons and spas provide a uniform for you to wear whilst working. You will be responsible for maintaining the cleanliness and appearance of that garment. Wear fresh clean, ironed uniform/clothing
- Wear light day make-up, not too heavy or bold
- Men should be clean shaven or have neat facial hair
- Wear clean, functional shoes and keep your salon shoes spate from your street shoes.



Fig. 8.1.4: Personal hygiene



- 8.1.9 Things To Avoid

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

Alcoholism

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

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

Tobacco

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

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

Ghutka

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

8.1.10 Work Effectively As Part Of A Team

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

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

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

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

How to be an effective team member

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

A good team has:

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

- Good listening skills and exchange of ideas
- Enthusiastic, committed team members
- A fair but decisive leader

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

Team spirit can be lost:

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

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

- Who all the staff are in the salon
- Who is responsible for what

Who to go to for information and support.

Remember

- If you need help or information, you should ask for it politely. Stating why you require assistance will explain to other members of staff how they are helping you. Being polite and professional at all times will promote team spirit.
- When a colleague asks for your help you should respond willingly and politely to the request.
- Anticipating the needs of others and offering prompt assistance.
- Being capable and competent means doing a job as well as you have been trained to do. Do not attempt to bluff your way through a job this could put a client or colleague at risk.
- Being responsible for your actions involves taking responsibility for any mistakes you may make and taking the appropriate action to minimise any further damage.

Remember

- 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 Pedicurist and Manicurist, 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 should not 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.

- Exercise !

1.	. Personal grooming of a personal involves:			
a)	Bathing and Showering			
b)	Hair care			
c) I	Nail care			
d)	All of these			
2.	Choose the right behaviour attribute with customer:			
a)	Being warm with customer			
b)	Not preferring his opinion			
c) (Getting upset if he does not agree with you			
d)	None of these			
3.	Tobacco is the main reason for			
a)	Oral Cancer			
b)	Skin Cancer			
c) I	Malaria			
d)	None of these			
4.	One should never haveandspecially during duty hours.			
5.	List four important tips for behaviour with customers.			

UNIT 8.2: Professional Skills

– Unit Objectives 🔘

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

1. Demonstrate how to develop a professional attitude

8.2.1 Introduction

When starting a career as a Pedicurist and Manicurist, 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 self-evaluate. 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 for your salon business helps you set the tone for your employees, reassure your clients that you have their best interests at heart, and establish your salon as a reputable workplace.

8.2.2 Decision Making And Problem Solving -

Problem solving is an essential part of every job role. As a Pedicurist and Manicurist 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.

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 Pedicurist and Manicurist 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 is not double-booked. Flexibility is the way to encourage new and repeat business.

8.2.3 Planning And Organising

Planning involves setting objectives and determining a course of action for achieving those objectives. Organizing is the function of management that involves developing an organisational structure and allocating human resources to ensure the accomplishment of objectives. For planning your task of the day you need to prioritize your task and complete it in time.

Priortising Tasks

For efficient working, we should priortise our work. Let us see what can be the possible steps. The first step is to itemise the tasks. Then create a 'TO DO' list, create a list each day. There will be common tasks that occur daily or weekly and these will be carried over each day. As new tasks are given to you, add them to the list. When you have completed your task list, you would then be ready to tackle the tasks you need to do in order of importance. Dealing with a customer's enquiry is more important than putting the products on shelves/ at their place.

- Getting 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 the work area at the end of the day for next day.

This is called prioritising your tasks.

As a Pedicurist and Manicurist, you should be:

- Planning and organizing service feedback files/documents
- Planning and managing work routine based on beauty salon procedure
- Understanding the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule
- Maintaining accurate records of clients, treatments and product stock levels
- Accepting feedback in a positive manner and develop on the shortcomings

- 8.2.4 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.
- Prioritizing activities and delegation of responsibilities.
- Spending the right time on the right activity and avoiding time robbers such as gossiping, extended tea breaks etc.

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 'time-wasters'. 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

This matrix will help you plan and organize your targets and your schedule to help you meet the company's expectation from you. This matrix helps you understand:

- 1. What should be done?
- 2. What should be planned?
- 3. What should be resisted?
- 4. What should be rejected?

The Urgent and the important tasks	The Non-Urgent but important tasks
DO NOW	PLAN TO DO THEM
• Emergencies and complaints from custom-	• Planning of displaying products in the store
ers	 Scheduling of daily activities
Demands from superiors	Organising Inventory
Planned tasks	 Managing customer's details
Meetings with superiors/colleagues	

The Non-Important but Urgent tasks	The Non-Important and Non-Urgent tasks
REJECT AND EXPLAIN	RESIST AND CEASE
 Trivial requests from others 	Comfort activities
Apparent emergencies	• Computer games, net surfing
Misunderstandings appearing in work	Excessive cigarette breaks
Pointless routines or activities	Chat, gossips, social communications
	Reading irrelevant and useless material

8.2.5 Customer Centricity

Customer centricity does not mean, simply being there, opening the store, 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 centred 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 Pedicurist and Manicurist, 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, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- Maintaining a hygienic work area adhering to the salon and applicable legal health and safety standards
- Sanitizing the hands and clean all working surfaces, use 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

- Exercise !

1. 	What are the steps involved on decision making and problem solving?
 ว	What is the importance of time management for a Pedicurist and Manicurist?
۷. 	
 2	What does customer centricity mean?
J. 	
 1	What is the importance of analytical and critical thinking for a Pedicurist and Manicurist?
····	

C Activity
1. Prepare a decision making template on any one decision of your work life.
2. Prepare an urgent important matrix of your own.
2. Write the (Dee' and (Dee'te' of building represent with the systemetry
3. Write the 'Dos' and 'Don'ts' of building rapport with the customers.

Notes	

UNIT 8.3: Language Skills

– Unit Objectives 🔟

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

- 1. Demonstrate the effective and proper use of language
- 2. Practice the language skills needed by an Pedicurist and Manicurist

8.3.1 Introduction

As an Pedicurist and Manicurist you have a client facing job role. Hence the way you speak, listen and understand the client needs is very important. Learn to ask the right kind of questions to get the answers you want and also make sure you really listen to the answers.

This section focuses on understanding and building LSRW skills.

Reading, writing, listening and speaking are essential skills to ensure good communication in the salon. If communi- cations break down it is a problem for everyone.

To be effective you must be able to:

- Read; Information that is critical to carrying out your job effectively
- Write clearly and concisely in the prescribed manner
- Speak clearly confidently and accurately
- Listen carefully with empathy to what is being said

8.3.2 Listening Skills-

Listening Skills

Hearing is the physical ability, while listening is a skill. Listening skills allow one to make sense of and understand what another person is saying. In other words, listening skills allow people to understand what someone is talking about the meaning behind the words. Listening is a foundational critical skill for those wanting to enter the workforce in any profession.

The importance of effective listening skills for employees and managers cannot be overemphasized. Everything done in the workplace involves two-way communication -speaking and listening. Two-way communication is critical in the way it can impact efficiency and effectiveness.

When all members of a team are able to listen as well as speak effectively, they are much more likely to perform well. Effective communication is all about understanding what is being said, not just who says it.

Importance of Listening Skills

- Good listening skills makeworkers more productive. The ability to listen carefully allows workers to better understand assignments they are given. They are able to understand what is expected of them by their management.
- The ability to listen and to comprehend also allows workers to build a strong rapport with co-workers, managers, and clients. Employers and managers have confidence in workers that can listen to instructions and then do what is expected with minimal follow-up.

- Good listeners also have a better track record resolving problems with customers.
- Workers who listen well tend to work better in a team-based environment. Team members are usually
 assigned a portion of the work. Later, their completed tasks will need to fit in with other team members'
 results. Those who were able to listen well and perform accordingly will find their work results fit better
 than those who misunderstood.

All of us do not intuitively know how to listen well. The following tips will help you with a few pointers.

- Maintain eye contact with the speaker. This will demonstrate to the speaker that you are paying attention.
- Do not interrupt the speaker. Wait until he/she is completely finished, then ask your questions. Listening long enough may answer several of the questions without the need to ask.
- Be aware of your body language. As much as possible, sit still while listening. This shows that you are paying full attention to the speaker. A nod of the head can be good, as it implies agreement.
- A good listener knows that being attentive to what the speaker does not say is as important as being attentive to what he does say. Look for non-verbal cues such as facial expressions and posture to get the full meaning of what the speaker is saying.

As a Pedicurist and Manicurist focus on your client by using your eyes and ears to absorb what they are telling and showing you. Also, listening to your clients talk about their jobs, activities and home life will also give you an indication of what works best for them.

For e.g.: 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 makeup she is demanding.

Barriers to effective Listening

Beware of the following things that may get in the way of listening:

- Bias or prejudice against the idea or the speaker. This includes language differences or accents.
- Do not let worry, fear, or anger get in the way. Some people are resistant to change, and that can interfere with listening.
- Those with a lack of attention span can have trouble listening. Make sure this is not related to the fact that it is someone else's idea being listened to. Workers need to be mindful of their reactions.

- 8.3.3 Body Language

Actions speak louder than words in successful salons. When communicating with salon clients (and other members of the team) we use a combination of:

- Words
- Tone of voice
- Body language and non verbal signs

And the 3 elements are not of equal importance.

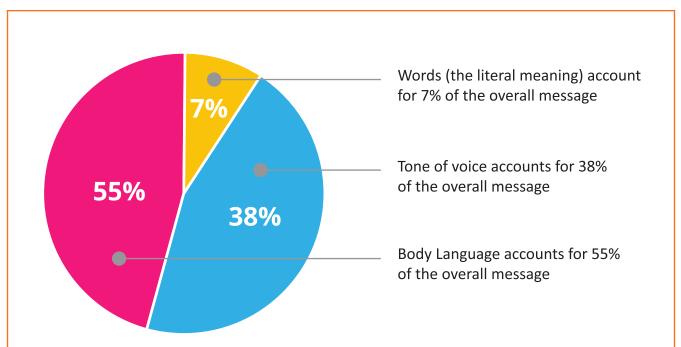


Fig. 8.3.1: Research reveals some startling facts

Many times, younger team members in particular, assume that because they work in a friendly, vibrant salon atmosphere it is acceptable to use the same body language they do at home or socially. But they are not at home, they are at work.

As a beauty professional you must understand that even when silent, you still communicate your inner feelings and true thoughts to clients through your posture, facial expressions and other non verbal cues.

Let us look at some positive body language tips for hair & beauty salons:

1. Express interest with eye contact

If you stop looking at your client, your eyes are telling her you are no longer listening to her. When you avoid eye contact you are sending the non verbal message, "I'm too busy to deal with you right now."

Maintaining good eye contact shows respect and interest in what hair and beauty clients have to say.

Body language experts recommend aiming for around 60-70% eye contact during the initial salon consultation. Any less and you signal a lack of interest in your client and her problems.

2. Avoid non verbal barriers

Avoid placing a physical barrier between you and your client. Holding a brush, mug or product bottle in your hands creates an obstacle in the space between you. Empty hands are best for a client consultation. When you have to hold something, keep your hands around waist level.

3. Demonstrate that you are listening to salon clients

Demonstrate you are friendly, listening and interested by:

- Tilting your head to one side
- Nodding
- Leaning forward

These positive non-verbal signs confirm you are engaged and attentive during client consultations, and actively listening when faced by a disgruntled client.

In contrast, leaning backwards or keeping your hands in your pocket signals a lack of interest, disrespect and even dislike.

4. Your hands and feet reveal true feelings

- Avoid pointing with an index finger or thumb as this appears rude. Instead, adopt open hand gestures with the palms facing up. Having your palms slightly up and outward says open and friendly.
- Do not cross your arms and legs as it appears defensive and sends 'closing down' messages when dealing with an unhappy client.
- Do not wiggle, waggle and fidget with your feet as it discloses stress, boredom or apprehension.

5. Personal space is important for salon clients

Respect client's personal space. Do not get too close as this looks pushy and intrusive. This can be a tricky body language area in the hair and beauty business when sometimes you need to get down and personal.

However the right touch can instantly create a bond with your client.

Research in the hospitality industry showed that being touched increased the tips that customers leave their server.

- Customers who were not touched left an average tip of 12%
- Tips increased to 14% from those who were touched on the shoulders
- And to 17% from those touched twice on the hand

Leading a client through the salon – gently guide her with a touch to the arm. As you pop a towel around on her shoulders make her feel taken care of and secure by smoothing it down over her shoulders with three light strokes. A handshake as she leave reinforces the bond.

Adopt a Posture of confidence

As a Pedicurist and Manicurist your posture must convey confidence to the clients. Fiddling with your hair, biting your nails or fidgeting with jewellery comes across as tense or nervous.

To appear confident to salon clients, simply stand straight, keep your head level, relax your shoulders and spread your weight evenly on both legs.

Be Sincere

Sincerity is everything and this is where your salon body language comes in. If your mouth is giving a compliment, just check your posture, facial expression or arms and legs are not delivering a different silent message.

8.3.4 Speaking Skills

Speaking

Speaking is the way of communicating your thoughts and opinion to the other person using your voice and words. Speaking skills are the skills that give us the ability to communicate effectively. These skills allow the speaker, to convey his message in a passionate, thoughtful, and convincing manner. Speaking skills also help to assure that one will not be misunderstood by those who are listening.

For a beauty professional effective speaking helps in convincing customers, informing them about products and services and ensuring through words about effective and exclusive services.

As an Pedicurist and Manicurist, you need to:

- Discuss task lists, schedules, and work-loads with co-workers
- Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- Keep customers/ clients informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- Manner and tone, professional, supportive, respectful, sensitive to client
- Speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- Ability to listen and understand the local language in dealing with clients and maintain client confidentiality

Effective communication is based on trust, and if we do not trust the speaker, we are not going to listen to their words. To be effective when speaking you must:

- 1. Be prepared and practice: The more you know what you want to say, the better you will get at it.
- 2. Keep it short and simple: When you are speaking do not beat around the bush or try to impress with complex metaphors. Shorter messages leave more impression.
- 3. Fluency the main goal is fluency: Do not get bogged down by trying to use jargons or exact grammar.
- 4. The tone of your voice: It is equally important when it comes to understanding what a person is really trying to say. Researchers found that expressions of anger, contempt, disgust, fear, sadness, and surprise were better communicated through vocal tone than facial expression, whereas the face was more accurate for communicating expressions of joy, pride, and embarrassment.
- 5. Clarity of speech: The rate of speech is the determining factor in the clarity of speech of a person. If you speak too fast or too slow you will lose the client attention. Speak with clarity. Clarity is power. When you speak with clarity people understand what you are saying to them and the message you are trying to convey.
- 6. Speak with compassion: When you speak with compassion, people know you truly care about them, have empathy for them and have their best interests at heart. The tone of your voice plays a very important role here.
- **7. Speak with conviction:** When you speak with conviction, people believe what you are saying to them and are prepared to go along with it. It may be a change of haircut or colour or to purchase retail products you have recommended to them.
- 8. Questions: Remember also that questions are more important than answers. Try asking open ended questions that engage them and get them talking (instead of you!). Be prepared to answer questions too.
- 9. Use appropriate language: Do not speak using slang or any other form of inappropriate language.

Barriers while speaking

There are certain barriers to speaking that you must avoid:

- 1. Unclear messages.
- 2. Lack of consistency in the communication process.
- 3. Incomplete sentences.
- 4. Not understanding the receiver.
- 5. Words can have different meanings to different listener.
- 6. Use of negative words.

8.3.5 Reading Skills

Reading refers to the specific abilities that enable a person to read with independence and interact with the message.

Importance of Reading:

- 1. Reading is fundamental to function in today's society
- 2. Reading is a vital skill in finding a good job
- 3. Reading is important because it develops the mind
- 4. It is how we discover new things
- 5. Reading develops the imagination
- 6. Reading develops the creative side of people
- 7. Reading is fundamental in developing a good self image

Three Components of Reading are:

- 1. Decoding : Means to identify what is written
- 2. Comprehension: It is defined as the level of understanding of a text/message. This understanding comes from the interaction between the words that are written and how they trigger knowledge outside the text/message
- 3. Retention: It is the ability to keep something in the memory

Techniques for good reading skills:

Given below are three techniques for effective reading:

- 1. Scanning
- 2. Skimming
- 3. Reading for Detail

Scanning

Scanning is used when you need to look for a specific piece of information in a given text. For scanning, look over the selection quickly to locate the particular piece of information you need and read only that information, but carefully. Once you find the required information, stop reading. Scanning is a fast form of reading that does not pay attention to every detail given in the text.

Skimming

Skimming, like scanning, is a quick type of reading. Unlike scanning though, the goal of skimming is to learn the main points in a larger selection of writing rather than answer one specific question. When you skim milk, you take the richest part off the top. Likewise, when you skim a reading passage, you should be pulling all the most essential information out of a piece.

The most straight forward way to skim a given passage is to read the entire first paragraph, the entire last paragraph and read the first sentence of each additional paragraph in between. In doing so, you will be able to identify the theme of the passage.

Reading for Detail

Careful reading or reading for detail is probably the most commonly used reading strategy. This is a slower reading process that starts at the beginning of a passage and proceeds to the end. When reading for detail, you should read every sentence, but you should not try to know the exact meaning of each word.

An Pedicurist and Manicurist needs to:

Update your knowledge through regular reading of information regarding your field.

Read your customer queries sent in written.

Use your reading skills to read and analyse the billing during any discrepancy.

Read about new products and services with reference to the organization and also from external forums such as websites and blogs.

Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets.

Reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures.

Some examples where you need to read in a salon are:

- Appointment details
- Client records
- Product labels
- Treatment Information
- Promotional materials etc.

Understanding

As you are listening and consulting with your clients about their needs and wants, summarize what they said and repeat it back to them. If things are still not perfectly clear make sure you ask enough questions and demonstrate what you think the style will look like. Also, help your clients understand you; make sure you speak clear and use specific words. Avoid using slang and jargon. If a client says they want to take

some of the weight off the back of their hair and you thought they meant cut the length but really they just wanted it thinned out, which is a big difference and can result in a very unsatisfied customer.

Writing

Writing is a medium of communication that represents language through the inscription of signs and symbols. When writing anything you must keep in mind:

- Its relevance sticking to the point
- Its structure it must be organised
- Its style easy to read and suited to the job

As an Pedicurist and Manicurist, you need to:

- Write clearly, concisely, accurately with a view to promote understanding
- Do not use jargon or abbreviation that is known only to you
- Follow standard organisational procedures while recording information
- Some areas where you use writing skills in a salon are:
 - Writing details in appointment book
 - o Writing out appointment cards
 - o Filing record cards
 - o Filing treatment cards
 - o Writing a bill
 - o Writing messages from the phone
 - o Writing a report
 - o Writing operating and closing checklists
 - o Updating product stock status

- Practical 🟅

- 1. In a group of four, discuss how you will talk to the customer who has come to get the quotes for bridal makeup. Demonstrate how will you talk to her, what details you will give, and how you will convince her that you will give her the best services. Two can be the customer and other two can be the Pedicurist and Manicurist. Use communication skills.
- 2. In a group of two, prepare and demonstrate how you will solve the issue of complaint of a customer who had mailed saying that one of the Pedicurist and Manicurists at salon burnt her arm while waxing her. Use reading and writing skills.
- 3. Form a group of two. One can be the Pedicurist and Manicurist and other can be the customer. Make an individual script. Customer should prepare the list of services she wants and read it out to the Pedicurist and Manicurist. Pedicurist and Manicurist, then using her listening skills and understanding, should prepare the list of things the customer wants to get done.

_ E>	ercise 🚺					
1.	is the way of communica words.	ting your thoughts and opinions to the other person using your voice and				
	a) Listening	b) Speaking				
	c) Reading	d) Writing				
2.	is a medium of communic a) Listening	ation that represents language through the inscription of signs and symbols. b) Speaking				
	c) Reading	d) Writing				
3.	•	1-5 with 1 being the lowest and 5 the highest to see if you are a good listener. h begins, do I make myself comfortable and forget about the clock?				
	b) Do I make eye contact	and notice body language?				
	c) Do I speak less than 50% of the time if two of us are talking?					
	 d) Do I resist helping othe words they may be str 	ers say what they are trying to say? Do I finish their sentences, or supply uggling to find?				
		beak, using body language in a way that affirms and encourages them to a smile, or even a laugh when it fits can draw others out and encourage				
	f) When I speak, do I ask	questions because I really want to know more.				
	•	and something, or have not heard clearly, do I stop and ask for a repeat of Dr do I "fake it" and let them continue, hoping to catch on later?				
4.	List 5 components of effect					
	b)					
	c)					
	d)					
5.	List down the facts that yo	ou will keep in mind while taking messages in a salon				

Notes	

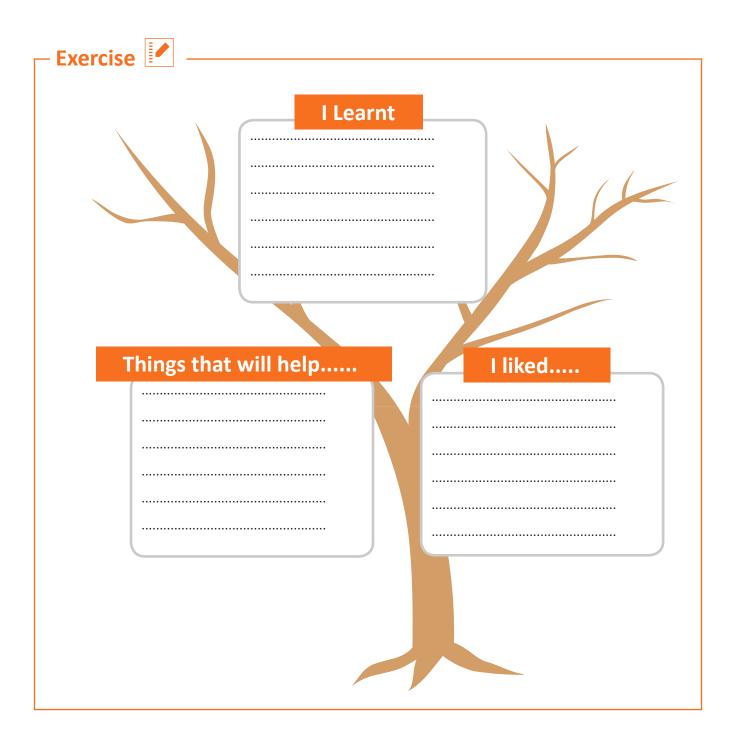
UNIT 8.4: My Learning Tree

୮ Unit Objectives 🙆



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

1. Summarise the overall learning of the program







सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP



Transforming the skill landscape

9. Carry Out Application Of Simple Mehndi Designs

- UNIT 9.1 Products, Materials and Tools Used for Mehendi Application and their Correct Use, Importance of Right Consistency of Mehendi Mixture
- UNIT 9.2 Contra-indications and Contra Actions for Mehendi Application
- UNIT 9.3 Procedure to Prepare and Store Mehendi, Preparation of the Cone
- UNIT 9.4 Simple Design Elements Used in Mehendi Design
- UNIT 9.5 Risks of Using Sub-standard Products



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- Key Learning Outcomes 🗋

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

- 1. Analyse the products, materials and tools used for mehendi application and their correct use, importance of right consistency of mehendi mixture
- 2. Evaluate contra-indications and contra actions for mehendi application
- 3. Explain the procedure to prepare and store mehendi, preparation of the cone
- 4. Evaluate skin sensitivity test, its importance and procedure
- 5. Create simple design elements used in mehendi design
- 6. Analyse the risks of using sub-standard products
- 7. Analyse the factors impacting resultant colour of the applied mehendi
- 8. Evaluate the importance of aftercare procedures and considerations for mehendi services

UNIT 9.1: Products, Materials And Tools Used For Mehndi Application And Their Correct Use, Importance Of Right Consistency Of Mehendi Mixture





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

- 1. Analyse the products, materials and tools used for mehendi application and their correct use
- 2. Discuss the importance of right consistency of mehendi mixture

Some basic information about mehendi application is as follows:

- Mehendi is basically a reddish dye used to apply on hands and legs, and also on hair. •
- An experienced mehendi artist can makeover 300 designs per 100 gm of henna.
- To apply mehendi in a salon, you would require a pencil mehendi cone, a clear plastic sheet, towel and tissue paper.



Fig. 9.1.1: Mehendi cone

The mehendi cone must be held properly as shown below



Fig. 9.1.2: Proper way to hold a mehendi cone

- One must also take care to squeeze the right amount of the product.
- The mehendi mix must be of the consistency of mashed potato and must be smooth with no lumps.

UNIT 9.2: Contra-indications And Contra Actions For Mehndi Application

Unit Objectives

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

- 1. Evaluate contra-indications and contra actions for mehndi application
- Nowadays mehndi also has chemicals mixed with it, so care must be taken to ensure that the client • is not allergic to any of the ingredients.
- Mehndi is otherwise a cooling dye with medicinal properties, which is traditionally applied on • hand and feet on weddings and festivals.
- However, care must be taken to avoid application of mehndi it there is a cut, a bruise or a burn.
- Mehndi application must also be avoided if a client is suffering from a skin condition.



Fig. 9.2.1: Contra actions for mehendi

UNIT 9.3: Procedure to Prepare and Store Mehendi, Preparation of the Cone

Unit Objectives

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

- 1. Explain the procedure to prepare and store mehendi, preparation of the cone
- Take a clear glass bowl, fresh high quality henna powder, fresh or bottled lemon juice, sugar and lavender and tea tree essential oils.
- Mix 100 gram henna powder, one and a half cup lemon juice, up to 2 spoons sugar and I oz each of the essential oils.
- The mixture should be well beaten to form a smooth mash potato consistency. It must have no ٠ lumps.
- Cover the mixture with a clear plastic.
- It takes about 4 to 6 hours for the dye to release colour. The colour is released quicker in warm weather.
- The henna is let to sit for about 12 hours and the colour is checked before put to use.
- If the entire paste is not used, the henna may be stored in refrigerator.

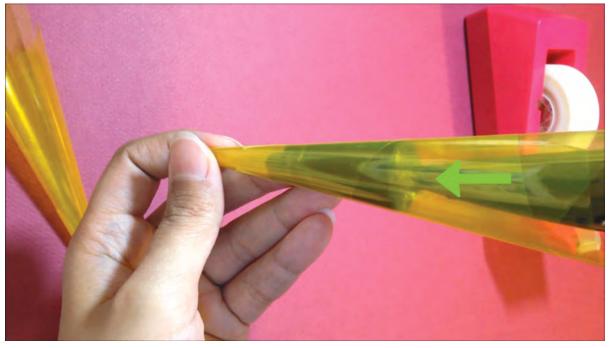


Fig. 9.3.1: Henna cone

UNIT 9.4: Simple Design Elements Used In Mehndi Design

- Unit Objectives 🙋

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

1. Create simple design elements used in mehndi design

Straight lines — first, one must practise making straight lines parallel to each other. This will help get a hold on the cone and understand how much pressure needs to be exerted.

Dot — it is the basic design. One must try to make small neat dots.

Comma — Make a dot without lifting the cone, then give a curve and lift it.

Stamen — Make a dot then keep the pressure downwards and lift cone to make a pointed end.

Making heart — it can be used as a petal too. Make one Stamen first. Then make a dot beside it, joining the two ends as you finish it.

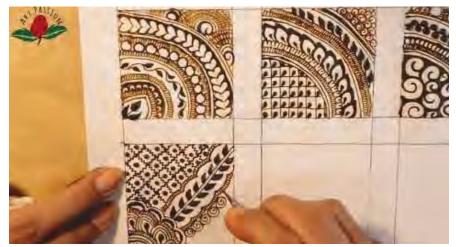


Fig. 9.4.1: Simple mehendi designs

Petal 1 — Make a stamen. Again go to the starting point and make an S-shaped line. To highlight the petal, bold the outer part of the petal by again applying henna. Once the petal is complete, make some filaments with thin lines.

Petal 2 — Make a thick stamen. Make a similar one beside it and join at the end, not pointed but blunt.

Petal 3 — Make a curvy 7. Make another one joining from the starting point just like a heart, but do not close it. Highlight the petal by making the outer line thick. Make filaments at the center with thin lines.

Petal 4 — Make a comma, again from the starting point make a stamen just like an inverted U. Highlight its curve.

While using the cone, the tip must be regularly wiped with a tissue else it tends to be messy and the designs don't come out well.

UNIT 9.5: Risks of Using Sub-standard Products



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

1. Analyse the risks of using sub-standard products

Traditionally henna has been used for its medicinal properties on skin. However, while buying henna care should be taken that it is chemical-free. The henna powder must be fresh, else the desired colour will not be achieved.

9.5.1 Various Parts Of The Body Commonly Used For **Mehendi** Application

- Henna is normally applied to hands, palms and feet.
- Sometimes, henna is also used to draw tattoo designs on the back and neck.

9.5.2 Factors Impacting Resultant Colour Of The **Applied Mehndi**

- The palms must be thoroughly washed and dried before applying mehendi. •
- Apply eucalyptus oil on the palm before applying mehendi.
- Let the mehendi dry naturally and not with a blow dryer. •
- Keep the mehendi on your palms as long as possible.
- It is believed that heat from smoked cloves gives henna a darker colour. ٠
- Apply lemon juice and sugar when the henna gas completely dried. •
- After the henna has stayed overnight, scrape it off and rub Vicks on the palms.

9.5.3 Importance Of Aftercare Procedures And **Considerations For Mehndi Services**

- You must stay away from water for at least 24 hours after the application of the mehendi.
- There should be a gap of 1 or 2 days between application of the mehendi and the occasion one has to attend.
- You should not go for services like Manicure and Pedicure after the mehendi has been applied.
- You must apply some baby oil before coming into contact with water.

Exercise 1. Which is not a primary design? a) Dot b) Line c) Stamen d) Petal 2. Before applying, mehendi should be tested on skin. a) True b) False c) Maybe d) I don't know 3. Henna has medicinal properties. a) True b) False c) Maybe d) I don't know 4. Henna is a natural dye. a) True b) False c) Maybe d) I don't know 5. How long does the henna mixture take to release the dye? b) 10-12 hours c) 1-2 hours a) 4-6 hours d) 24 hours



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10. Employability Skills

Unit 10.1 - Employability Skills - 60 hours



Scan this QR Code to access the Employability skills module

https://www.skillindiadigital.gov.in/content/ detail/1-10d218cd-31f0-41d0-a276-b41ec3b52013

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11. Annexures





Annexure										
No.	Module	Unit No	. Topic Name	Page No	. URL(s)	QR Code(s)				
1	1	1.2	About Beauty & Wellness Sector	8	https://youtu.be/7nDm_myL6B4	Click/Scan this QR Code to access the related vide				
2	2	2.1	R	Maintain Workarea		https://www.youtube.com/watch?v=9sgp 1XGESuU	Click/Scan this QR Code to access the related vide			
3			Prepare & Maintain Workarea	22	https://youtu.be/m2vchOfkvho	Click/Scan this QR Code to access the related vide				
4		3.1 Manicure	Manicure Services	44	https://www.youtube.com/watch?v=1VH Mh6XbRR0	Click/Scan this QR Code to access the related vid				
5	3	3.2	Pedicure Services	52	https://www.youtube.com/watch?v=7bDf cqHnMPw	Click/Scan this QR Code to access the related vid				
6	4	4.1	Mask or Pack Application	78	https://youtu.be/hX7xA0HNezE	Click/Scan this QR Code to access the related vid				
7	1	5.1	Guidelines on Health Hygiene	92	https://youtu.be/ktAYvoSEKhM	Click/Scan this QR Code to access the related vid				
8	- 5	5	Hand Sanitization		https://youtu.be/x9iM0LyqHRU	Click/Scan this QR Code to access the related vid				
9	6	6.1	Creating a Positive Impression at Workplace	106	https://youtu.be/XGVwVEB8EUA	Click/Scan this QR Code to access the related vid				
.0		8.1	Shampoo and Condition the Hair	136	https://youtu.be/6TgCivm6A6w	Click/Scan this QR Code to access the related vide				
.1	8	8.2	Perform Indian Head Massage	155	https://youtu.be/VoufYR-D_HM					

It is recommended that all trainings include Employability Skills Module. Content for the same is available here.



https://www.skillindiadigital.gov.in/content/ detail/1-10d218cd-31f0-41d0-a276-b41ec3b52013 Scan this QR Code to access the Employability skills module

