



Participant Handbook

Sector
Beauty and Wellness

Sub-Sector
Beauty & Salon

Occupation
Hair Dressing & Styling Services

Reference ID: **BWS/Q0201, Version 4.0**
NSQF Level 3



**Assistant Hair
Dresser & Stylist**

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Shri Narendra Modi
Prime Minister of India

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



Certificate

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Acknowledgement

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

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

About This book

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

This Participant Handbook has been designed to enable theoretical and practical training to become an Assistant Hair Dresser & Stylist. The following National Occupational Standards, which have been covered in this Participant Handbook, are what comprise the qualification pack of an Assistant Hair Dresser & Stylist.

1. Prepare and maintain work area
2. Perform basic blow drying of hair
3. Shampoo, condition the hair and scalp
4. Perform basic hair cut
5. Apply colour to hair
6. Perform Indian head massage
7. Perform tasks to assist the hair stylist performing advanced hair services
8. Maintain health and safety of workplace
9. Create a positive impression at the workplace
10. Employability Skills

This Participant Handbook has been designed keeping in mind the minimum education qualification of hair dresser & stylist. The key learning objectives and corresponding skills acquired thereby are defined in each unit. We would also like to acknowledge the efforts put in by the B&WSSC team, master trainers, consultants and our Industry Partners who give their valuable inputs in making this participant handbook.

We hope that this participant handbook will be able to provide a sound learning support to candidates who aspire to build their career in the beauty and wellness industry.

Symbols Used



Key Learning
Outcomes



Steps



Notes



Unit
Objectives



Practical




Exercise



Summarize

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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. Understand beauty and wellness industry
2. Know the role and responsibilities of an Assistant Hair Dresser & Stylist

UNIT 1.1: Objectives Of The Program

Unit Objectives

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

1. Understand the objectives of the program
2. Describe the job role and responsibility of an Assistant Hair Dresser & Stylist

1.1.1 Introduction

The beauty and wellness sector is a growing sector in India. It has shown consistent growth in the last few years and has contributed significantly to the economic growth of the country. It has created huge employment opportunities across the country and can easily be termed as a leading employer. There are many factors which contribute to this phenomenal growth including rising consumerism globalisation and the changing lifestyle of the Indian consumer as well as an increasing rate of wellness tourism.



Fig. 1.1.1 Hair Services

The rapid growth of the beauty and wellness industry has created a large demand for trained hair dresser & stylists both nationally and globally.

Currently a talent gap exists between the growth and expansion and the existing skilled personnel.

1.1.2 Assistant Hair Dresser & Stylist

An Assistant Hair Dresser & Stylist in the beauty and wellness sector shampoos and condition hair and scalp, blow dries hair, provides basic haircuts, colours hair, and provides Indian head massage to clients by maintaining health, safety and hygiene at workplace. They assist the hair dresser & stylist in providing other advanced hair dressing & styling services.

Roles and Responsibilities of an Assistant Hair Dresser & Stylist

An Assistant Hair Dresser & Stylist needs to be aware of the basics of hair dressing & styling services, health and hygiene, safety and needs to be knowledgeable about various hair products. Assistant Hair Dresser & Stylist is expected to perform services like blow drying hair, shampoo and conditioning, basic hair cut and also assist the Hair Stylist in providing advanced services.

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 an Assistant Hair Dresser & Stylist

- *Customer Orientation*
 - » 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.
- *Don't 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* – An Assistant Hair Dresser & Stylist must be able to tell what products are suitable for the customer. For instance if a customer wants to know which shampoo would suit his/her scalp, an Assistant Hair Dresser & Stylist must keep the hair type in mind and suggest the best product available. This can happen only if he/she has knowledge about available products.
- *Pro iciency in communication* – As much as an Assistant Hair Dresser & Stylist needs to be efficient in his/her skills, he/she needs to have good communication skills as well. Assistant Hair Dresser & Stylist first deals with customer with his/her communication skills and later with beauty 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* – An Assistant Hair Dresser & Stylist must not be stressed over handling customers. Her body language should be easy yet active, he/she should seem happy to work and give his/her services, must smile and be quick at her work.

1.1.3 This Program Will Facilitate Overview Of

- Preparing and maintaining work area
- Basic blow dry hair
- Shampoo and rinses
- Basic hair cut
- Assisting in advanced hair services

- Workplace health and safety
- Professional and communicational skills
- Creating a positive impression at workplace

[illegible]

UNIT 1.2: Beauty And Wellness Industry

Unit Objective



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

1. Explain 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.

The urban beauty parlour market in India is growing rapidly.

The beauty business is blooming so much that many private equally firms are now investing in it. Specialised hair care is one segment that is doing particularly well.

Reasons for growth:

1. Growing consumerism, rapid urbanisation and rising disposable income
2. Young consumer population is characterised by increased exposure to media, resulting in increased aspiration for beauty
3. Obsession with looking young has put the sector on a high growth trajectory as more and more consumers ask for cosmetic treatments and anti-ageing products
4. Product innovation and an increased demand for looking good

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 and toiletries that address age-related health and appearance issues. The products are bought for different beauty requirements.

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

Rejuvenat on Centers - This includes the core spa industry services, including spa operations, spa education, products



Fig. 1.2.2 Beauty and Wellness Industry Classification

and events. The sector primarily offers proactive services aimed at relaxing the body and the mind.

Alternate Therapy Centers - Alternative therapy centres provide clinical diagnosis and treatments under alternative therapy.

Emerging Unisex Services – Many organised segments offer such services and many Unisex beauty and wellness centers are emerging and gaining acceptance.

Expansion in different areas/regions – Apart from urban areas and metro cities, rising awareness is causing the expansion of industry in other areas as well. Low rental and manpower costs also play an important role.

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

1.2.3 List of Hair Services

1. Basic blow dry
2. Shampoo and conditioning
3. Basic hair cut
4. Assisting with advanced hair services
5. Hair styling

Exercise

1. Which of the following are not the characteristics of an Assistant Dresser & Hair Stylist?
 - a. Have knowledge about products
 - b. Good body language
 - c. Clean personal appearance
 - d. Being in hurry
2. What are the current Beauty and Wellness Industry trends?
 - a. Changed Consumer Psyche
 - b. Emerging Unisex Salons
 - c. International Beauty Brands
 - d. All of these
3. List different classifications of beauty and wellness industry.

About Beauty & Wellness Sector



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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 area
2. Know how to prepare client record cards
3. Know how to prepare a client for treatment
4. Know about sterilisation and disinfection methods
5. Understand about personal presentation and ideal behaviour
6. Identify ways to dispose of 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 and maintain the treatment area
2. Know how to fill client record cards
3. Know how to prepare a client for treatment
4. Know about sterilisation and disinfection methods
5. Understand about personal presentation and ideal behaviour
6. Dispose of waste correctly

2.1.1 Introduction

The work area of a beauty salon should be clean, hygienic and inviting. In this unit, we will focus on how to prepare and maintain the work area for hair services. Preparing the work area includes setting up the equipment and the tools needed to carry out the treatment, preparing the seating for the client and yourself.

It also includes understanding how to dispose off waste material after treatments, how to maintain client records and the importance of the personal hygiene and appearance of the stylist.

One of your main duties as a hair professional will be to assist the senior hair professional by setting up trolleys and work areas making sure that the materials and equipment needed for a treatment or service are there and by preparing the client for treatment. To be effective, you should know what products, tools and equipment are needed for each treatment.

2.1.2 Record Cards

A client's record card is a document that the salon maintains to keep a record of treatments or services that the client has taken. An Assistant Dresser & Stylist can put down comments or suggestions for future treatment of the client and also. Getting information from a client's record card will be one of your first duties as an Assistant Hair Dresser & Stylist.

- The card will tell you the treatment the client is booked in for, this enables you to set up the required materials.
- The record card also gives information about the client's skin type, previous products used, likes and dislikes. This will clearly tell you which products to keep ready.
- When collecting a record for a client check the client's name and address carefully to ensure that you have the correct card.
- Hand the card to the Assistant Hair Dresser & Stylist before he/she begins the treatment.

2.1.3 The Treatment Room

A treatment room should be well equipped to handle different treatments. Here are some guidelines for the adequate equipping of a treatment room.

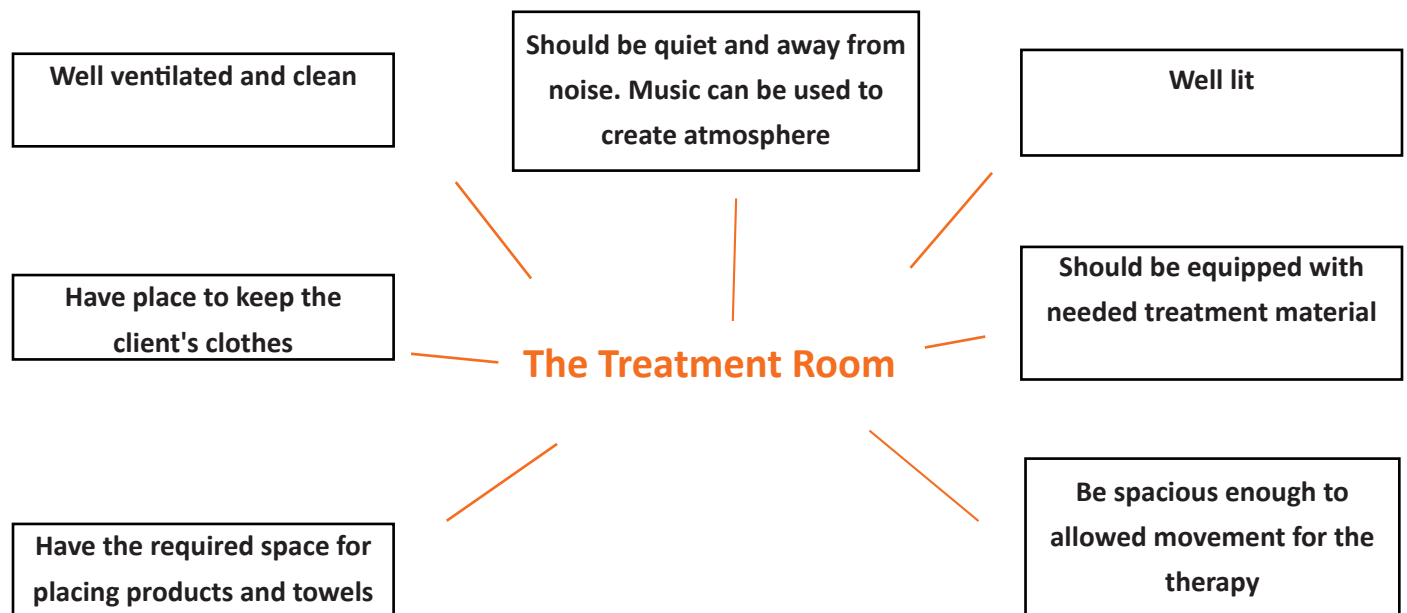


Fig. 2.1.1 The treatment room




Setting up for treatment

You need to set up the trolley with the necessary products and equipment and organise the work area so that everything is hygienic and within reach.

A checklist for setting up a treatment room:

1. The client's record card with a pen
2. The gown the client will wear during the treatment and some hooks for the client's clothes
3. Clean towels laid out
4. The treatment couch should be clean
5. The trolley and other work surfaces should be disinfected
6. The trolley should have the products and tools which will be used during the treatment
7. The trolley should have an adequate amount of cotton wool and tissues

2.1.4 Equipment, Tools And Products Needed For Various Treatments

Treatment	Equipment, Tools and Products Needed
	<p>Trolley setup for Hair cutting – scissors, cutting comb, trimmer, water spray bottle, hair cutting sheet, hair dusting brush, blow dryer and section clips.</p>
	<p>Trolley setup for hair chemical services - Bowl, brush, neck strips, perm rods, section clips, towels, perm lotion, neutralizer, butter paper.</p>
	<p>Trolley setup for hair color - Hair color mixing bowl, color applicator, towels, hair color sheet</p>

2.1.5 Sterilisation And Disinfection Methods

Maintaining high standards of hygiene when you are setting up for treatment is as important as carrying out a treatment well. Infections and diseases can be controlled through cleaning, disinfecting or sterilizing. Provide clean towels for each client. Clean dirty linen in hot water. Dispense cream, lotions and sprays from spray bottles where possible, else distribute products with a disposable spatula.

Cleaning is done to remove soil, dust, dirt and also removes a large part of micro-organisms from an object. Cleaning must be done before disinfection or sterilisation of any instrument or equipment. Both the client and the therapist must wash their hands before any service. Use disposable paper towels to dry hands. Disinfect all reusable metal implements and other work surfaces between two treatments to destroy most micro-organisms except for some spores and viruses.

Disinfection kills most bacteria, fungi and viruses. Change the disinfectant solution regularly in line with manufacturer's instructions.

Sterilisation is mostly done using an autoclave and completely destroys all living organisms. Only metal tools like scissors and tweezers can be sterilised. To minimise the risk of infection use disposable equipment, sterilise the rest.

Sanitising completely destroys all living organisms, including spores, it is done by using an autoclave. It should be done only on metal implements, e.g. scissors and tweezers.

Sanitising helps to reduce micro-organisms from the surface of the skin using antibacterial agents, e.g. pre-wax lotions and hand cleansers.

Note: Read through annexure 1 for more details.

Sterilising and disinfecting equipment

- All types of Scissors
- Combs
- Round Hair Brushes
- Metal Razors

2.1.6 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) means clothing or other equipment used during treatment which can reduce the risk of infection or injury.

For example, wearing a new pair of disposable gloves and an apron before each treatment protects clothing during the treatment. Dispose these of after treatment. To protect the client's clothing during the services it is advisable for the client to wear a gown and disposable thongs during intimate waxing.

2.1.7 Prepare The Treatment Work Area

Environmental Conditions

In the treatment room, make sure that the environmental conditions are suitable for the client and the treatment. This will leave a positive impression on both the client and the therapist.

Lighting

Lighting can have a powerful effect on making the client feel positive, relaxed and satisfied. Thus, lighting should be given importance in a salon. Make sure the lighting is adequate and appropriate to the treatment.

Lighting should be bright for hair cutting and dressing, at the same time be relaxing and soft for hair spa. For close work and hair analysis a magnifying lamp should be available.

Therefore, it is recommended that the lighting:

- be bright enough so you can see clearly.
- not be too bright to make the client and you squint
- should have dimmers so that clients can relax
- does not have any faulty or flickering parts for repair

Heating

It is important to keep the salon temperature controlled so that the clients are be comfortable. Sometimes during treatments the body temperature can drop, so it may be required to keep the salon warm and also a warm salon is comfortable when undressing for treatments. Avoid making it hot as it leads to breeding of germs and is quite uncomfortable to be in. A comfortable temperature for beauty work is between 20 and 24°C.

Ventilation

Circulation of fresh air is a must in salons.

- For fresh air open the doors and windows or have an air-conditioning system in the salon.
- In steam and sauna areas, good ventilation is essential to prevent damp and humid air. Lack of fresh air leads to:
 - » illnesses because of germs and bacteria circulating
 - » unpleasant smelly atmosphere
 - » build-up of fumes from beauty products which can lead to headaches and sickness.

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

2.1.8 Preparing A Client for Treatment

Meet the client with a friendly and confident expression.

- Make eye contact and smile
- Greet the client introduce yourself and explain that you will be preparing her for the treatment.
- Build a good relationship with the client by making polite conversation before the treatment begins. This will also help to put the client at ease.

Do's and Don'ts of polite conversation

Do

- Ask her if she has regular treatments, if yes, enquire about her treatments in the past and her satisfaction with them
- If she has come to your salon before
- Ask her the reason for this treatment
- Ask about her family or recent holidays
- Discussion on neutral and light topics such as weather, movies etc.

Don't

- Don't ignore the client and start talking to other people around you
- Don't gossip about the salon or team members with the client
- Don't talk about your personal problems to the client
- Don't complain about your last job or the current one.
- Don't discuss culturally sensitive topics like religion or politics.

2.1.9 Client Care

After you meet and greet a client, guide the client to the waiting or treatment room as per the situation. Offer to hang the client's coat and see that he/she is comfortable. Be ready to help where necessary.

Some things you can make sure of are:

- Comfortable seating
- Polite and respectful staff
- Clean and quiet space
- Pleasant aromas
- Relaxing Music

Client protection

To protect the client's clothes ask the client to change into a gown and hang the client's clothes on a hook. You can also give a towel, if needed.

Just before you start

Ask the client if he/she is comfortable to remove her jewellery and place it in a box and keep that safely. She could, also, put the jewellery in her handbag.

Cleaning your hands

Wash your hands before the treatment and you can tell the client about it so that she feels confidence in your cleanliness. Dry your hands well before beginning.

2.1.10 Personal Presentation and Behaviour

Always be a professional in all aspects of the client's visit. Make sure your personal presentation and behaviour is appropriate at all times. Wear your salon uniform and look sharp as this will increase the client's confidence in you.

As an Assistant Hair Dresser & Stylist, you will work quite closely with clients, so maintain good standards of personal hygiene.

Follow the checklist:

Appearance:

- Wear clean, neat and ironed clothes or uniform. Make sure there is no odour.
- Your dress should fit you well. It should neither be too short or too tight. It must allow for easy movement as you perform the treatment.
- Your hair should be clean and neatly tied.
- Do not wear heavy makeup. A subtle light kind of make up is needed.
- Keep your nails clean short and manicured.
- Make sure your breath is fresh and is not smelling of food or tobacco.
- Keep your jewellery minimal and simple.



Fig. 2.1.2 Safe and healthy environment in a salon

2.1.11 Maintain the Treatment Work Areas

After preparing the work area, you should maintain it to keep it clean, hygienic at all times. To ensure this keep things tidy and clean, dispose of waste after each treatment and leave the area in a suitable state for the next treatment. You can tidy up as you go along and remember a different person could be using it after you.

2.1.12 Safe Disposal Of Waste

- Put all disposables like cotton, tissues etc. in the waste bin immediately after using.
- To save time, tidy up as you move along putting things such as lotions or cremes back in their places.
- Replace all bottle tops immediately.
- During colouring services tidy the towels and trolley when you put the mask for the client.
- Clean the tools used and put them in the steriliser.
- Put all the waste generated into dustbins. This helps in maintaining health and safety because:
 - » certain products like hair colour give off strong fumes
 - » used cotton, towels, gowns and tissues contain germs.
- However, you must do this very quietly so as to not disturb the client.

2.1.13 Checking And Cleaning Equipment

If you follow the manufacturer's instruction on usage, storage and cleaning then the life and efficiency of an equipment increases manifold. Each piece of new equipment comes with instructions on how to clean and maintain it so that it lasts a long time.

You must report immediately if you see any problems any equipment, for example:

- Dirty attachments
- Broken parts
- Faulty Plugs
- Broken or training wires

Make sure all equipment is checked regularly. After being checked it should have a label that gives the date of testing and pronounces it safe to use and also gives the date of the next due test.

2.1.14 Leaving Work Areas Clean And Hygienic

To make sure that you leave the workspace clean and hygienic the following things need to be done:

- Wash all bedding and towels
- Keep all the products and equipment in their place.
- Disinfect worktops and trolleys

- Clean all equipment and sterilise all tools
- Discard the disposables
- Put out new linen on the treatment bed.

2.1.15 Storage of Records, Materials And Equipment

Client Records: Storage and Confidentiality

- Client records hold a lot of client information so make sure that all records are duly filled and stored in a lockable filing cabinet. If stored on a computer ensure they are password protected.
- Client records must not be shown to anyone.
- Make sure you record correct information.
- If needed client records must be made available to the client for viewing.

Tools and equipment

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

Practical

Practical 1- Role play for filling record card

Fill a client's Record Card with all necessary information including record of treatments/services, comments and suggestions for future treatments.

Practical 2- Poster making on personal presentation

Make a checklist of personal presentation for the beauty professional and put them as posters in the class.

Prepare & Maintain Workarea



Click/Scan this QR Code to access the related video

Maintain Workarea



Scan this QR Code to access the related video

Exercise



1. Sterilisation involves:
 - a. Boiling
 - b. Baking
 - c. Steaming
 - d. All of these
2. The basic sanitation practices in a salon involve:
 - a. Ventilated rooms
 - b. Safe drinking water
 - c. Cleans towels and gowns
 - d. All of these
3. Which of the following is a disinfectant?
 - a. Lysol
 - b. Alcohol
 - c. Salt
 - d. Both a) and b)
4. Cleaning of combs involves:
 - a. Removal of hair from combs and brushes.
 - b. Immerse combs and brushes completely into a bowl of soapy water for several minutes.
 - c. Clean each comb separately with a small brush
 - d. All of these
5. A client record card is a card that contains:
 - a. Client information
 - b. Directions to the salon
 - c. Product information
 - d. All of the above
6. When the client has left the treatment area, the following things need to be done:
 - a. Towels washed
 - b. Products tidied away and disposables thrown away
 - c. Worktops and trolleys disinfected and tools sterilised
 - d. All of the above

7. Sterilisation is a process of:
 - a. Destroying bacteria
 - b. Beautifying the equipment
 - c. Storing the equipment
 - d. Ordering equipment
8. All tools and equipment must be cleaned, disinfected and sterilised to:
 - a. Prevent infections
 - b. Cross contamination
 - c. Maintain hygiene
 - d. All of the above
9. As an Assistant Hair Dresser & Stylist, you will make sure your reception area is:
 - a. Always tidy
 - b. Magazines are available for customers
 - c. Empty cups are removed as soon as possible
 - d. All of the above
10. Circulation of fresh air is needed to make sure that clients and staff do not become:
 - a. Drowsy and lacking in energy
 - b. Loud and talkative
 - c. Relaxed and chilled
 - d. Grumpy and irritated

Notes



This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a template for handwriting practice or general note-taking. The margins are consistent on all sides.





3. Perform Basic Blow Drying of Hair

Unit 3.1 - Essentials of Hair Styling

Unit 3.2 - Basic Blow Dry Hair



Key Learning Outcome



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

1. Apply hair dryer to perform blow dry

UNIT 3.1: Essentials Of Hair Styling

Unit Objectives

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

1. Explain the anatomy and physiology of the hair
2. Explain the key stages of hair growth

3.1.1 Introduction

Hair is a fine thread like strand which grows from the skin of humans, mammals and other animals.

The complete body is covered by hair except the sole of the feet, the palm of hand and lips.

There are three different types of hair that cover your scalp, eyebrows, eyelashes, nostrils, ears, face and body.

Type 1: Lanugo. These are found on the body and face of unborn babies. They are fine, soft and downy hair and are replaced by terminal and vellus hair around 7-8 months into the pregnancy.

Type 2: Vellus. They are visible on the face and body and are fine, soft and downy. They are pigmented and have shallow follicles. They can be encouraged to produce terminal hair.

Type 3: Terminal. They are found on the scalp, eyelashes, eyebrow and have deep-seated follicles. They are long, course and pigmented.

3.1.2 Structure Of Hair

Hair is a fascinating structure, made up of different layers, chemical bonds and amino acids (proteins).

The Hair Bulb

The cells which produce hair is called hair bulb. Cells divide in the lower part of the bulb and push upwards. They arrange themselves into six cylindrical layers by reaching the upper part of the bulb.

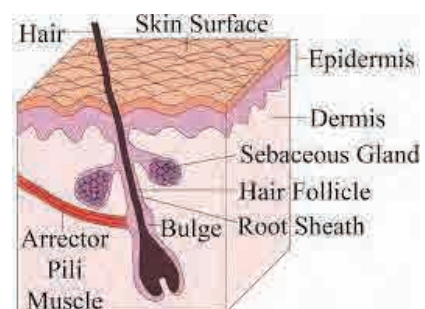


Fig 3.1.1 Hair structure

The three inner layers become the hair, made up of the cuticle, the cortex and the medulla – although the medulla isn't always present, especially in hairs with a thinner diameter. The outer three layers become the lining of the follicle and form the inner root sheath and basement membrane, around which lie undifferentiated cells.

Specific cells in the hair bulb, called melanocytes, make the pigment called melanin that gives your hair its colour.

Hair Shaft

The part of your hair that is seen above the scalp is the hair shaft. It is made of keratin.

Keratin is a form of protein which cannot be easily torn.

Hair shaft is divided into three layers:

Layer 1: The cuticle. It is the outermost layer and consists of overlapping translucent scales. It protects the other layers.

Layer 2: The cortex. It is middle layer, the pigment cells called melanin are found here. It gives the hair elasticity and strength.

Layer 3: The medulla. It is the inner most layer and its function is not very clear. You will not find it in fine hair.

3.1.3 Roots

The root of the hair ends in an enlargement, the hair bulb, which is whiter in color and softer in texture than the shaft, and is lodged in a follicular involution of the epidermis called the hair follicle.

Papilla

The large structure at the base of the hair follicle is called papilla. It is made up of a capillary loop and connective tissue. The division of cell is very rare in the papilla.

Hair Matrix

The inner and outer root sheaths and actual hair shafts are produced by hair matrix.

Hair follicle

The part of the skin which packs the old cells together in order to grow a hair is known as hair follicle. Sebaceous glands are attached inside the top of the hair follicle, they are tiny glands which produces sebum in all skins except lips, palm and sole of feet. If the hair is thick it means that there are more number of sebaceous glands present there.

3.1.4 Sebaceous Gland

A lubricating oily matter is secreted into the hair follicle in order to lubricate the skin and hair, by a small gland called sebaceous gland.

3.1.5 Sweat Glands

The glands which are located in the dermis of the skin and secrete sweat are known as sweat glands. These glands have a coiled tubular structure and are found over most of the body.

3.1.6 Arrector Pili Muscle

These muscles make the hair “stand on end” and are found near the hair follicles of humans and mammals.

3.1.7 Hair Follicle Cycle

1. The root of hair is divided rapidly in this phase, adding to the hair shaft is known as anagen. The growth of hair is about 1cm in 28 days during this phase. Scalp hair stays in this phase for 2-7 years. An unknown signal at the end of anagen phase, causes the hair follicle to move to catagen phase.
2. At the end of anagen phase starts the catagen phase.
3. The resting phase of hair follicles is known as the telogen phase. Around 70 percent of hair prematurely enter a phase of rest, when the body is subjected to extreme stress. This phase of rest is called telogen phase. In this phase the hair loss is prominent and this condition of hair loss is called telogen effluvium. The final product of hair follicle in the telogen stage is the club hair. 100 club hair are shed from normal scalp on a daily basis.

3.1.8 Hair Types and Styles

In this section, we will discuss about everything that needs to be kept in mind before making a decision about styling a client's hair. All of us have different hair type, different face structure etc. and there are different reasons for wanting a type of hair style, it may be for party, wedding etc. As an Assistant Hair Dresser & Stylist, you must keep in mind the client's age, lifestyle and culture before styling his/her hair. The best results are expected if all these factors are kept in mind.

3.1.9 Hair Shape, Texture And Density

The styling of your hair depends on your hair shape, density and texture. The three general shapes of hair are wavy, straight or curly.

- Asian hair is mainly straight and coarse in texture.
- Caucasian or European hair is straight or wavy.
- African Caribbean is often very curly.

Texture means whether the hair is coarse, medium or fine.

The number of hair you have on your scalp refers to the density of hair i.e. whether it is thick, medium or sparse.

3.1.10 Clients Are Individuals

The following things must be kept in mind when designing or selecting a hair style:

Head shape

The hair should be left slightly longer if the crown is flat, in order to compensate. A side parting must be done on narrow heads in order to make them look broader and a centre parting must be done on broad heads in order to make them look narrower.

Facial features

Some clients may wish to hide their prominent features e.g. protruding ears.

Given below are some general guidelines which must be followed:

- Hair must be kept long for long and thin necks.
- The hair must be layered and flicked out around the neck area for short and wide necks.
- Hair must be long to cover the ears of those who have uneven or protruding ears.
- Hair should be styled forward for those with large and protruding nose so as to make the nose less noticeable.

Body shape

When planning the hair style of the client, his/her build and size must be thought about. Short clients must not have too long hair as it makes them look all the more shorter. Clients who have good height and built must not have too short or flat hair as it makes them look all the more bigger.

Age and lifestyle

The hair style one chooses depends on the age and lifestyle. Children may want a basic style which is manageable.

Teenagers may prefer a hair style which is in trend. Clients who are mature may prefer something soft and flattering. People who play sports or who are too occupied in their lives may prefer a style that can be easily tied back or clipped up. People in armed forces have to keep their hair short.

Personality

There are two types of people, one who are introvert and the other who are extrovert. Introvert may choose a very natural look that does not draw attention of people whereas extrovert may choose the look which is in trend and draws the attention of people.

Face shape	Reason for style	Female	Male
Oval	Client's preference	An ideal shape that suits most styles.	An ideal shape that suits most styles.
Round	Need to make face look narrower.	Needs height and fullness at the crown, with centre parting. Layers on top for fullness; the rest to be cut close to face but cut longer than chin length.	Sides shorter with height on top and at front. Centre or off-centre parting. A more square style

Square	Need to make bone structure appear less angled.	Needs to be cut onto sides of face, with wispy pieces. Short-to-medium length hair. Centre parting with height at crown. Curls or waves will soften shape.	Sides shorter with height on top and at the front.
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3.1.11 Common Tools Of The Hairdressing Trade

Combs and brushes

Each comb and brush performs specific type of job. It can be used to curl the hair, untangle the hair, section the hair when performing a hair cut, give final style during drying.

Cutting tools

Different types of styling tools are:

- Scissors to cut hair into a style
- Scissors to remove bulk rather than length
- Razors that can shorten or remove bulk, and for shaving men's facial hair.

Styling Tools

The tools used for styling are given below:

- Rollers in a variety of sizes and pins to keep them in place (although some rollers stay in place without these)
- Pin curls
- Kirby grips
- Wavy clips
- Sectioning clips
- Hair bands

3.1.12 Products

Products include:

- Shampoos and conditioners (usually applied to wet hair), that cleans the hair and improves its condition.
- Mousses and gel (usually applied to wet hair), which helps to keep the hair in its place and gives shine and volume to the hair.
- Hair moisturiser which protects and hydrates the hair.

- Setting lotions, blow dry spray, hairspray and wax (used on damp hair, while drying or after drying), which has an effect on the final style
- Straightening iron spray (used on dry hair), protects from heat and gives shine.

3.1.13 Electrical Equipment

It includes:

- Straightening irons
- Heated rollers
- Curling tongs
- All types of hairdryer and clippers.

Notes



UNIT 3.2: Basic Blow Dry Hair

Unit Objective



At the end of this unit, participant will be able to: 1.

Applying hair dryer to perform blow dry

3.2.1 Introduction

Hair plays an important part in personal grooming, therefore everyone adopts one method or the other to keep their hair well maintained. Blow drying is not the easiest method to dry and style the hair but also the quickest and time saving method. Constant blow drying is harmful for the locks, but if it is done carefully and using the correct technique it not only dries the lock but improves them.

3.2.2 Blow Dryer

Before we talk about what is blow drying, let us first understand about the instrument i.e. blow dryer. It is an electronic instrument used to dry the damp hair. Blow drying simply means to dry and style (hair) with a handheld dryer.






Fig 3.2.1 Blow dry


3.2.3 Maintain Effective And Safe Methods Of Working When Blow Drying Hair



Most of the people blow dry their hair at home but it is different from the blow drying done in the salon. As a practicing hair dresser you must follow the correct technique while performing blow dry. Ask the client how would they like their hair to be blow dried.

3.2.4 Instruments Used During Blow Drying

Equipment	What is it?	How to use it?
 <p><i>Fig 3.2.2 The denman classic brush</i></p>	<ul style="list-style-type: none"> ■ The Denman Classic half-round brush is designed to help get the right finish on a one-length classic bob. ■ It is highly versatile and will allow to maximise volume and give a smooth, polished finish to the haircuts. ■ It is easy to grip and, because it has nylon bristles on rubber pads, it is anti-static. ■ The brush comes in a number of sizes. You choose which size of brush to use depending on how long your client's hair is. 	<ul style="list-style-type: none"> ■ Hold the brush under the section of hair, put it up against the roots with the bristles facing towards you. ■ Rotate the brush downwards a little and, because the Denman Classic brush is curved, it will begin to hold the hair gently. ■ Put the hairdryer behind the brush and move the dryer and brush together downwards to the ends of the hair. ■ Repeat this till the point the section becomes dry and then switch on to the next section, working up the head until all the hair is dry. ■ You don't need to turn the brush to get the hair to turn under. ■ The shape of the brush is designed to create a natural curve.
 <p><i>Fig 3.2.3 Diffuser</i></p>	<ul style="list-style-type: none"> ■ Diffusers are those that are fixed on the end of the hair dryer and help in controlling the heat and directing it onto the hair. They come in different sizes. 	<ul style="list-style-type: none"> ■ Remove excess moisture from the hair using a towel. If the hair is long, it is better to section it off, starting at the nape. ■ Run your fingers through the hair and lift it up from the scalp. As you lift the hair, grip it firmly. Just before you close your grip, direct the heat from your hairdryer onto your hands. Hold the hair firmly and continue drying.

		<ul style="list-style-type: none"> ■ Once the heat from your hand has cooled, release the hair. You should start to see the effect straight away. ■ Use your mirror to check the shape of the hair. This is important to make sure you are getting the right effect. ■ Repeat the process of blow-drying, gripping the hair and lifting the sections to increase the volume and achieve the shape. ■ Work from side to side, making sure each section is dry before moving on to the next.
 <p><i>Fig 3.2.4 Metal round brushes</i></p>	<p>Round brushes can be metal or wood. There are three different round brushes you can use:</p> <ul style="list-style-type: none"> ■ large ■ medium ■ small 	<p>Metal round brushes</p> <ul style="list-style-type: none"> ■ Use metal brushes to create a bend or movement in your haircuts. ■ The metal in these brushes retains the heat of the blow-dryer, locking it into the hair. ■ The heat smooths the cuticle of the hair and allows you to create curl and movement much more quickly. ■ Metal brushes can work like heated rollers and help you to create more shapes on short and medium-length hair. <p>Wooden round brushes</p> <ul style="list-style-type: none"> ■ Wooden brushes come in different types and sizes. ■ The brush you choose will depend on the style you want to create. ■ For a full, straight, soft result, use a large round brush. ■ For bounce and curl, use a small round brush. Some stylists prefer to use only wooden brushes.

		<p>Wooden round brushes will help you to:</p> <ul style="list-style-type: none"> ■ stop hair going frizzy, by smoothing the cuticle; ■ prevent split ends; ■ avoid tangling, whatever the length of the hair; and ■ stimulate the scalp's natural emollients, helping your clients to maintain healthy hair and scalp.
 <p><i>Fig 3.2.5 Hair dryer</i></p>	<p>Hair dryers come in many shapes, with different speeds and powers. Professional dryers start from 1,800 watts and go up to 3,000 watts.</p> <p>Small hair dryers are good for short or fine hair. Bigger and more powerful ones are for thick or long hair.</p>	<p>The hand-held dryer</p> <ul style="list-style-type: none"> ■ This is the most important piece of equipment. ■ The hair dryer must have temperature and speed that can be adjusted according to the requirement. ■ It should be light in weight and must not be complicated to use. ■ A hair dryer will usually have three controls: ■ Speed ■ Heat ■ Cool <p>Speed</p> <p>Depending on the size of your hair dryer, you will have either two or three speed switches. Always try to control the speed; it will help you to achieve a better result.</p> <ol style="list-style-type: none"> 1. Fast – can be used to take out excess moisture before you start to blow-dry. 2. Medium – can be used to achieve the shape of your cuts. 3. Slow – can be used to set the shape of your haircuts.

		Heat <ol style="list-style-type: none"> 1. Cool – to set the shape 2. Medium – to control the shape 3. Hot – to dry the hair into shape
 <p><i>Fig 3.2.6 Tongs</i></p>	<p>Electric heated styling tongs are used during styling process. They are used on hair to create curls.</p>	<ul style="list-style-type: none"> ■ Place the dry hair between the barrel and the blade of the tongs and roll it up as you would with a hair roller. ■ Hold the hair in place long enough for the heat to soften it. Release the tongs and slide them out of the hair. ■ This will create a smooth roll or curl effect.
 <p><i>Fig 3.2.7 Vent brush</i></p>	<ul style="list-style-type: none"> ■ It is a lightweight brush with the help of which you can add more volume to your haircut. It is used by both men and women ■ The spaces in the head permit the hot air from the dryer to flow through that is the reason it is named as vent brush. They are also useful for detangling hair, both wet and dry. 	

3.2.5 Process Of Blow Drying

1. Client consultation

Before any treatment begins the hair stylist must determine the client's expectations.

The consultation is used to ensure that the client's wishes are interpreted accurately and the desired look achieved. It is essential to be factual, honest, tactful, sincere, direct and clear. The consultation will give the opportunity to decide on products, the service that is carried out and the equipment that is used.

Before starting the procedure you should confirm with the client's comfort for the blow drying and instruct her with important processes related to blow drying.

If the client has just had the hair shampooed, then make sure it is not dripping, else use a towel for wrapping the dripping hairs so that the towel could easily soak the water, leaving them mild wet.

The client's comfort should be considered at all times. So while blow drying make sure that the client's back should be positioned right to the back of the chair, as flat as possible. They should have both feet on the footrest or the floor.

2. Check client's comfort during hair drying process

Good Communication

Client care is essential during drying process, and this can only be possible through good communication. If you establish a good communication level, the client would get comfortable and would understand the process of hair drying which you would do on their hair. You should:

- Explain the client what you plan to do and put him/her at ease.
- Understand the needs and wants of the clients.
- Ensure that the client is able to understand what you recommend for them.
- Establish Understanding: Always try to find what the client wants. Ignore closed questions (which are usually answered by just saying 'yes' or 'no'). Asking prolonged questions would help you to understand the client more easily.

Being Professional

There will be times when you would find communicating a hard task, because of tiredness or being unwell.

You may also find difficulty in understanding the client's strong accent or speech impediment. You as a professional must work to establish good communication with your client, irrespective of your circumstances.

3. Carrying out the procedure

The services which the assistant must perform while blow drying the client's hair are:

- Separating the hair into sections
- Holding the dryer at a proper distance
- He must keep moving the blow dryer around so that it does not harm the hair of the client

Steps involved in hair drying

1. Separate the hair into sections

The assistant must separate the hair into sections in order to begin blow drying.



Fig 3.2.8 Hair sectioning

2. Begin blow drying about 6 inches away from the scalp, at the top.

The assistant must hold the blow dryer at a proper distance so that it does not harm the scalp of the client.



Fig 3.2.9 Blow dry

3. Move the blow dryer in order to avoid burning of hair or scalp.

If the dryer is focused on one spot for a longer period of time, it might burn the hair, instead of drying it therefore move the blow dryer and do not fix it at one place for too long.

Different ways of blowdrying

- a. Blow waving
- b. Scrunch Drying
- c. Finger and Hand Drying
- d. Blow Combing
- e. Blow Straightening

These methods would also help in drying the hair easily, maintaining a moisturising hair and satisfying the client's need accordingly.

Blow Waving

The method of waving the hair is referred to as blow waving. It helps in producing natural movements on the hair with the help of comb, brush and heated air from hair dryer. A flattened nozzle dryer attachment concentrates and directs the flow of heated air on the hair which is held in a wave position. The movement of the comb, brush and dryer determines the control which is required to form the wave shape. It is common in men's hair dressing.

The method of waving the hair is referred to as blow waving. It helps in producing natural movements on the hair with the help of comb, brush and heated air from hair dryer. A flattened nozzle dryer attachment concentrates and directs the flow of heated air on the hair which is held in a wave position. The movement of the comb, brush and dryer determines the control which is required to form the wave shape. It is common in men's hair dressing.

Method:

1. Begin at front hairline and follow any natural movement.
2. Use the coarse end of the comb to insert the comb in the hair and grip the hair in a wave crest using backward combing movement.
3. Direct the hot air on to the centre of the wave in the opposite direction to which the comb is held.
4. The comb movement is same as the finger movement and use half strength air flow in order to avoid the force to blow the hair out of the comb.
5. Move the dryer along the hair in a way that it does not burn the hair.

Scrunch Drying

Use a diffuser for a scrunchd, casual look. But, if you haven't got one, use your hands. They work just as well. This method of drying is best for natural curly or short hair. It gives a casual, voluminous style.

Preparation: After shampooing, remove excess water with a towel and apply mousse or whatever blow-drying aid you are using. Attach the diffuser to your dryer, if you have one.

Drying: To scrunch dry, you work from underneath the hair, moving from side to side. Run your fingers through each section, lifting the hair up and away from the scalp. Grip the hair firmly, directing the heat through your diffuser into your hands just before you close your fist. The firmer your grip, the tighter the curl.

Repeat the same process from side to side, working up to your natural parting. Make sure each section is dry before you move onto the next one. Keep checking the effect and shape as you work your way up the head.

- Scrunch drying
- Using vent brush
- Using round brushes
- Using Denman Classic brush
- Long curly hair, to straight
- Long straight hair, to wavy
- Using Round Brushes: Step-by-Step Guide

How to Scrunch Hair: The methods suggested below are the best to start scrunching.

- Scrunching works best on wet hair therefore wash and condition your hair before scrunching it.
- Dry your hair with towel after washing it.
- Apply product. At this point, you can apply whatever curl-enhancing product you choose. Such products come in a variety of forms - mousses, gels, sprays, serums, etc. Mousse is probably the most popular product for hair scrunching. Choose a volumizing or strong-hold mousse, particularly if your hair is not naturally wavy, as this will help to give you long-lasting, voluminous curls.

Squeeze out some amount of mousse in your hand and apply it evenly with both the hands by turning your head upside down so that your hair is in front of your face.



Fig 3.2.10 Applying mousse

- Choose a long-finger diffuser while using the hair dryer. Curls are kept intact by using the diffuser as it reduces the pulling and straightening effect of normal blow drying.
- Set the heat and speed of hair dryer to low when using a diffuser. The hair is protected from burning if the heat setting is kept on low. The low speed reduces the movement of air thus producing less frizz.

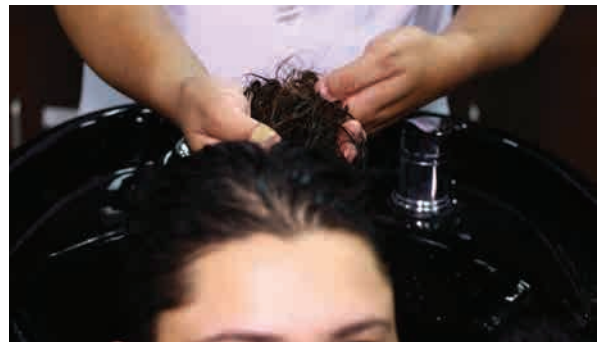


Fig 3.2.11 Hair drying

- Dry your hair. Direct the flow of hair upwards by using the hair dryer in order to lift the roots. Take one section and scrunch the hair towards the scalp, use the diffusers to hold it there until it is dry. Rotate the diffuser in circular motion. Repeat the process with the other section until complete hair turns dry. In order to dry the underside, turn the hair upside down.
- You can spray some hair spray to keep the curls intact.

Safety tips while doing scrunch hair

- Use different brands to find out which works best for your hair as not all types of gel suit all hair types.
- Strong mousse can be used instead of hair spray in order to scrunch hair.
- Apply curl-defining mousse or gel to the hair and curl it using a barrel iron in case of fine, naturally straight, or chemically-straightened hair.
- Twist your hair into small buns and secure with bobby pins or hair ties, if you don't have clips.
- Use a hair spray if your hair goes flat and then re-scrunch it.
- Scrunch upside down in order to obtain more root volume.
- Use shampoo, conditioner and products that define curls in order to obtain best results.
- If your straight hair fights against curls, wash your hair at night and put it in a French braid or two with hairspray for staying power. When you wake up, take out the braids, spritz your hair with a bit of water and scrunch your hair with mousse.
- Use a blow dryer with low temperature in order to handle the frizz.

Finger and Hand Drying

Finger and hand drying is the quick and simple method of styling and drying hair. It does not rely on the heat released from the hair dryer but the heat released from hand. It works best for short to mid-length hair.

How to Finger Dry Your Hair?

- Shampoo and condition your hair, then comb the hair by spraying gel.
- From the roots to the ends, run your fingers upward and forward rapidly.
- In order to give the hair volume, lift it at the crown region.
- Continue lifting as the hair dries. Flatten the hair at the sides by using your fingertips.

Blow-combing

Blow combing is the use of blow dryer with a comb in order to style the hair while drying it. It is a good way of styling hair while they are being dried. It not only saves time but also help putting the hair in desired style while drying them up. It is a best time to style the hair.

How to blow-comb hair

- Shampoo and condition your hair and use towel to take out the dripping water.
- Put the comb attachment on the dryer and switch it on.
- Comb the hair as you usually do and the dryer will do the rest.



Fig 3.2.12 Blow comb

Blow Straightening

Straightening your hair with the use of a blow dryer is called blow straightening.

Below are the simple steps to follow:

- Shampoo and condition your hair and use towel to take out the dripping water.
- Pick the hair brush that best suits your hair type.
- Begin by segregating your hair. Work with small sections of hair around, 1 inch width. Clip the rest of the hair on the top of your head so that they do not interrupt while your are drying.
- Remove the knots by brushing that section. Then roll the brush clockwise and blow directly at the hair in the brush by using the highest setting on the dryer.
- Repeat the procedure.



Fig 3.2.13 Blow straightening

Precautions:

- Set the temperature cautiously.
- Do not reheat the same area again and again as it may damage or burn the hair.
- Let the water come out of hair first. Do not use on extremely wet hair.
- Applying serum can also help.

3.2.6 Common Problems During Blow Drying and Their Solution

Problem: The hair and the scalp region loses out on the essential oils, due to the excessive amount of heat which comes of the hair dryers.

This leads to the hair and the scalp region becoming drier. When exposed to heat the hair follicles and roots of hair might break as they are very fragile.

Solution: The hair dryer must be kept at longer distance from the scalp. In order to avoid damaging the scalp.

Problem: Regular blow drying may cause damage to the hair or may burn the scalp which further leads to split ends, so if a client comes to you with all these problems provide them with a suitable solution.

Solution: One may protect their hair a bit from harmful effect of blow drying by applying to them protective conditioner or other products.

Problem: Suppose the client complains about the services and the products used.

Solution: First of all apologize for what has happened and then make amends of the wrong which has been done and assure the client that next time they would ensure that he/she does not face any problem.

3.2.7 Contraindication

If blow drying is done on a daily basis, it can lead to various side effects. Some of them are given below:

Damages Hair Cuticle - Blow drying damages the cuticles of hair as extra heat and air pressure is applied to the hair when it is blow dried. Whether the damage is temporary or permanent depends on the period of usage.

Hair Fall - This is one of the major reasons of hair fall as excess heat causes the hair pores to open and dust and impurities get clogged in the hair pores which leads to hair fall.

Dry Hair - The nourishment and moisture of the hair is sucked up by the heat of blow dryer, thus leaving the hair dry, dull and lifeless.

Split Ends - Blow drying even damages the inner layer of the hair. The heat which the blow dryer produces leads to split ends, thus preventing the hair from growing any further.

Loses Texture and Shape - Your hair will lose its natural texture and turn dull, if you blow dry your hair regularly. The proper shape of hair is lost due to the outer layer of the hair getting swelled up.

3.2.8 Different Hair And Scalp Conditions

Scalp conditions not only cause hair loss but also lead to some types of skin rashes.

Different types of hair and scalp condition are given below:

Hair Loss

- Large amount of hair in the drain after washing

- Clump of hair in your brush.
- Thinning patches of hair.

Head Lice Infestation

- Head lice infestation is the infection which is caused by the head louse which leads to itching and may cause problem with sleeping as well.

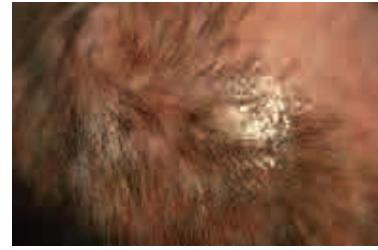


Fig 3.2.14 Hair loss



Fig 3.2.15 Head lice infestation



Fig 3.2.16 Dandruff

Dandruff

- The shedding of dead skin cells from the scalp is called dandruff. It is a very common scalp disorder found in almost half the population.
- People who are affected by dandruff think that it can lead to social or self-esteem problems.

3.2.9 Hair And Scalp Diseases

Alopecia Areata

- Hair loss in areas that have patches of quarter size and shape.
- Hair loss occurs in different places on the scalp.



Fig 3.2.17 Alopecia Areata

Psoriasis

- The reddish, or scaly patches on the scalp is known as scalp psoriasis. It can either effect the small portion or the entire scalp. It can spread to the back of neck, forehead or behind the ears.



Fig 3.2.18 Psoriasis

Litchen Planus

- A skin rash that is triggered by immune system is called the lichen planus. It is basically caused due to stress, allergies, viral infection and genetics.



Fig 3.2.19 Litchen planus

3.2.10 After Care Advice

An important part of an Assistant Hair Dresser & Stylist's role is providing after care advice to the clients and recommending them the products which they can use in order to take care of their style.



Fig 3.2.20

The kind of response you get from your clients depend on the way you approach them and offer your recommendations.

In the beginning you might find it awkward but if you see it in a way that without these products the styling would have been impossible then you may not feel uncomfortable in selling it to your client.

The response from your client depends on the way you recommend the products.

You must explain the clients the benefits of using the products. Tell them about the product you have used, why was it used and how should the client use it.

Do not forget to ask the client about their next visit to the salon.

Summary



- Blow drying simply means to dry and style (hair) with a handheld dryer.
- People get blow drying done in order to shape and style their hair
- If the client has just had the hair shampooed, then make sure it is not dripping.

- The client's comfort should be considered at all times.
- While blow drying make sure that the client's back should be positioned right to the back of the chair, as flat as possible.
- The services which the assistant must perform while blow drying the client's hair are:
 - » Separating the hair into sections
 - » Holding the dryer at a proper distance
 - » He must keep moving the blow dryer around so that it does not harm the hair of the client
- Steps involved in hair drying are:
 - » Separate the hair into sections
 - » Begin blow drying about 6 inches away from the scalp, at the top.
 - » Work move the blow dryer in order to avoid burning of hair or scalp.

Perform Blow Drying



Click/Scan this QR Code to access the related video

Exercise

1. Use of comb with dryer to style hair is known as
 - a. Blow combing
 - b. Comb drying
 - c. Blow drying
 - d. None of these
2. Hair using blow dryer generally
 - a. Have volume
 - b. Lack volume
 - c. Have volume & discipline
 - d. None of these
3. Blow drying is recommended for
 - a. Not more than thrice a week
 - b. Not more than twice a week
 - c. Not more than thrice a month
 - d. Not more than once a week
4. When using diffuser-
 - a. Put heat & speed setting to low
 - b. Put heat & speed setting to high

- c. Put heat & speed setting to medium
 - d. None of these
5. Avoid rubbing your hair with towel after wash as:
- a. It causes split ends and damages the hair
 - b. The towels of the salons are not worth using
 - c. It's not the client's work to rub the hair
 - d. All of the above
6. Blow dry should always be carried in:
- a. Downward motion
 - b. Upward motion
 - c. Horizontal motion
 - d. Both b and c
7. Why should hair be kept damp during blow dry?
- a. Because damp hair will not stretch
 - b. Because damp hair will stretch
 - c. Because the hair is easier to control and a better result will be achieved
 - d. Because it will prevent burning the hair
8. Why should hair be dried from root to point?
- a. To smooth the cuticle
 - b. To ruffle the cuticle
 - c. To allow it to dry quicker
 - d. To decrease shine
9. An important part of an Assistant Hair Stylist's role is:
- a. Giving after care advice to clients
 - b. Avoid giving any advice
 - c. Not interacting with the clients
 - d. Not understanding their needs
10. Client's comfort while hair drying process includes:
- a. Putting the customer at ease
 - b. Understanding what they say
 - c. Ignoring close or personal questions
 - d. All of the above

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4. Perform Shampoo & Conditioning and Head Massage



Unit 4.1 - Shampoo and Condition the Hair and Scalp

Unit 4.2 - Perform Indian Head Massage



BWS/N0202
BWS/N0230

Key Learning Outcomes

At the end of this module, participant will be able

1. Maintain effective and safe methods of working when shampooing and conditioning hair
2. Explain the steps involved in shampooing hair
3. Apply and remove conditioners
4. Perform Indian head massage

UNIT 4.1: Shampoo And Condition The Hair And Scalp

Unit Objectives

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

1. Maintain effective and safe methods of working when shampooing and conditioning hair
2. Explain the steps involved in shampooing hair
3. Apply and remove conditioners

4.1.1 Maintain Effective and Safe Methods of Working when Shampooing and Conditioning Hair

Shampooing hair at home is different from shampooing hair in the salon. As an Assistant Hair Dresser & Stylist, you must ensure that your shampooing technique is different from the one done at home i.e. of high professional standard.

4.1.2 Why Shampoo Hair?

The liquid which is prepared in order to wash the hair is known as shampoo.

The reasons for which we shampoo hair are given below:

- To remove excess skin cells, dust, natural oil and dirt.
- To remove the build-up of hair-care products.
- To prepare the hair for further treatments.

In order to make the treatment of client successful i.e. cutting, perming and colouring hair, the hair must be shampooed properly.

4.1.3 Preparation

Client preparation must also involve hair and scalp analysis by an experienced hair stylist in order to find out whether the treatment can be carried out or not.

Protecting the client

Take care of the clothing of the clients. Provide the clients a clean gown and towel. The clothing of the client might get wet if they are not gowned properly.

Positioning the client and checking your posture

Properly position your client, either in the front or back wash basin. You will only be able to carry out shampoo properly, if the client is positioned properly. Your position and posture will depend on the position and posture of client during shampoo, so check that your client is comfortably positioned or else your well-being might get effected due to poor posture.

4.1.4 Working Methods

Using resources efficiently

It is important to use hair dressing products cost effectively, as they are very expensive. You can make more profit by minimising waste in the salon.

Reducing the risk of cross-infection

Keep all the tools and equipment clean. Do not use any tool or equipment on the other client without sanitising it.

Do not forget to keep yourself hygienic and clean, follow the health and hygiene standards laid down by the salon. This will help to reduce the risk of cross-infection. For example: Do not come to salon, if you have cough or cold, as it might affect the other staff members or the clients.

Reducing the risk of injury

As an Assistant Hair Dresser & Stylist your hands will be continuously occupied. Keep your hands dry and clean and use a barrier cream and protective gloves. This will help in reducing the risk of contact dermatitis which is caused by contact with products such as shampoo and chemicals. Consult a doctor if the conditions worsen.

Dispose of hazardous products and materials in accordance with salon policy. You will be expected to have good knowledge of Control of Substance Hazardous to Health (COSHH) Regulation, when dealing with resources in salon in order to minimise the risk of injury.

Re-filling and re-ordering products

Shampoos, conditioners and chemical products are constantly used in the salon.

Low level resources must be replenished, when necessary, in order to reduce disruption to your own work and to clients. If you find any product running out of stock, immediately inform it to the concerned person.



Fig 4.1.1 Protect your hand against dermatitis

4.1.5 Shampooing Hair

How long should a shampooing and conditioning treatment take?

A basic shampoo must take around 3-5 minutes depending on the length and thickness of the hair. You must practise with:

- above shoulder-length hair.
- below shoulder-length hair.

How shampoo works?

There are different varieties of shampoos. It easily gets mixed up with water and helps in rinsing out oil, dirt and grease from the hair. This happens because of the detergent molecules present in the shampoo. The detergent molecules comprises of two parts- one which is attracted to water and the other which is attracted to oil and dirt. The tail of the detergent molecule digs into the dirt and oil on the surface of the hair and scalp. The head of the detergent molecule has a negative electric charge. As a result of massage movements, dirt and oil is repelled from the hair and rinsed away in the water.

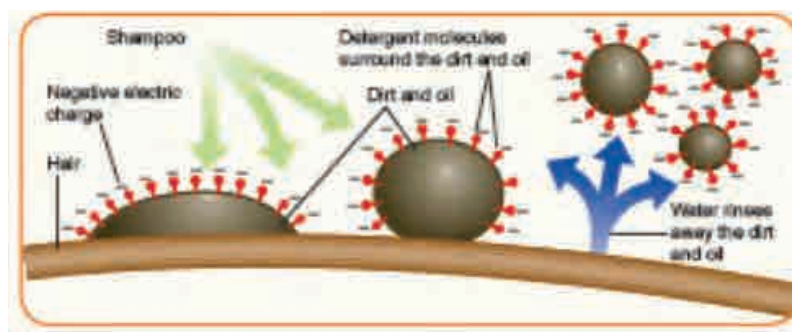


Fig 4.1.2 How detergent molecules in shampoo cleanse the hair

Water also has a high surface tension, which has the effect of producing a 'skin' on the surface of the water. Shampoos flatten the surface tension of water making it easier to shampoo the client's hair.

How conditioner works?

Hair is made of a protein called keratin. The same protein is found in skin and nails.

Excess use of styling tools, incorrect brushing or chemical treatments results in damaging the hair. Conditioning moisturizes and strengthens the hair. It prevents the hair from getting damaged by closing the hair shaft.

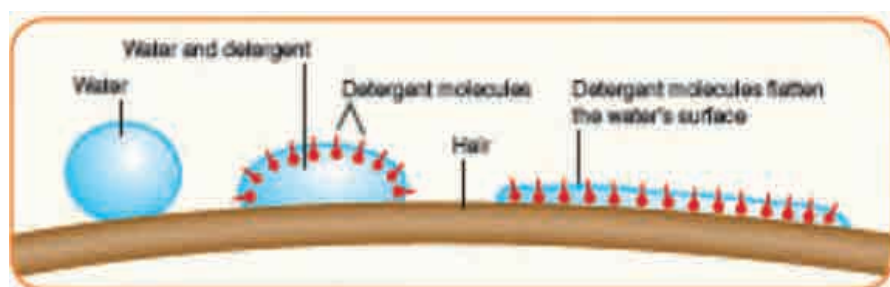


Fig 4.1.3 Shampoo flattens the surface tension of the water

4.1.6 Working With The Stylist

The different levels of staff present in a salon are:

- Staff who shampoos and carrier out basic skills
- Staff who performs perming, relaxing, colouring and cutting
- Staff who manages the salon

Your job role also involves taking instructions from senior colleagues and learning to work with staff members. You may be asked to use a product in a particular way, or perform a particular type of massage movement. You will grow in your job if you follow the advice of your senior colleagues.



Fig 4.1.4 An experienced stylist instructs a junior member of staff

4.1.7 Using Products And Tools

Acid and alkali products

Salon uses acid and alkaline products on a regular basis. Acid products consist of perms, shampoos, colours, conditioners, peroxide and bleach. Acid based products are not considered to be harsh to hair as they help in closing down the cuticle scale and returning the pH of hair to pH4.5-5.5. They give a smooth, shiny finish to the hair by maintaining moisture within the hair shaft.

Alkaline products give a rough feeling and appearance to the outer layer of the hair shaft by lifting the cuticle scales. These products include bleach, relaxers, perms and some shampoos. When chemically treated the pH of hair becomes more than pH 7, that is why the hair must be returned to its natural acid state of pH 4.5-5.5.

Steamers

A steamer produces a constant amount of steam contained within a hood. The hood is similar to that of a hood hairdryer. It works rather like a kettle. You will use a steamer to help:

- The penetration of conditioner/oil
- Regain lost moisture
- Strengthen the internal and external layer of the hair shaft

Use a steamer only if you have been trained how to use it.

First, fill the reservoir with distilled (not tap) water. This is to make sure no impurities coat the element and block the tiny water valves. With dry hands, plug in and switch on the steamer. While you massage the client's hair and scalp, the water will heat up and release steam into the hood. Place the client under the hood for 5–10 minutes. Remember to offer the client a drink or a magazine to read. When the time is up, take the client out from under the steamer. Switch off and unplug the steamer. Clean the steamer as soon as you have finished with it, leaving it ready for the next client.



Fig 4.1.5 Steamer

4.1.8 Water Temperature and Flow

In cleansing the hair and scalp, the temperature of water plays an important role. The flow of water is equally important. The amount of hair and the sensitivity of the scalp determines the temperature and flow of water. The water should neither be too hot nor it should be cold. Check the temperature of water on the back of your hand before and during each shampoo. Ask the client if the temperature of water is comfortable for them, if yes, move ahead with the service. Do not keep the tap on constantly, during shampoo as this will result in the wastage of natural resource.

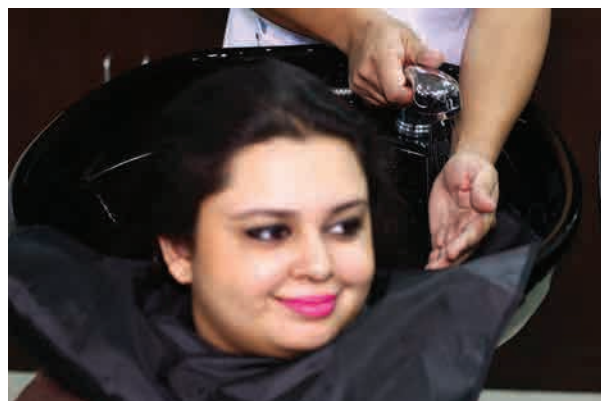


Fig 4.1.6 Test the temperature and flow of the water before you apply it to your client

4.1.9 Choosing Shampoo

Select an appropriate shampoo for the client's hair and scalp condition. Treatments like perming do not need a conditioner as it acts as a barrier.

Avoid spillage of shampoo and if in case you spill the shampoo, clean it immediately so as to avoid anyone from slipping and getting hurt.

4.1.10 Massage Techniques

Certain massage movements are used during shampoo and application of conditioner.

- Effleurage
- Rotary
- Petrissage.

The thickness and length of the hair will determine the amount of shampoo to be used. Squeeze out some amount of shampoo into the palm of your hand, rub both the palms together and then apply the shampoo on client's hair.

Evenly distribute the product over the hair and scalp and massage the client's head by using the different massage techniques.

Effleurage movement

It is a movement which is used to spread the shampoo throughout the hair.



Fig 4.1.7 Effleurage movement

Rotary massage

It is a movement which is faster than effleurage. Your hand must be claw like when positioned on the scalp of the client and must move in a circular motion, with a firm pressure.



Fig 4.1.8 Rotary massage

Petrissage movement

This movement is used when carrying out conditioning treatment. It is the slower version of rotary movement. Its purpose is to promote blood circulation, assist in penetrating the conditioner and relax the client. This movement makes the hair smooth, shiny and manageable.



Fig 4.1.9 Petrissage movement

Friction massage

Friction is a massage movement that involves a fast rubbing technique and has a light, gentle plucking action. It is sometimes used when shampooing or when applying lotions such as astringents.



Fig 4.1.10 Friction massage

4.1.11 Applying And Removing Conditioners

After completing the process of shampoo, you need to apply conditioner by using petrissage and effleurage massage movement. Follow the stylist's and manufacturer's instruction when applying conditioner to the hair. A conditioning treatment will help in maintaining moisture level, smoothing the cuticle scale and promoting shine.

When removing conditioning products it is important to:

- Avoid disturbing the direction of the cuticle
- Comb through your client's hair without causing damage to the hair and scalp
- Leave your client's hair free of excess water and product.
- Should any problems occur, speak promptly to the relevant person in your salon.

Rinse the hair thoroughly after shampooing and conditioning the hair. Towel dry the hair and use a turban style to wrap the hair. Rinse the client's hair with a cooler water than you shampooed with, if in case you have used a steamer. This will make the hair ready for styling by smoothing down the cuticle scale of hair.

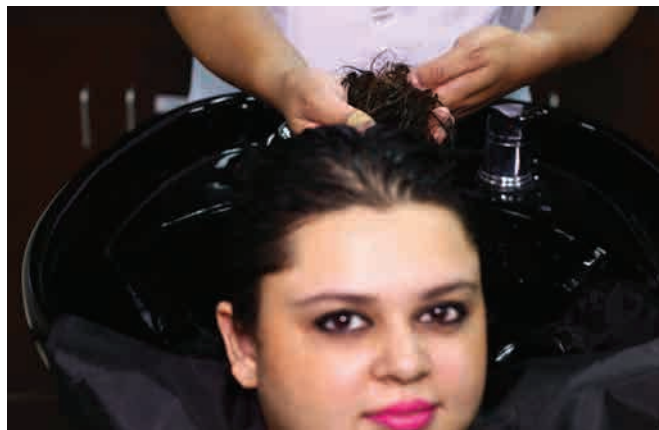


Fig 4.1.11 Surface conditioner is applied to protect and promote shine



Fig 4.1.12 Using effleurage massage when applying conditioner



Fig 4.1.13 Using petrissage massage when applying conditioner

4.1.12 Completing The Shampooing And Conditioning Treatment

The stylist will need you to leave the client's hair free of excess moisture and tangle-free. You will need to comb through from the points to the roots of the hair, without causing any damage to the hair and scalp in preparation for the next treatment.



Fig 4.1.14 Make sure that you rinse the client's hair free of conditioner

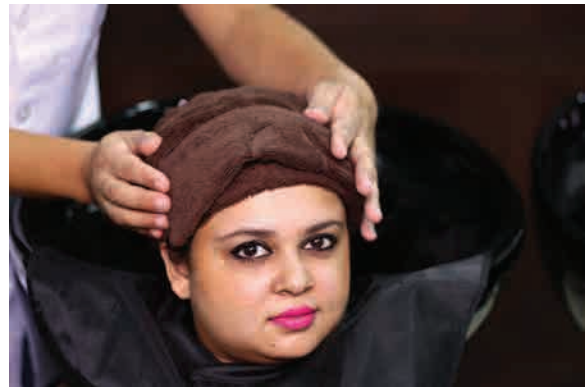


Fig 4.1.15 Wrap the client's hair in a towel using a turban style



Fig 4.1.16 Comb through the client's hair, leaving it ready for the next treatment

4.1.13 Common Problems And Their Solutions

- **Problem:** If a client complains about the unclean area and tools
- **Solution:** First of all apologise to the client and ensure him/her that it will never happen again and do not forget to sterilise any used instrument when using it on another client. The container must not be overcrowded with brushes and combs and the sterilisation solution must be changed on a regular basis. Ensure that the sink is cleaned after washing the client's hair and clean towel is given to the client.
- **Problem:** If by mistake an assistant gives the client an used towel and the client fumes over it.
- **Solution:** Apologize for the mistake made and ensure that all the towels and robes are washed in future before it is given to a client as unwashed towel can give birth to lice issues.

4.1.14 After Care advice

Offer tips to the client as to how a newly conditioned hair must be maintained at home. You must have knowledge about the product you sell to the client.

4.1.15 Step-by-Step Shampoo and Conditioning



STEP 1: Provide the client with a gown and analyse his/her hair and scalp before shampooing it.



STEP 2: Ensure the client is positioned comfortably before shampooing.



STEP 3: Before wetting the client's hair, test the temperature of water.



STEP 4: Apply the water to the client's hair, taking care not to wet her face



STEP 5: Using effleurage massage, apply the shampoo



STEP 6: Use rotary massage over the head till the point the shampoo lathers and then rinse the shampoo from the hair.



STEP 7: Use effleurage and petrissage movement for applying conditioner. Rinse the conditioner from the hair.

Shampoo and Condition the Hair



Click/Scan this QR Code to access the related video

Exercise



1. Before shampoo, check hair for:
 - a. Lice
 - b. Abrasions
 - c. Dandruff
 - d. All of the above

2. Shampooing is the process of exposing scalp to:
 - a. Just massage
 - b. Just Washing
 - c. Both massage and washing
 - d. None of the above
3. It is important to position self and client throughout the treatment to ensure:
 - a. Privacy
 - b. Comfort
 - c. Well-being
 - d. All of the above
4. When the assistant is not able to solve the client's problem he should:
 - a. Keep on trying till the client loses his cool
 - b. Refer the problem to his superior
 - c. Ask the client to try in some other salon
 - d. None of the above
5. Which of the following skin and scalp conditions is a contra-indication to a shampoo service?
 - a. Psoriasis
 - b. Dandruff
 - c. Ringworm
 - d. Hair breakage
6. How is healthy hair maintained?
 - a. By avoiding the use of conditioning treatments
 - b. By a healthy diet and taking care when using chemicals and equipment
 - c. By avoiding stimulating scalp massage movements
 - d. By visiting the hairdresser once a year for a cut and blow dry
7. How should long hair be disentangled without any damage?
 - a. By working down the hair from the points to the roots
 - b. By working in circular movements towards the roots
 - c. By pulling the hair tight and using your fingers
 - d. By working backwards up the hair from roots to points

8. An assistant can build good rapport with the client by:
 - a. Providing services according to the client's needs
 - b. Checking client's well-being throughout the service and giving reassurance
 - c. Not listening to client's queries
 - d. Both a and b
9. Conditioner should be applied:
 - a. Before shampoo
 - b. After shampoo
 - c. With shampoo
 - d. None of the above
10. Your duties while assisting in performing shampoo include:
 - a. Maintain safe and effective methods of working
 - b. Consult and prepare for shampoo
 - c. Apply shampoo
 - d. All of the above

Notes



UNIT 4.2: Perform Indian Head Massage

Unit Objectives

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

1. Perform Indian head massage
2. Understand the benefits of Indian head massage

4.2.1 Indian Head Massage

The Indian head massage is also known by the *champi* - the Indian word for massage and is based on the ancient Ayurvedic form of healing. Indian head massage has its own unique technique. The massage of shoulder, arm, neck, head and face is involved in it. The treatment is performed with the client fully clothed and seated in a chair. Head massage therapy is the most common form of massage and has its own importance in Indian society.



4.2.2 Benefits Of Indian Head Massage

Head massage helps in increasing mobility and flexibility. It also helps in improving blood circulation, and reducing stress and tension.

It relaxes the shoulder, neck and muscles of upper arm. It not only promotes hair growth but also gives relief from pain and aches.



4.2.3 How The Indian Head Massage Is Performed?

Shoulder Massage

1. For a shoulder massage, the client is seated on the massage chair in a relaxed and comfortable position.
2. The person performing the massage must stand behind the client with his hands on client's shoulder.

Neck Massage

1. For a neck massage, perform the same step as above - ensure that the client is seated in a comfortable way on the massage chair.
2. The person who is going to perform the massage must stand behind the client, placing one hand on the client's forehead and the other on the client's shoulder.

Scalp Massage

1. For the scalp massage, the client is to be seated in the massage chair in a comfortable position.
2. The massage involves spreading the fingers on both the sides of the head of the client, with the fingers pointing upwards.
3. Slight pressure is applied with the hands, gradually moving them upwards.

Forehead Massage

1. For the forehead massage, the client is to be seated in the massage chair in a comfortable position.
2. The forehead massage is performed in the same way, by moving fingers slowly through the client's hair from the top of the forehead downwards.

4.2.4 Effects of Indian Head Massage

During the course of the massage

- Body will feel totally relaxed
- Feeling of inner peace and calm
- Emotional
- Tired or alert – depending on type of massage
- Possibility of falling asleep during treatment

After the massage

- Improved natural sebaceous secretions
- Stress relief
- Relaxed
- Slightly Disorientated

- Positive thoughts
- Clarity of thought and concentration
- Greater feeling of self-worth
- Deeper, calmer breathing
- Increased energy levels

Perform Indian Head Massage



Click/Scan this QR Code to access the related video

4.2.5 Contra-action

A contra-action is a reaction that occurs after the treatment and is also known as a healing crisis.

The contra-action of Indian head massage includes:

- Aching and soreness within the muscles - This is caused due to the toxin released and the nerve fiber which responds to the deep work during the treatment.
- Tiredness - This is due to the release of toxins, which flood the system and also initiate healing energies. This requires the body to rest in order to assist in the healing process. The tiredness can be replaced by an invigorating and refreshed feeling soon after the treatment.

Exercise

1. What is the benefit of Indian head massage?:
 - a. Tiredness
 - b. Relaxation
 - c. Dandruff
 - d. Dry hair
2. The Indian head massage is also known as:
 - a. Firki
 - b. Chakri
 - c. Champi
 - d. Lumpy
3. Define the benefits of Indian head massage.

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5. Perform Basic Hair Cut



Unit 5.1 - Basic Hair Cutting

Unit 5.2 - Basic Hair Cut for Women (Pictorial)

Unit 5.3 - Basic Hair Cut for Men (Pictorial)



Key Learning Outcomes

At the end of this module, participant will be able

1. Understand different types of hair texture
2. Understand tools, products, equipment and techniques
3. Understand the hair cutting techniques

UNIT 5.1: Basic Hair Cutting

Unit Objectives

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

1. Understand different types of hair texture
2. Understand tools, products, equipment and techniques
3. Understand the hair cutting techniques

5.1.1 Introduction

There are few tricks used to cut the hair so that you get a perfect hair style. Wet hair is easy to cut. Stylists use spray if the hair is not wet with shampoo at the time of cutting. Ensure that the hair is clean and free of products before you begin cutting it.

5.1.2 Texture Of Hair

The condition and the circumference of cuticle determines the texture of the hair. Texture describes the each individual strands of hair.

Based on the thickness hair can be divided into three categories.

1. **Fine** - Fine hair can easily be damaged as they are fragile. It has a small circumference and closed cuticles.
 - People with thick hair strands have less hair than people with fine hair strands.
 - Fine hair is oily as compared to other hair type.
 - It is difficult to style fine hair as the hair is light and can fall flat against your head.
 - It has two hair layers- cortex and cuticle.
2. **Medium** - Medium hair covers the scalp properly and is the most common hair type.
 - It is not fragile and can be styled easily.
 - It has two layer-cortex and cuticle and may even contain medulla.
3. **Coarse** - It has a larger circumference and the number of cuticles open are more which may lead to hair being more porous.
 - It contains all the three layers- cortex, cuticle and medulla. Thus, it has a strong texture.
 - It takes time to dry and can be resistant to various chemical treatment.
 - It can resist breakage better than medium and fine hair and can tolerate heat well.

5.1.3 Process

Three things which should be kept in mind before you start cutting the clients are:

- Client consultation
- Prepare self/ area/ tools/ clients.
- Tools used for cutting hair

1. Client consultation

Process of hair cutting involves client consultation

All hairstylist must consult the client before starting any treatment. Better results will come out if the consultation is good.

Ask questions:

Client consultation involves asking questions

It's not just about what you ask, but how you ask it.

Keep an open mind, pay attention to the things they say.

You must ask open ended questions like:

What are you looking for? What else? What do you like/not like about your hair? What do you not want?

Repeat what a client tells you to make sure you're both on the same page.

Sometimes a client may not realize the maintenance some styles require. A curly haired client may want a polished look but not realize it requires heavy heat styling. Make sure they've got accurate expectations about how to keep the style they're looking for every day.

Demonstration:

Clients can interpret a color or cut differently than a stylist, it's important to show them exactly what you're hearing from them or options on how they can expect to look.

Use photos from magazines or color swatches to make sure you both agree on what the final product should look like.

Demonstrate Your Vision:

If a client is not able to tell you what they're looking for, provide options for how you can help them look based on their hair color, texture and condition. Get them to feel calm and confident by helping them see how you can help them look.

During the styling process let them know what products you use, why you chose them and how to apply them correctly. A client's happiness can be extended if they know how to create a look they love on their own.

2. Prepare self/ area/ tools/ clients.

The Assistant Hair Dresser & Stylist must make sure that all the tools are put at the right place and the area is also kept neat and clean so as to create a positive impression on clients.

Preparing self/ area/ tools/ clients involves:

- Personal hygiene
- Preparing your work area



Fig 5.1.1 Personal hygiene

Personal hygiene

Keep in mind to be clean and well dressed when in salon, so that it leaves a good impression on the customers. Keep a check on your body odour so that clients do not feel uncomfortable when you cut or style their hair.

Preparing your work area

Ensure that the work area is kept neat and clean. The towels and other equipment and products are kept at the right place so that when you need it you do not waste your time in looking for it.



Fig 5.1.2 Preparing work area

5.1.4 Cutting Equipment

Hair cutting tools are the most important aspect for each and every professional hair dresser. These tools are having different types of elements, which are very important for hair dressing. Procedure of using Hair Cutting equipment is given below:

Scissors: It's the first element for professionals to design the individual's hair. Scissors are having two blades, and these blades are equally balanced, smooth and sharp at the tip and at the end.

Thinning scissors: These scissors have single and double blades, and it's fully dependent upon the quantity of thinning needed. These scissors almost look like hair cutting scissors.

Combs: These have less wide and narrow spaces on one edge, and larger speaks on the other side. The professional thumb and index finger are used for keeping the comb.



Fig 5.1.3 Scissors



Fig 5.1.4 Thinning scissors



Fig 5.1.5 Comb

Correct way to hold comb and scissors:

- Use your third finger to hold the scissor correctly. If you use your index or middle fingers, you do not give enough support to the scissor blades.
- To make sure you don't stab yourself with the scissors when you are using your comb, you should always 'palm' them. This means simply taking your thumb out of the handle. Scissors should feel comfortable in your hands. They should become an extension of your fingers.
- Practice holding them on a daily basis. These are the tools that could earn you a good living. When you are cutting, only the top blade of the scissors should be moving and you should be moving only your thumb, not your fingers. This can take a while to get used to.
- You should be able to hold both your scissors and comb together in one hand and have your scissors palmed. At first, this can feel awkward and uncomfortable but, with practice, it will get much easier. There are two ways to hold or 'palm' your scissors and comb; you can use either.
- Take your thumb out of the scissor handle, let the blades drop downwards and grip the scissors with your little finger. Your comb should point upwards with one end sitting in the palm of your hand.
- Again, take your thumb out of the scissor handle but keep the blades pointing upwards and the handle against your palm. Grip your comb between your thumb and index finger.
- Hold your scissors correctly, and then turn your hand so that your thumb is at the bottom and your palm is facing away from you. Now try to open your scissors. Only your thumb is able to move. This is how it should feel when you are working your scissors.

Section clips

These are in use for clipping the hair at the time of cutting.

Procedure of using Section Clips

- Either use clips or ties to hold your hair. For short hair, hair tie is used and for long hair, banana clips are used.
- Separate your hair. First divide the hair at the back of your head and then start at the bottom.
- Begin with the bottom layer and then work your way up. Divide the hair into sections. Then separate a small piece on which you want to work.
- Once you are done with it, look at the result.



Fig 5.1.6 Section clips

Razor

You can find two types of razors, one is in use for wiping the individual's neck hair and another is in use for tapering hair edges in surface cut.

The first and most important is skin prep. Skin prep is getting the hair clean and softened up ready for the shave. Easiest way for prep is to just shower/bath as usual and your prep is pretty much done for you. The second thing is the lathering. Some people like to use bowls or scuttles to build their lather in.

Some of the ladies here shave against-the-grain only, but you can go with the grain and then against the grain if you want to reduce the hair down to a more manageable length before you go for a smooth finish. Using the with-the-grain then against the grain method is good if you haven't shaved for a while.



Fig 5.1.7 Razor

Apron

It is in use for protecting your clothes from hair dust. Salon aprons are very important for a stylist as it helps in protecting clothes from any kind of stain, and also serves as a place to keep tools.

Salon apron must be made of the material that is water repellent and must have more than one pocket in order to keep tools.

Hair Shears

Shears are a hairstylist's and barber's tool of the trade. It is of the utmost importance that a hair stylist or barbers have the best and latest tools of the trade. With good quality shears a stylist can change the way a person looks; making them appear younger, healthier, more attractive and boosting their client's self-esteem.

Procedure of using of Shears

- Use thinning shears that has 2 rows of teeth when you have to remove only a little bit of hair.
- Make two cuts horizontally when thinning straight hair and two cuts diagonally when thinning curly hair.
- When you have perform thinning on thick or curly hair, use thinning shears with one row.



Fig 5.1.8 Hair Shears

Hair Dryer

It is an electronic instrument used to dry the damp hair.

Procedure of using a Hair Dryer

- Wash hair and towel off hair slightly, just enough to stop the dripping.
- Separate the hair into sections. Keep the sections small as it takes time to blow dry bigger sections.
- Go for 4-6 sections. Use clips if the client has thick or long hair.
- Begin blow drying about 6 inches away from the scalp, at the top.
- Move the blow dryer in order to avoid burning of hair or scalp.
- Leave the hair a bit damp and finish with a blast of cold air to lock the shine.
- Apply a moisturising or anti-frizz serum, if required.



Fig 5.1.9 Hair dryer

Safety and Precautions: Safety and precautions for using hair dryer are as follows:

- Avoid using it near bathtubs - it can be deadly.
- Stop immediately, if your scalp begins to burn.
- If blow dryer is used regularly, it can cause headache.
- Use thick bands instead of thin elastics to tie wet or damp hair as it can result in breaking the hair.
- Do not blow dry dripping wet hair.
- Use a soft bristle hair brush instead of a comb.
- Use blow dryer only to dry your hair and not for any other purpose.
- Do not blow dry freshly coloured hair.

Hair Brushes

Hair brushes are basically used on long hair. Flat brush is used to detangle hair; round brush is used for styling and curling; paddle brush is used for straightening hair. A hair brush is also used in removing loose hair.



Fig 5.1.10 Hair brushes

Hair Clipper

Hair clippers are basically used for removing large amount of thick hair.

Procedure of using Hair Clippers

- Choose the guard size. Every hair clipper comes with a number of attachments that allow you to cut your hair to different lengths. Many people choose to cut the sides of their hair shorter than the top. The longest is a size 7 or 8, depending on the clipper, which leaves about an inch of hair on your head. Using a guard shorter than a size 4 will show your scalp, which leaves you vulnerable to sunburn.
- Dry hair and hold the clipper with the blades down. In order to catch more hair with guard, work against the direction of the hair growth.
- Work slowly in order to avoid hitting the client's scalp and giving a smooth and even cut.
- Turn the clipper in your hand by removing the guard. Cut a clean line around the ear and at the back of the neck.
- Draw the clipper down from the hairline at the back of the neck to clip the hair in that region. This leaves the neck feeling smooth and comfortable.
- Cut a line at the bottom of the sideburns, comparing their lengths to ensure they're even. If the client has facial hair, use a guard to provide a smooth transition from the sideburns to the beard.
- Brush the blades in order to remove free hair. Disinfect them with alcohol and apply a thin film of oil.

Safety and Precautions while using Clippers

- Avoid making passes same as the width of clippers, when cutting very fine hair. Instead use the centre of blade for a narrow pass.
- Use hair dryer to remove small pieces of hair off the neck, after a clipper cut.
- Keep the hair from adhering to the skin by applying talcum powder to the neck, this makes the process of hair removal easier.
- Use a slick material to drape it around client's shoulder and pull it tightly but carefully against the neck of the client. It allows the hair to fall directly on the floor instead of sticking on the shirt, pant or chair fabrics.

5.1.5 Prepare The Hair

Things which you should keep in mind before performing a hair cut

- Wash the hair. Wash the hair before starting the hair cut, as dirty hair will not give the desired results. Use shampoo and conditioner made for a specific hair type like colour treated hair, damaged hair, dry hair etc.
- Keep the hair wet if cutting with scissors or razor. It is easier to follow cutting guidelines on wet hair as wet hair sticks together and stays in place at the time of cut. Damp the hair if it begins to dry by using spray nozzle.

- Hair must be kept dry if you plan to use clippers or thin the hair, in order to avoid removing too much fullness. If you are simply trying to remove split ends, do a dry cut as they are clearly visible when the hair is dry.

5.1.6 Cutting Guidelines

Follow the cutting guidelines in order to get the best results.

The first guideline

You can make your first cutting guideline when you have decided on the style and length of your hair. It is important to understand as to how the foundation of hair cut starts when you are learning the basics of hair cutting.

For example, it is easier at the beginning to learn to cut your perimeter shape first. This helps you to build the foundation (underpinning) or exterior shape of your haircuts. And this, in turn, gives you the guideline you will use to cut your interior shape, which is known as 'layering'.

1. Cutting lines

Each style has a cutting pattern. First divide the head into segments and then follow the cutting pattern of your chosen hairstyle. This way you will be able to achieve the style your client has requested.



Fig 5.1.11 Cutting lines

2. Sectioning

A balanced style is achieved when sectioning is done properly. Most cuts are divided into segments like back, sides, front and interior. Take clear, precise sections when you are making your parting or following your guidelines around the shape of your haircut. Your sections should correspond with your cutting line. For example, if your



Fig 5.1.12 Sectioning

cutting line is horizontal, you should take a horizontal section or, if your cutting line is curved, you should take a curved section.

You should also note the features of your client's head – the position of their eyes and ears, the shape of their nose, their hairline points, etc. Make sure you take enough sections. The more sections and guidelines you use in the neck, side and front areas, the easier you will find the cutting process. Remember, if you make your sections clean, you will get precise cutting lines.

First divide the hair in half by parting from behind one ear to the other across the top of the head.



Fig 5.1.13 Next, subdivide the back by parting from center top to center neckline.



Fig 5.1.14 Parting the hair

Holding the hair:

There are three basic ways to hold the hair while cutting:

Against the Skin

The hair is simply combed flat against the skin and if necessary, held in place with one finger. The open scissors are slipped under the hair and the cut is made against the skin.



Fig 5.1.15 Holding against the skin



Fig 5.1.16 Holding on the back of the head

On the Back of the Hand

The hair is held between the middle and index fingers. The scissors are held parallel to the backs of the fingers for cutting.

Inside the Palm

The hair is held between the middle and index fingers. The scissors are held parallel to the insides of the fingers for cutting. Unless specified for a particular haircut, cutting on the back of the hand or inside the palm is a matter of personal preference. Try each way to see which feels more natural to you.

IMPORTANT NOTE: When cutting hair held between your fingers, be sure to cut only in the area between your middle joint and finger tips. You can't hold the hair tightly enough in the space next to the hand to achieve a precise cut. Observing this rule will also reduce the likelihood of cutting your hand.



Fig 5.1.17 Holding inside the palm

Don't Stretch the Hair

The hair must be held with a minimal amount of tension while cutting. Lightly comb each section two or three times with the wide spaced teeth only (the fine teeth create too much tension) and then hold the hair without stretching it.

Learn to be conscious of this now, as holding the hair too tightly is a hard habit to break once you're used to it.

Overstretching the hair during cutting will cause the naturally elastic hair to snap back to its original shape and growth pattern, leaving behind an uneven or overly short cut. Particular care should be taken with naturally curly or wavy hair as it is especially elastic.

Many times while giving a haircut, you may have questions similar to these. "How much length can I remove without causing the hair to stick out? Can I cut the bangs short enough to stay out of the eyes but still have enough to style away from the face? How short does the hair have to be to spike? How do you control cowlicks?"

The answers to these and similar questions can be determined by this simple test of the hair's natural bend. Grasp a strand of hair from the area in question at a point about two inches from the scalp. Push the hair strand toward the scalp and observe where it bends.

The Bend Test

1. Cutting below the midpoint of the bend could cause the hair to spike or stick up.
2. Cutting $\frac{1}{2}$ to $\frac{3}{4}$ inch beyond the midpoint of the bend leaves enough length for the hair to lie down.
3. Cutting 1 inch or more above the midpoint of the bend leaves enough length for the hair to lie down and be styled in a definite direction.

IMPORTANT NOTE: Hair texture is always an important consideration. Coarse, thick hair will require more length to lie smoothly than will fine, thin hair. If you are still in doubt after performing this test, try leaving a little extra length. You can always cut more later. You will see the “Bend Test” icon at appropriate places in the illustrations as a reminder to use this useful way of determining length.

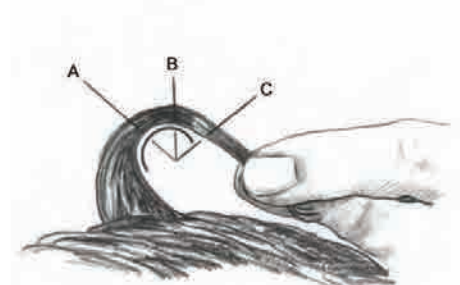


Fig 5.1.18 Inspecting hair for bend test



Fig 5.1.19 Bend test

3. Holding scissors and comb

Scissors

Use your third finger to hold the scissors. If you use your index or middle fingers, you do not give enough support to the scissor blades.

To make sure you don't stab yourself with the scissors when you are using your comb, you should always 'palm' them. This means simply taking your thumb out of the handle. Scissors should feel comfortable in your hands. They should become an extension of your fingers.

Practice holding them as often as you can. These are the tools that could earn you a good living. When you are cutting, only the top blade of the scissors should be moving and you should be moving only your thumb, not your fingers. This can take a while to get used to.



Fig 5.1.20 Correct way to hold scissors

The following exercise will help:

Hold your scissors correctly, then turn your hand so that your thumb is at the bottom and your palm is facing away from you. Now try to open your scissors. Only your thumb is able to move. This is how it should feel when you are working your scissors.

Scissors and comb

You should be able to hold both your scissors and comb together in one hand and have your scissors palmed.

At first, this can feel awkward and uncomfortable but, with practice, it will get much easier. There are two ways to hold or 'palm' your scissors and comb; you can use either.

- Take your thumb out of the scissor handle, let the blades drop downwards and grip the scissors with your little finger. Your comb should point upwards with one end sitting in the palm of your hand.
- Again, take your thumb out of the scissor handle but keep the blades pointing upwards and the handle against your palm. Grip your comb between your thumb and index finger.

5.1.7 Types Of Cutting

Club Cutting

Club cutting helps in creating a smooth blended look without any texture. The scissors are held in the cutting hand, and the hair slice to be cut is held at the proper elevation for the hairstyle you are trying to achieve while the hair is cut at the appropriate angle.

Procedure: It can be called as free hand cutting. The stylist uses his/her scissors to cut the hair without holding it in the other hand's fingers or using any other tool to hold the hair in place.



Fig 5.1.21 Club cutting

Most often, cutting is down with the scissors pointed down at an angle, but can be cut upward. This technique creates a lot of texture in the style. Free-hand cutting is often used as a texturing technique.

Finally, the scissors-over-comb method is performed with the stylist holding a comb in what would normally be his/her "holding" hand.

The comb is used to elevate segments of the hair which are then cut by

the scissors which are held in the cutting hand. The stationary blade (the lower blade) is positioned so as to be parallel to the comb. This technique is ideal for blending and cutting very short hairstyles without using clippers.

Notching

In order to remove bulk and create less volume in the hair, the stylist takes shears and snips away at the hair in a random fashion. Notching are of two types: Traditional notching and freehand notching. The traditional variation tends to be done more at the ends of the hair, while the freehand technique executed further up the hair shaft to remove bulk from different areas of the style.



Fig 5.1.22 Notching

In free-hand notching the pieces of hair are snipped out at random intervals. This type of techniques removes hard weight lines from a haircut and creates movement.

Procedure: Take a section. Take a horseshoe section around. Pull straight out, nice tension, and put the scissors in. Now bearing in mind where you want the weight to come from, the closer you go to the head, the more volume you'll create. You should start in towards the scalp, if you want to create volume at the roots. If you want to take weight out from the ends, you would literally just do the same thing, but starting towards the end. This helps keeping the same length in the hair, but remove this much weight.

Slicing

Slicing helps in removing the weight of the hair externally and internally, in order to add movement and texture. It is used on a finished haircut, which can be either wet or dry. Hold your scissors open (cutting freehand) and slide them down the shaft of the hair, slowly opening and closing the blades. (Be careful not to close your blades or you will cut off the whole section of hair) Slicing is a good way to take a lot of weight out of the hair the more often you open and close your blades, the more hair you will remove.

Point Cutting

This technique is used to texturise hair. Point cutting helps the layers or graduation built into the haircut, to blend together seamlessly, by removing bulk from the hair ends, thus creating movement in the hair. It is use to guide the hair into the right shape and style. The thickness and texture of hair determines whether point cutting should be performed on wet or dry hair.

Thinning Hair

To "thin" your hair is a hair cutting term that simply means to remove bulk or thickness from the hair but to retain the length of the hair during cutting.

It is mainly used to create more texture as in curl or exaggerate pieces of hair and to thin out (lessen the bulk of) very thick hair. It is not done if hair was very fine generally as this would make the hair finer (fine or thin hair is normally blunt cut to make it appear thicker).

The technique is different for each hair cut depending on the requirements of the style and the density of hair of each individual.

It is often referred to as 'personalising' a cut by hairdressers, as firstly they put in the basic shape, and then when hair has been blow-dried and styled, they go back over the cut and 'thin it' to make it sit better and add shape and style.

Specialist thinning scissors are used in some cases or the points or tips of ordinary hairdressing scissors are used in a particular way giving a more individual effect.



Fig 5.1.23 Thinning hair

The advantages of thinning out the hair can be many and varied and here are just a few:

- If your hair is very thick, it helps in making them thin by removing bulk.
- Helps the hair to sit better.
- Gives shape, without reducing the length.
- Adds height and volume, when really short pieces are used to support longer lengths of hair.
- Gives a textured effect.

5.1.8 Assisting Hair Dresser & Stylist

- Assist the Hair stylist in washing the client's hair. Use a shampoo and conditioner made for the specific hair type. There are products to fit every need--colour-treated hair, dry hair, damaged hair, thinning hair and hair that lacks volume-so pick the one that's best based on hair type and needs. If hair is prone to knots or tangles, use a de-tangling conditioner or spray on a de-tangling product. You don't want your comb to get stuck when you run it through hair that has mats or tangles.
- If cutting with scissor or razor, keep the hair wet. Your cut is more precise as its easier to follow cutting guidelines on wet hair.
- Work under proper guidance of the Hair stylist. Listen carefully to his/her instructions.
- Work with dry hair under special circumstances. Ensure that the hair is dry, if you plan to use clippers, or if you want to thin the hair carefully to make sure you don't remove too much fullness.
- Help the Hair stylist to resolve the problems if occurring during the hair cutting.
- Ask the client whether they are comfortable with the desired hair cut.

5.1.9 Finishing Touch - Dry The Hair

Once you are done with cutting the hair, you must dry and style them in order to check for any uneven ends.

- Let the hair dry on its own, if possible.
- Change the setting of the dryer to coolest and keep it about 6 inches away from the hair and move it continuously in order to avoid scalp from burning.
- Hair must not be allowed to stay wet for a longer period of time as this can put pressure on the delicate proteins, keeping the hair intact and causing damage to it.
- After the hair dries, check for any uneven ends and do final trimming.

Precautions and Safety Measures

- For best results, use professional hair cutting shears.
- Ensure that the client is happy with what you do.
- If you are at the learning stage, avoid cutting hair too much.



Fig 5.1.24 Club cutting



Fig 5.1.25 Scissors-over-comb

5.1.10 Common Problems Which The Customers Face And Their Solutions

1. When you finish cutting the hair, give a hand mirror and allow to inspect the cut from all angles. If client does not like what you have done, accept your mistake and try to fix it.
2. Some mistakes cannot be fixed immediately. For example, maybe you cut the hair too short — there's nothing to be done in this case but let it grow out. However client's frustration will make you realize your mistake and you will be cautious next time when you perform such services.
3. If the client wants to show you the picture of the hair style he/she wants do look at it and perform the hair cut accordingly if in case you are not able to meet the expectations revisit the picture and perform the hair cut accordingly.

5.1.11 After Care Advice

Provide customers with after care advice. Suggest them how to look after their hair after the cut and how to maintain it, suggest them which product to use and how to keep their hair healthy and clean. You must even inform the client about the time duration when they should have their hair trimming done in order to avoid split ends and damage.

5.1.12 Assist In Cleaning The Post Service Waste

Salon is a place where visitors on everyday basis visits in large number, in that case it should be maintained neat and clean. Thus after the Hair stylist finishes the process of hair cutting, it is your duty to clear the waste hairs that had been cut. This would help in maintaining the environment of the salon clean.

Summary

- Before you start the hair cut you must keep in mind the texture of the hair and perform the hair cut accordingly.
- You must ask questions to the client regarding the type of cut they are looking for.
- Use photographs and magazines to make sure that both of you agree on what the final product should.
- Before you start the hair cut you must keep in mind the texture of the hair and perform the hair cut accordingly.
- You must ask questions to the client regarding the type of cut they are looking for.
- Use photographs and magazines to make sure that both of you agree on what the final product should look like
- Keep the clients aware about the products you use
- Prepare the tools/area/client for the cut
- Tools which are required for the cut are:
 - » Scissors
 - » Comb
 - » Section clips
 - » Razor
 - » Apron
 - » Hair shear
 - » Hair brushes
 - » Hair dryer
 - » Hair clipper
- Prepare the hair for cutting by washing it or spraying water on it in order to make it wet.
- Divide the hair into sections
- Subdivide the back by parting from centre top to centre neckline
- Hold the hair in a proper manner. Three basic ways of holding the hair is
 - » Against the skin
 - » On the back of the hand
 - » Inside the palm
- Hold the scissors in the correct way by using your third finger
- Now perform the type of cut which the customer wants
- Different types of cut are:
 - » Club cutting
 - » Notching
 - » Slicing

- » Point Cutting
- » Thinning Hair
- Assist the hair dresser & stylist while performing the cut like
 - » Washing the hair
 - » Drying it
 - » Providing the stylist with the equipment he/she needs
 - » Help the hair stylist in resolving the issue which occurs during the hair cut
 - » Ask the client if they are comfortable with the look
- Give a finishing touch by setting the hair with the help of a blow dryer
- Once it is dry you can make out whether it needs any changes or not.

Perform Hair Cut-Theory



Click/Scan this QR Code to access the related video

Exercise



1. Which of the following is not a type of hair?
 - a. Silky
 - b. Coarse
 - c. Thready
 - d. Tender
2. Which of the following is not a hair-cutting equipment?
 - a. Scissor
 - b. Hair clip
 - c. Comb
 - d. Shaver
3. Hair style should be according to person's
 - a. Face Shape
 - b. Height
 - c. Complexion
 - d. Weight
4. Hair rollers are used to
 - a. Curl hair
 - b. Straighten hair
 - c. Give Volume
 - d. None of these

5. What are the equipment required for cutting the hair?
 - a. Scissors
 - b. Comb
 - c. Section clip
 - d. All of the above
6. Which finger should be used for holding the scissor?
 - a. Index finger
 - b. Third finger
 - c. Thumb
 - d. Little finger
7. If your cult line is horizontal you must take a
 - a. Horizontal section
 - b. Vertical section
 - c. Curved section
 - d. None of the above
8. Before commencing the hair cut you should:
 - a. Confirm with the client the look agreed
 - b. Just straight away cut the hair without listening to the client
 - c. Cut the hair and then ask the client
 - d. Both b and c
9. When dressing long hair into an up style, what is the advantage of using back combing or back brushing?
 - a. It will give height and volume to the hairstyle
 - b. It will make the hair curly
 - c. It will keep the hair smooth
 - d. It will hold the ornamentaion in place
10. How is professional behaviour demonstrated in the salon?
 - a. Being polite and honest, and using positive body language
 - b. Talking and laughing with colleagues whilst you are working
 - c. Only speaking to the client if she speaks first
 - d. Using negative facial expressions

UNIT 5.2: Basic Hair Cut For Women (Pictorial)

Unit Objectives

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

1. Understand the steps involved in the hair cut of women
2. Practice the steps involved in the hair cut of women

5.2.1 Step-by-Step Hair Cut (Women)



STEP 1



STEP 2



STEP 3



STEP 4



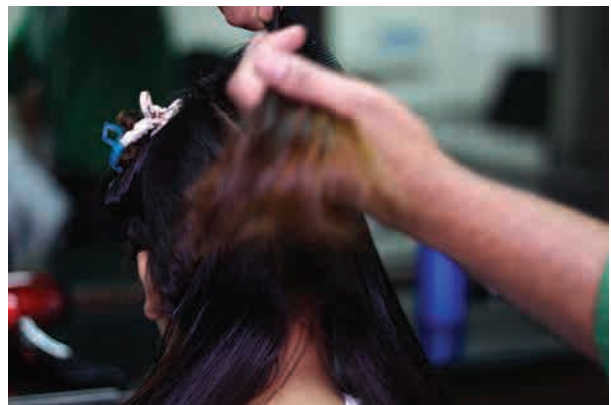
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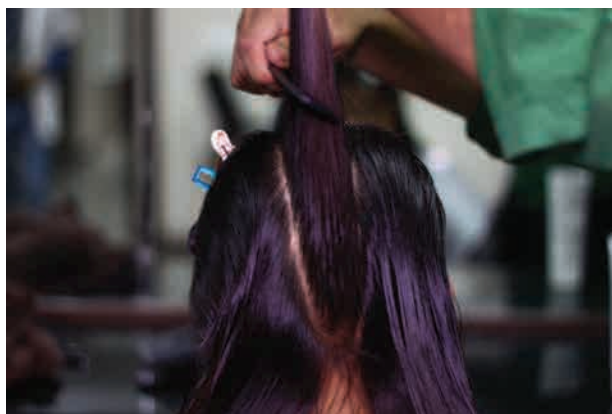
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STEP 12



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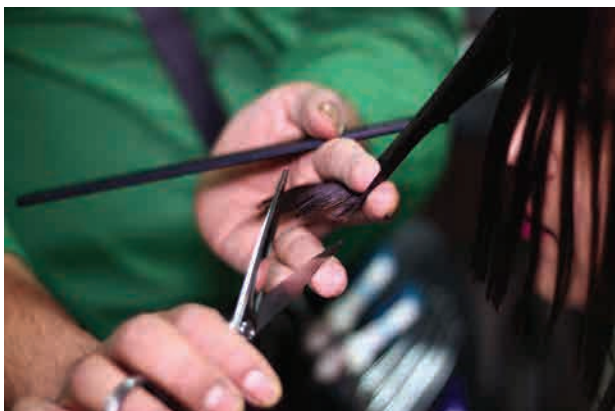
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STEP 15



STEP 16



STEP 17



STEP 18



STEP 19

UNIT 5.3: Basic Hair Cut For Men (Pictorial)

Unit Objectives

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

1. Understand the steps involved in the hair cut of men
2. Practice the steps involved in the hair cut of men

5.3.1 Step-by-Step Hair Cut (Men)



STEP 1



STEP 2



STEP 3



STEP 4



STEP 5



STEP 6



STEP 7



STEP 8



STEP 9



STEP 10



STEP 11



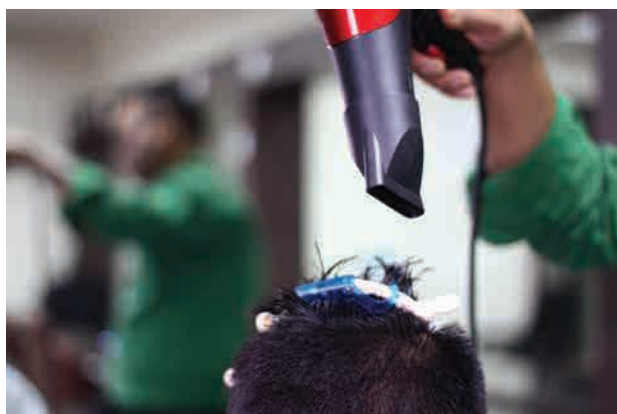
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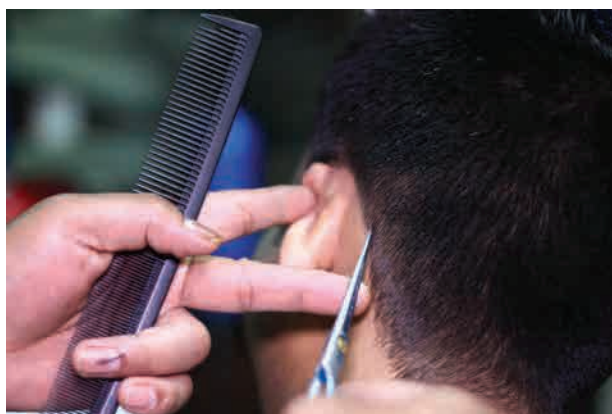
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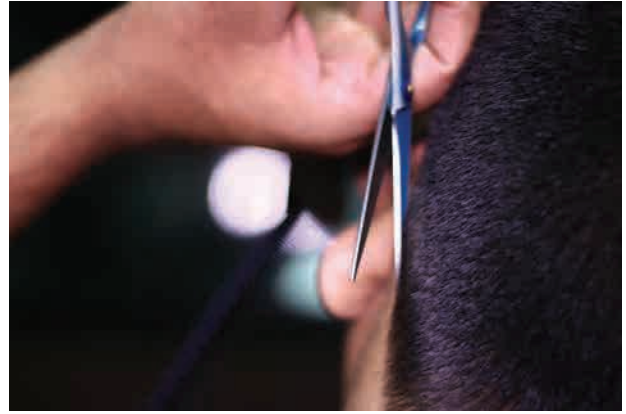
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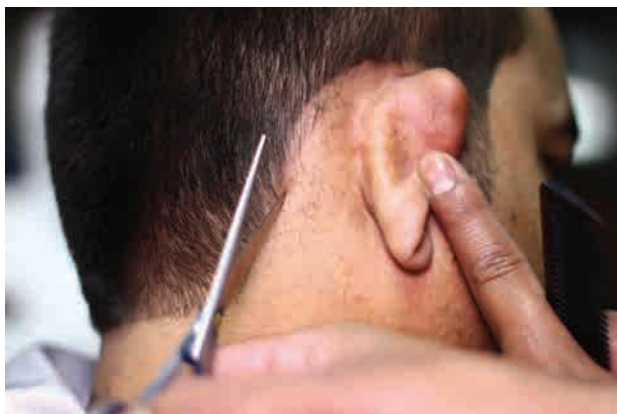
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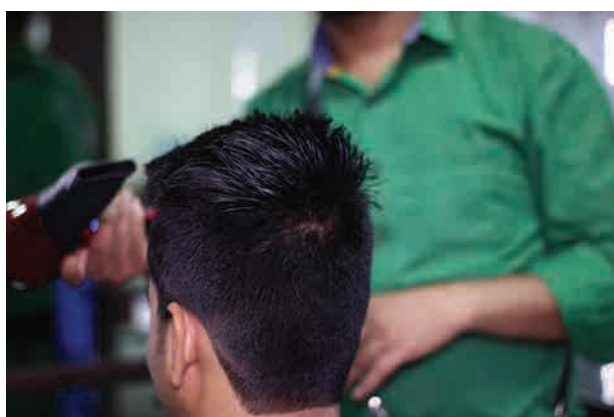
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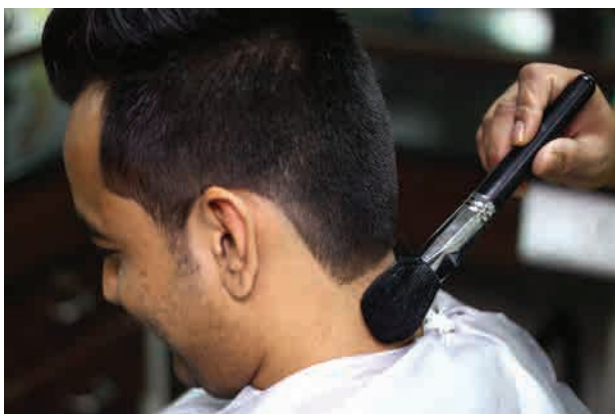
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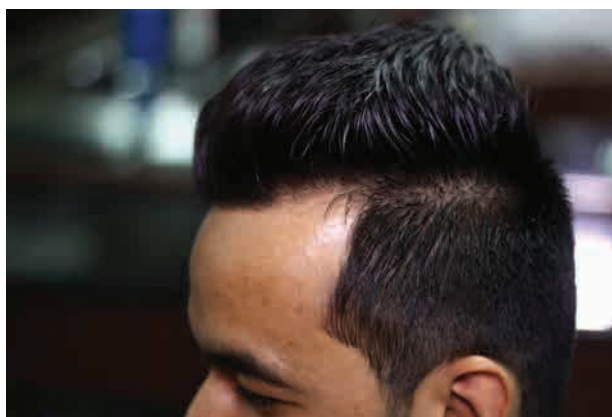
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STEP 48



STEP 49



STEP 50



STEP 51

Perform Straight Hair Cut



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Perform V Hair Cut



Click/Scan this QR Code to access the related video

Perform Heavy Layer Hair Cut



Click/Scan this QR Code to access the related video

Perform U Hair Cut



Click/Scan this QR Code to access the related video

Perform Bob Hair Cut



Click/Scan this QR Code to access the related video

Perform 3 Layer Hair Cut



Click/Scan this QR Code to access the related video

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the page.



6. Assist The Hair Stylist In Performing Advanced Hair Services



Unit 6.1 - Assist the Hair Stylist in Performing Advanced Hair Services

Unit 6.2 - Colour and Lighten Hair



BWS/N0204
BWS/N0209

Key Learning Outcomes

At the end of this module, participant will be able

1. Understand the different types of hair texture
2. Practice different styling techniques while assisting the hair stylist
3. Identify the different shades of hair colour
4. Identify the steps of colouring hair in a salon
5. List down the personal protective equipment used by an Assistant Hair Dresser & Stylist in a salon
6. Discuss how to perform a skin test and incompatibility test on client's hair
7. Explain how to reduce cross-infection when performing a service/treatment

UNIT 6.1: Assist The Hair Stylist in Performing Advanced Hair Services

Unit Objective

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

1. Know about the advanced hair services in which the assistant will assist the hair stylist

6.1.1 Introduction

Hair is one of the defining characteristics of human beings. Therefore, the major area of focus is on hair type, hair growth and hair care. Hair primarily composed of protein, notably keratin. Hair provides protection against ultra violet radiation. Hair also helps in regulating temperature.

Types of Hair

There are four types of hair:

1. **Straight hair:** It is the easiest hair type to manage. Healthy straight hair is known for its mirror-like shine. These can be subdivided into three categories:
 - Type 1 a – Straight (Fine): This type of hair is very oily, it is difficult to curl them as they are very soft and shiny. The major advantage is that they cannot be damaged easily.
 - Type 1b – Straight (Medium): The volume and body of this hair is good.
 - Type 1c – Straight (Coarse): This type of hair is difficult to curl as they are bone straight.
2. **Wavy Hair:** It includes light to very wavy patterns. The waves are usually 'S' shaped and stick close to the head. Wavy hair is more prone to frizz. These can be further subdivided into three categories:
 - Type 2a – Wavy (Fine/Thin): They are 'S' shaped and one can make various styles in this type of hair.
 - Type 2b – Wavy (Medium): It is frizzy in nature and not many styles can be made on them.
 - Type 2c – Wavy (Coarse): This type of hair has thicker waves, it is frizzy in nature and does not entertain too many styles.



Fig 6.1.1 Straight hair

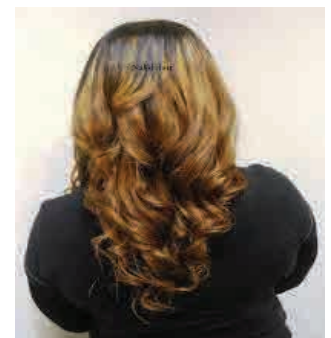


Fig 6.1.2 Wavy hair



Fig 6.1.3 Curly hair

3. **Curly Hair:** The hair in this pattern are 'S' shaped. These types of hair are dependent on climate and get damaged very easily. It has well-defined and springy curls. Proper care should be taken to maintain them or else the curls might turn dull.

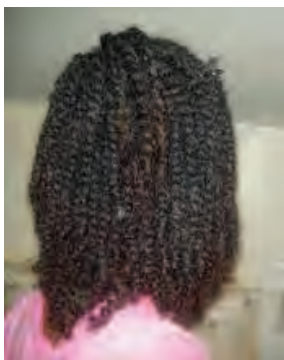


Fig 6.1.4 Kinky or coily hair

4. **Kinky or Coily Hair:** It has a prominent curl pattern. These types of hair are very wiry, fragile and tightly coiled. They must be cleaned gently and must be detangled softly. One must not use harsh chemicals on them as it might damage the hair. These can be subdivided into two categories:
 - Type 4a – Kinky or Coily (Soft): The hair in this pattern are tightly coiled, fragile, and have prominent curls.
 - Type 4b – Kinky or Coily (Wiry): The hair in this pattern do not have very prominent curls but are fragile and tightly coiled.

6.1.2 Advanced Hair Services

Advanced hair services include:

- Hair Spa
- Colouring
- Styling

6.1.3 Hair Spa Services

The assistant is responsible for helping out the spa manager with the daily activities as he works closely with the spa manager. The duty and task of the assistant depends on the type and size of the spa they work in.



Fig 6.1.5 Hair spa

Main Responsibilities

- Help the spa staff and managers with daily activities
- Attend and greet the guests
- Attend the calls and take appointments of the guests
- Provide excellent customer service to spa guests
- Make the clients aware about the services available and the facilities of the spa
- Attend to guests who come to the salon to inquire or who have some queries
- Resolve the complaints of guests
- Help the front guest staff in providing excellent services to guests
- Maintain the tools and equipment used during spa
- Maintain good work environment in the salon
- Maintain good relationships with your staffs and guests
- Take care of client's safety, comfort and well-being
- Ensure compliance with local and federal health and safety policies, standards and regulations
- Keep the track of all sales, costs, payroll and profits within the spa
- Take part in marketing and promotion activities
- Take inventory, order and maintain spa equipment, tools and other necessary instruments

6.1.4 Hair Structure

The hair shaft is divided into three main sections. Each section has its own importance.

Cuticle

The shingle like protective covering of the hair shaft is called cuticle. One strand of hair in a glass of water, you can demonstrate the hydrophobic properties of hair. If the cuticle is not intact, the hair will rapidly sink below the surface, and if it is intact then the hair will float on the surface. If the hair sinks do not continue with the chemical service as permanent hair product must penetrate the cuticle in order to change the hair colour.

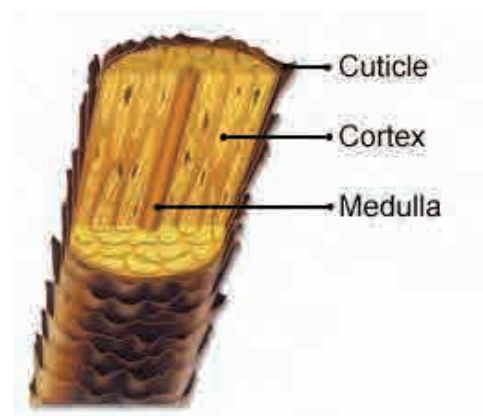


Fig 6.1.6 Hair structure

Cortex

The hair gets its strength and elasticity from high-molecular weight chains called cortex. The cortex readily absorbs water. The nature of hair colour is determined by the pigment within the cortex. At the time of perming and colouring services, permanent changes are made in the cortex.

Medulla

The small, hollow tunnel in the centre of the hair is called the medulla. It is not present in all hair type and may not continue down the entire hair shaft.

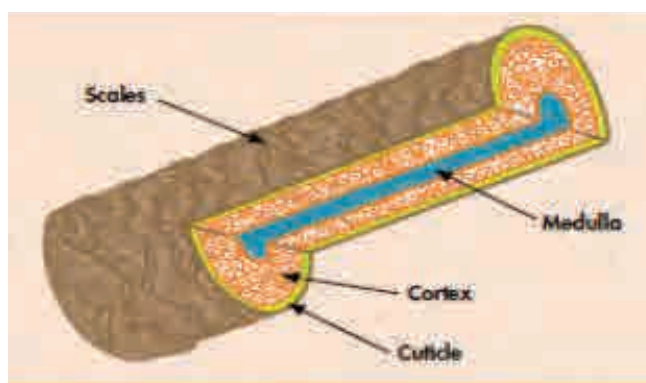


Fig 6.1.7 Hair structure

Physical Properties

The physical property of hair is very important as it can affect the colour formula.

Texture

When we talk about the thickness or diameter of an individual hair strand it means we are referring to the texture of the hair.

Density

The number of hair on the head refers to density. The application of colour product is determined by the density of hair. The denser the hair the smaller the section of hair that can be colored at one time.

Elasticity

Elasticity is one of the prime indicators of hair's condition. Elasticity refers to the ability of hair to return to its normal length after it has been stretched. The healthier the hair the better will be its ability to return to its normal length after being stretched.

Tensile Strength

The tensile strength determines the condition of cortex layer of the hair. The tensile strength is determined by the amount of stress hair can take without breaking.

Porosity

Previous treatment of the hair shaft determines the condition and/or the porosity of the hair. The more cuticle damage the hair shaft, the more porous the hair. You can understand how the hair is going to respond if you determine its porosity before beginning the treatment. In order to allow the colour to penetrate the cortex, the protective cuticle layer must be lifted while colouring the hair, this results in more natural looking colour and longevity.

Precautionary measures must be taken to ensure natural colour if the cuticles have been damaged by excessive lightening or frequent chemical services. The colour is not properly held by overly porous hair. The water test on clean, dry hair must be done in order to find out whether it is good to proceed with the chemical service or not. The hair will not retain colour if the cuticles are too damaged. Porosity is one of the important factors when colouring hair. Porous hair rejects warm tones and accepts cool tones whereas healthy hair attracts warm tones and rejects cool tones.

Pigment

The natural hair colour pigment in the cortex is known as the melanin. Melanin can only be altered by using concentrated alkaline solution or intense oxidation. The colour of each strand is determined by the distribution of natural pigment inside the hair (melanin) and amount of natural pigment. There are two basic types of pigment: granular and diffuse.

Granular pigment responds more strongly to oxidants than diffuse pigment and varies from light brown to black. Diffuse pigment varies from pale yellow to brownish red. Light reddish tones are difficult to remove, when performing a bleaching or colouring service, than dark natural tones.

Types of Hair Colour

Given below are the different hair colour products available in the market.

Temporary Hair Colour

- Only the cuticle layer is coated
- Developers are not mixed
- Removed after one shampoo
- Natural pigment is not altered
- Examples include colour-enriching shampoos, hair colour sprays, colour styling mousses and colour intensifiers

Semi-permanent Hair Colour

- Coats the cuticle and penetrates the outer layer of the cortex
- Developers are not mixed
- Removed after 4-5 shampoos
- Uses large, direct dyes

- Using heat will help lift the cuticle, lodging the large dyes under the cuticle
- Can add tones to existing shades, dye gray fibers to a natural shade and help rid gray or white hair of yellowish tones
- Natural pigment is not altered

Deposit-only Hair Colour

- Penetrates the cuticle and multiple layers of the cortex
- Mixed with low volume developer
- Fades slowly over time with little to no line of demarcation
- Excellent gray coverage
- Uses a combination of coupling dyes and direct dyes
- Does not lighten natural pigment

Permanent Hair Colour

- Fully penetrates the cortex
- Mixed with any volume developer
- Cannot be readily washed out
- Full gray coverage
- Permanently alters natural pigment
- Can lighten hair

Bleaches

- Lightens natural hair colour
- Can be used to prepare hair for the application of a toner, or to decolourize unnatural pigment for corrective work
- Decolourizes the natural pigment through oxidation
- Results depend on the natural hair colour and whether pigments are granular (darker) or diffuse (lighter)
- There are also other less common types of hair colour of which you should be aware. Henna and Metallic Dyes are rarely used, but if already on a client's hair they may alter your colour service results.

Henna

Henna is a very old form of dye. Its ingredients are the leaves and stems of henna plant. The paste of henna is made by crushing the leaves and stems to form a powder and adding it to hot water. It is then applied and kept for 30-60 minutes. It is rarely used as it produces unpredictable shades.

Metallic Dyes

Metallic dyes are used today in over-the-counter products. The daily application results in the gradual colouration of gray hair. The solution of lead acetate is the most commonly used dyes. It is generally thought that this colour is a formation of a metallic sulphide at the expense of the keratin sulfur on the outer layers of the hair. Metallic dyes are incompatible with professional chemical services.

Law of Colour

The hair must have all the three colours (red, yellow and blue) present in order to produce a natural looking colour. Secondary colour is created when the hair does not have primary colour. In order to correct it, you need to add the missing primary colour.

Colour Wheel

There are two sides to the colour wheel one is the cool side and the other is the warm. Complementary colours are those which are opposite one another in the colour wheel. Two complementary colours when mixed together cancel each other. Look at the colour wheel, you will see that green is neutralised by red, in order to get rid of unwanted green tones, red needs to be added to the colour formula, it will give rise to a natural blue colour. The colour wheel can help you to choose the appropriate tonal series to use.

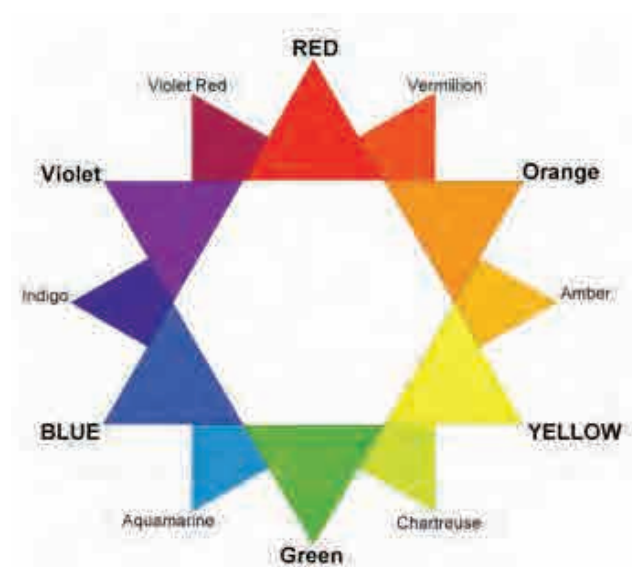


Fig 6.1.8 Colour wheel

The key to successful, predictable hair colour is understanding the Colour Wheel. This Law of Colour never changes.

Level System

The system which measures the level of the colour is known as level system. The level of colour indicates whether it is medium, light or dark. When determining the natural hair colour level it is important to remove the “colour” as a factor. It must be perceived as the shades of grey, black or white.

Since there is no universal measurement of a level, one manufacturer's colour level system can vary from another. They will be comparable though, since there is only so much variation between light and dark. Think of the level system as a ladder. You can either go up the ladder (lighter) or down the ladder (darker). Our level system is from 1, being the darkest, to 10, being the lightest.

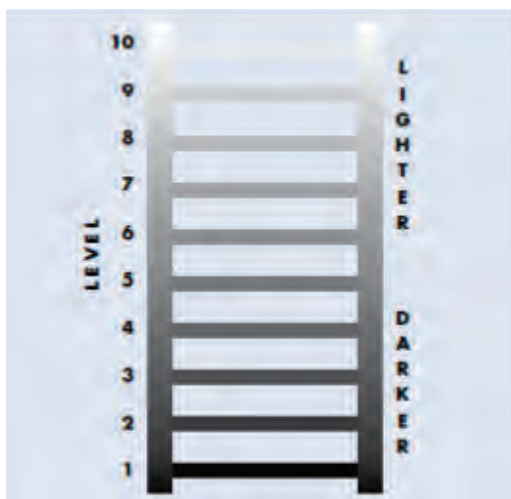


Fig 6.1.9 Level system

Residual Pigment Contribution (RPC)

The natural hair colour goes through multiple lifting stages when doing single process hair colour. This is because the part of chemical process of hair colour is to remove the natural pigment, which is broken, from the cortex.

The remaining natural pigment in the hair is referred to as Residual Pigment Contribution.

Residual Pigment Contribution (RPC) refers to natural pigment left in the hair, after lifting, at the desired level. RPC is not a factor unless you are lightening. Tonal results are always a combination of what pigment is in the hair naturally (RPC) and what tonal series is used in the formula.

RPC can also be used when filling hair that has been over lightened. To return to the natural colour, a filler is used to replace pigment that was lightened out of the natural hair colour. This will allow you to create the level and tonal value desired.

Once you determine the RPC, then you can work with the Colour Wheel to determine the tonal series needed to achieve the desired colour results.

Table 6.1.1 Residual Pigment Contribution

Destination Level	RPC
Level 10	Pale Yellow/Yellow
Level 9	Yellow/Orange
Level 8	Orange/Yellow
Level 7	Orange
Level 6	Red/Orange

Level 5	Red
Level 4	Red
Level 3	Red Brown
Level 2	Red Brown
Level 1	Red Brown

6.1.5 Colouring Equipment

The equipment required for colouring hair are:

- Colour or Henna
- Disposable gloves
- Dye brush or a chop stick, just to partition hair cleanly
- Body art quality henna (250 grams for waist length, 100 grams for shoulder length)
- Acidic liquid to mix with the henna
- Bowl to mix the colour or henna in (ceramic or glass - do not use metal because it reacts with the henna)
- Wooden Spoon to mix colour or henna
- Plastic wrap to wrap the hair



Fig 6.1.10 Colouring Equipment

- Shower cap or towel
- Conditioner to help with rinsing the henna out of your hair
- Deep hair treatment



Brushes



Bowl and Brush

6.1.6 Hair Tools

Styling Tools

Styling tools have developed over hundreds of years. Think about curlers, for example. To begin with, many ancient civilisations used heated iron bars to curl their hair. Then the 1800–1900s, double wave crimping irons and curling irons were created. These were heated over a fire to make them effective. Electricity meant that curling irons became much safer and caused less damage to hair. In the 1950s, setting the hair in curlers was the first step in creating modern bouffant styles.

All stylists and barbers need a range of tools, such as combs, brushes, scissors, razors, clips, grips, pins and curlers are common tools of the hairdressing trade.

Combs and Brushes

Each comb performs different kinds of job. It can be used to dress out curly hair, untangle hair, help in sectioning hair during cutting, etc.

Given below are the tools which are used when the hair is still wet and removed when it is dry:

- rollers in a variety of sizes and pins to keep them in place (although some rollers stay in place without these)
- pin curls
- kirby grips
- wavy clips
- sectioning clips
- hair bands.

Products include:

- shampoos and conditioners (usually applied to wet hair), which clean
- hair and improve the condition of it
- mousses and gel (usually applied to wet hair), which give volume to
- the hair, help to keep it in place and help to give it shine
- setting lotions, blow dry spray, hairspray and wax (used on damp hair, while drying or after drying), which have an effect on the final style
- straightening iron spray (used on dry hair) which helps to give shine and protect from heat.



Fig 6.1.11 Hair tools

6.1.7 Hair Styling

Hair styling includes:

1. Rolls

The hair roll is a type of hair style which resembles the style made in 1940s.



Fig 6.1.12 Rolls

Procedure

1. Keep the hair slightly moist when applying dollop of styling mousse to your hair as it makes styling very easy.
2. In the beginning part your hair either in the middle or on one side. Divide your hair across your head from ear to ear. Collect the hair at the back in a ponytail in order to keep it out of the way.
3. Slightly tease the covering strands of hair for proper volume after applying hairspray to the front portion of your hair.
4. Pull a strand of hair straight up. Use your index finger to roll the strand of hair. You can use a foam roller in place of your finger for a wider roll. You must roll about half the length of hair before pulling it out. Now finish rolling up the strand of hair.

5. Repeat the same process with the remaining strands of hair by securing the hair roll with bobby pins. You can use a hairspray to ensure that the roll does not lose its shape. At the end, allow the hair to hang down by releasing the hair in the ponytail.

2. Barrel curls

Barrel curls are named after their cylindrical shapes.

Procedure

STEP 1: Ensure that the hair is damp when using bobby pins or cool rollers. Do not dampen the hair when using hot rollers or curling irons.

STEP 2: If you're using hot styling tools mist the hair with a heat-protectant, curl-setting spray. Work curl-setting lotion into the hair for cool styling tools.

STEP 3: Separate the hair into three sections by brushing it. The three sections in which the hair must be divided are: at the nape of the neck, between the ears and at the top of the head.

Clip the top and middle sections out of the way.

STEP 4: Get out your cool styling tools or heat up the curling iron or hot rollers.

STEP 5: The nape section must be separated into 2-inch-wide sections. Perming papers must be folded over the hair tips of each section.

STEP 6: Roll each section onto a roller or with your fingers or a curling iron with the curl facing downward. Roll all the way to the scalp.

STEP 7: You can secure the barrel curls with the help of hair pins against the scalp. The curls you have made around your fingers must be secured with bobby pins. Release each curl after 10 seconds in case you are using curling iron. In case you are making flat, barrel curls for waves, you must slide each curl off the end of the roller and press it flat against the scalp and secure it there with a bobby pin.

STEP 8: Bring down the middle section of hair and create more curls in the manner similar to that of bottom section. After finishing the middle section repeat the same with the bottom section.

STEP 9: After 10 minutes take out all hot rollers. Once your hair dries up, take out cool rollers or bobby pins. Use the technique of finger combing in order to style the hair and then mist the style with hairspray.



Fig 6.1.13 Dampen hair



Fig 6.1.14 Crimping

3. Crimping

In order to make straight hair look wavy the method of crimping is used. It is also known as *krinkles* or *deep waves*. In order to crimp your hair you need to either treat the hair with heat from a crimping iron (also referred to as *hair crimper*) or braid the hair in multiple strands and, then undo the braids. A crimping iron has parallel heated plates designed with a flat S-shaped repeating groove.

4. Hair straightening

In order to give the hair a smooth, streamlined, and 'sleek' appearance, hair straightener is used. It is one of the most common styles which was used in 1890's as well. You can use hair iron, chemical relaxer or hot comb to straighten your hair. For temporary straightening, you can use some shampoos, hair gels or straighteners.



Fig 6.1.15 Hair straightening

5. Tonging



Fig 6.1.16 Tongs

Tongs

Electric heated styling tongs are used on dry hair. Stylists use it to create a ringlet effect on short fine hair, long hair and afro hair. It depends on you whether you want to use a tong with a spring lever or with a swivel handle, but you must be sure and confident about the process of using it. Tongs are made of polished chrome and usually come in three barrel sizes: 13mm, 16mm and 19mm.

The size you select, and the angle you hold your tongs at, will depend on the result you are aiming to achieve. With practice, you can learn to control your styling tongs and create different kinds of movement in your haircuts.

Spiral Tongs

Spiral tongs have a grooved barrel, usually of about 13mm. The hair is wrapped around the barrel to give perfect tiny curls and ringlets.

Using Tongs

Place the dry hair between the barrel and the blade of the tongs and roll it up as you would with a hair roller. Hold the hair in place long enough for the heat to soften it. Release the tongs and slide them out of the hair. This will create a smooth roll or curl effect.

6. Pin curl

A usually damp, coiled strand of hair secured with a bobby pin or clip and combed into a wave or curl when dry.

You must wrap the pin curl from tip to root, this helps in tucking all the ends. Ensure that it is not twisted or else the hair will turn into afro hair instead of smooth vintage hair.

The basic technique is to take about a one inch section of hair, wrap the end a few times around a finger or two, and then slips it off your finger and wrap up to the scalp and pin with a pin curl clip or a couple bobby pins in an X.



Fig 6.1.17 Pin curls

I recommend 2 fingers because it's easier to get the hair off, and you can put the very tip of your hair between the two fingers to pull it into the centre where it belongs. This is all fairly straight forward, but it's extremely challenging to keep that little circle neat and tight as you wrap it, and to keep the ends in, especially if your hair is naturally straight.

7. Braids - The pattern formed by intertwining three or more strands of hair is known as braid.

Some common braid types include:

A. French Braid

- Prepare hair. Thoroughly brush to remove all tangles. If client has asked for single braid going down the centre of the head, then hair should be brushed backwards away from your forehead.
- Section hair. From the top centre of the head, grab a large chunk of hair. The section must be about 3-4 inches wide.
- Separate the section into strands. Three even strands are required for the French braid. Begin to braid. Hold two strands in one hand and the third one in the opposite hand. Take the strand on the right and cross it over the centre so as to create few rows of regular braid. Cross the strand taken from the left, over the centre.
- Incorporate in new hair. Continue the pattern by adding other pieces of hair. Take another strand of hair from the loose piece from the same side, before you cross a strand over the other side, and add it in the cross-over.

- Incorporate all of your hair into the braid. You will notice free hanging strands of hair diminishing as you move ahead. All the extra hair must be drawn into the braid by the time you reach to the nape of your neck with the main braid. Complete the braid and tie it.



Fig 6.1.18 French braid

B. French Lace Braid

- Prepare hair. Make sure that your locks are smooth and have no tangles in them. A French lace braid will be done down either one or both sides of the head, so hair must be parted first. You can use a centre or side part depending on what look client prefer.
- Start with a small section. Grab a piece of hair near your part, around one inch thick. You can alter the size of this strand to your liking, as the starting strand does determine the overall size of the braid. For a larger braid, you can use a hefty section of hair. If you want a dainty braid, take a smaller piece.
- Split section into thirds. As with the French braiding directions, divide section into three even pieces. Hair strands should be facing downwards framing individual's face, rather than being pulled back towards the back of individual's head.
- Begin braiding. Start traditional braiding by dividing the hair into three sections. Bring the right strand to the centre piece and then the left strand to the centre piece. Add strands to one side of the hair as you braid.



Fig 6.1.19 French lace braid

- Take small sections from above, and then incorporate those sections in with the strands of braid being taken from the same side (the top part of the braid only). If you have three strands, this means you will only incorporate hair into the braid when the left strand is being crossed over the centre. The opposite could also occur, in which you only incorporate hair with the right strands as they are crossed over the centre.
- Only adding strands of hair to a single side of the braid makes it one-sided. This is why it must be done down the side of your head, rather than over the top and down the centre.
- Continue braiding around the head. As you move further and further along with the braid, it will begin to form a crown or halo shape around the head. It depends on you whether to braid over the top of your ear or under it.
- If you are doing a single braid, you will have to wrap it all the way around head until you run out of hair likely near the ear opposite to where you started.
- If you wanted to create two braids, then when you get the centre of the nape of the neck, tie off your first braid with an elastic and then use the same process to create the second braid.
- Finish the braid. Eventually, you will run out of hair to incorporate. Till the point you reach the end of your strand, continue braiding it with a traditional braid. Tie off hair with a ponytail to secure your French lace braid.

C. Dutch Braid

- Prepare hair. Dutch braid can be made on damp or dry hair but it should be brushed properly.
- From the top of the head, grab a piece of hair. Begin this section directly above the forehead if you want to include the bangs or else grab a section from the top of the head. Collect a piece which is 1 inch thick and 3-5 inches wide.
- Cross the right strand under the centre strand.
- Cross the left strand under the centre strand.
- Repeat the pattern and cross the right strand, then the left strand, under the centre strand.
- Cross the right strand under the centre, and take another small section from the right side of the head.
- Each time you cross pieces under the centre strand, add more hair to your braid by picking up small strands.
- Continue the Dutch braid to the nape of the neck.
- When you fall short of the hair to add, finish it with a regular braid.
- Tie the braid with a rubber band.



Fig 6.1.20 Plait

8. **Buns** - When the hair is pulled back from the face, twisted or plaited, and wrapped in a circular coil around itself, on the back of the head or neck is known as bun . They can be secured with a hairpiece, a hairnet and bobby pins.

A. Braided Top Knot Bun

- Check that the ends of all the braids are properly bound. Bind any that seem to be loose or fraying.
- Grab a handful of braids in each hand. Keep each handful as even as possible. Hold the braids away from the crown section.
- Leave some braids still free to hang down beneath the top knot bun.
- Cross the braids over one another.
- Tie in a knot.
- Repeat the steps to make a double knot. This will ensure that the top knot bun is obviously a bun. Secure in place with a decorative hairpin or barrette. Match it to the hair colour or outfit, or to the binding used for the braids.



Fig 6.1.21 Braided top knot bun

B. Top Knot Bun

- Pull hair back into a high ponytail as high on the head. Grab all the loose hair in the elastic in order to make it as slick as possible.
- Divide the hair into two parts. Starting at the base of the ponytail, wind each part around the other part, moving in a circular fashion around the base. Keep the wrapping neat by winding always in the same direction and capturing any loose pieces.
- Alternatively, wind only one part around and around. If doing this, it helps to twist the ponytail length first.
- A messy bun can be made by teasing the hair before dividing, then wrapping in different directions.
- Wrap the bun around the ponytail holder.
- Secure the knot with hairpins. Begin from the base of the bun to keep it solidly in place. Then pin in any loose ends that won't sit in the bun of their own accord.
- Add hairspray. A formal, neat bun should be sprayed to keep the bun neat and in place for the duration of the wear.



Fig 6.1.22 Top knot bun

9. Pigtails

A braid which is tightly woven is called pigtail. The pigtail comprises of numerous styles, it may be braided, beaded, straightened, fishtailed, ribboned and even French braided.

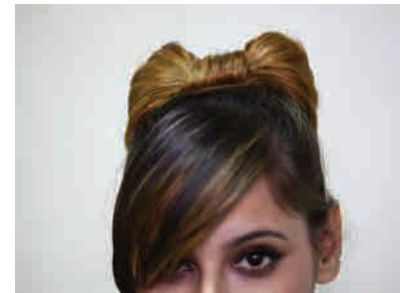


Fig 6.1.23 Pigtail

10. Ponytails

Ponytail is the hair style in which the hair is gathered at one place and tied up with the hair clip and allowed to hang freely from that point. Ponytail are commonly gathered at the back of the neck, or at the middle of the back of the head.



Fig 6.1.24 Ponytail

11. Twists -Hair twists

- The hair is divided into various sections by twisting strands of hair and then the two twisted strands are twisted around one another.
- They can also be made with one strand of hair. Twist can be created when naturally curly hair is still wet and somewhat relaxed from soaking with hot water; when the hair dries, it will shrink, forming a tightly woven texture to the hair twists.
- Twists can also be done with dry hair for a different texture. Twists can be combined with other hairstyles at the same time, such as afro-puffs and afro.



Fig 6.1.25 Twists

6.1.8 Aftercare Advice

After performing the services you must tell the clients how are they supposed to maintain their hair after colouring and styling, which types of products are they supposed to use which help them in maintaining a healthy hair.

Summary



- You must know the hair type first only then will you be able to assist in performing advanced hair services.
- The types of hair are:
 - » Straight
 - » Wavy
 - » Curly
 - » Kinky or coily
- Performing advanced hair services also involves making different types of hair styles such as:
 - » Braids (French braid, French lace braid, dutch braid)
 - » Buns (braid bun, braided top knot bun, top knot bun, sock bun, twisty bun)
 - » Hair bow
 - » Pigtails
 - » Ponytails
 - » Twist hair twist
- Performing advanced hair services also comprises of
 - » Hair spa
 - » Colouring
 - » Styling
- Before you decide on the colour you want to create, you must determine your starting point. This means accurately analysing the level of the client's natural hair colour.
- Explore various hair colour options for example:
 - » Blue & Green = Blue-Green
 - » Blue & Violet = Blue-Violet
 - » Red & Orange = Red-Orange
 - » Red & Violet = Red-Violet
 - » Yellow & Orange = Yellow-Orange
 - » Yellow & Green = Yellow-Green

- There are many problems which you might encounter during the process of hair colouring so you must remove hair colouring materials carefully in order to minimise the risk of colour being spread to the client's skin, clothing and surrounding areas of the hair.

Exercise

1. Which of the following is not the type of hair?
 - a. Curly
 - b. Coily
 - c. Wavy
 - d. None of these
2. Which of the following is a type of braid?
 - a. French
 - b. French lace
 - c. Dutch
 - d. None of these
3. Which of the following can be used to create a bun?
 - a. A sock
 - b. t-shirt sleeve
 - c. A glove
 - d. None of these
4. Top knot is a type of
 - a. Bun
 - b. Ponytail
 - c. Braid
 - d. None of these

5. What is crimping?
 - a. Styling hair wavy
 - b. Styling hair straight
 - c. Styling hair curly
 - d. None of these
6. Some factors which must be taken into considerations when doing a colour treatment are:
 - a. Occupation of client
 - b. Natural colour of client's hair
 - c. Regrowth of hair
 - d. All of the above
7. -----hair is more prone to frizz.
 - a. Straight hair
 - b. Wavy hair
 - c. Curly hair
 - d. Kinky hair
8. The hair colour which makes changes in the pigment of the hair shaft is
 - a. Permanent
 - b. Single Process Colour
 - c. Semi Permanent
 - d. All of the above
9. What is pin curl?
 - a. Coiled strand of hair secured with bobby pin and combed into wave when dry
 - b. Flattening and straightening of hair in order to give it a smooth appearance
 - c. Method of styling long hair so that they become wavy
 - d. All of the above
10. The colour which covers grey and goes darker but cannot lighten
 - a. Permanent Colour
 - b. Semi Permanent Colour
 - c. Single Process Colour
 - d. Quasi Colour

UNIT 6.2: Colour And Lighten Hair

Unit Objectives

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

1. Identify the different shades of hair colour
2. Identify the steps of colouring hair in a salon
3. List down the personal protective equipment used by an Assistant Hair Dresser & Stylist in a salon
4. Discuss how to perform a skin test and incompatibility test on client's hair
5. Explain how to reduce cross-infection when performing a service/treatment

6.2.1 Introduction

Hair Colour

Our natural hair colour is the result of the genes of our mom and dad. For example, if your mom or dad has a strong brown pigment as their natural colour then this may dominate your natural hair colour. The question now here is that what gives hair its colour?

There are two types of pigment which gives hair its colour, namely:

- Eumelanin
- Pheomelanin

Every individual has varying proportion of eumelanin and pheomelanin. If the colour black dominates somebody's hair colour, it means more of eumelanin is present. If somebody has red or blond hair, it means more of pheomelanin is present.

Shades of Hair Colour

There are different shades of hair. When you look at the hair shade chart is shown in fig 6.2.1, you will notice that the shades of hair are numbered from one to ten.

- Number one is the darkest shade- Black
- Number ten is the lightest shade- Lightest Blond

The colour of our hair depends on the pigment produced in the hair shaft. If a person has no pigment in the hair shaft, he or she will have white hair.

Hair Color Level & Name	Contributing Pigment
10 - Lightest Blonde - Platinum	Pale Yellow
9 - Very Light Blonde	Yellow
8 - Light Blonde	Yellow-Gold
7 - Medium Blonde	Gold
6 - Dark Blonde	Orange-Gold
5 - Lightest Brown	Orange
4 - Light Brown	Red-Orange
3 - Medium Brown	Red
2 - Dark Brown	Red-Brown
1 - Black	Dark Red-Brown

Fig 6.2.1 Shades of hair colour

6.2.2 Colouring Hair In The Salon

A new hair colour can give you a completely different look. As an Assistant Hair Dresser & Stylist, the client might ask you about the colour which would suit his/her hair, you must be careful when suggesting the client about colour as it would change his/her look completely.

The colouring products which a salon has are:

- Temporary colour
- Semi-temporary colour
- Quasi colour
- Permanent colour
- Semi-permanent hair colour
- Deposit-only hair colour
- Bleaches
- Henna

Following safe and effective measures when assisting the stylist with colouring services.

Protecting the Client

As an Assistant Hair Dresser & Stylist, you will be preparing the client for the service, so it is your duty to ensure that the client is completely protected before the service starts. This involves making the client wear a gown so that their clothes do not get soiled and provide them with a clean towel in order to avoid infection/germs from spreading.

Preparing the Client for Shampoo

Properly position your client, either in the front or back wash basin. You will only be able to carry out shampoo properly, if the client is positioned properly. Your position and posture will depend on the position and posture of client during shampoo, so check that your client is comfortably positioned or else your well-being might get effected due to poor posture.

Before you start with the shampoo remove tangles from client's hair and check the client's scalp for any cuts or wounds and the types of shampoo which would suit the client's hair.

6.2.3 Personal Protective Equipment

As an Assistant Hair Dresser & Stylist, you will performing different tasks in the salon, so do not forget to wear the personal protective equipment when working with the client, especially the ones who are getting their hair coloured as there would be different chemicals used, which might lead to irritation in your hand.

6.2.4 Keep Your Work Area Clean and Tidy

As an Assistant Hair Dresser & Stylist, you have to ensure that your work area is clean and tidy. If your salon is dirty then no customer would want to get any treatment done from your salon as everyone prefers a place which is spic and span and feels hygienic.

Ensure that are the products are kept in right order and at the right place so that it becomes easier for the hair stylist to find them.

Clean away anything that is not in use or will not be needed anymore. This will reduce the waiting time of other clients.

6.2.5 Reduce The Wastage of Products

You will be working very closely with the hair stylist, so when he asks you for a product he will assume that you know well about the product, so before providing the hair stylist with any product read the manufacturer's instruction carefully and follow the steps given in the instruction in order to reduce wastage.

Disposing of Chemicals

Proper disposing of the chemicals is very important. You must ensure that the chemicals after they are used completely are disposed off in a safe and environmental friendly condition so that it does not harm anybody.

Re-ordering of Products

As an Assistant Hair Dresser & Stylist, you will be expected to keep a track of the products used in a salon. If the salon falls short of any product in front of the client, it will not leave a good impression of the salon.

You must constantly check the products which are being used and place an order for the products which are about to get over.

Reducing Cross-infection

Cross-infection is when infection passes from one person to the other. This is a very common problem which occurs in a salon, thus a client always wants to go to a salon where people are well-groomed and take all precautionary measures when providing any treatment to the clients. You must always sterilise and sanitise the products which are used in a salon, e.g., scissors, knife, towel, colouring bowl, etc.

Ensure that you provide the hair stylist with a clean bowl and brush when performing the hair colour service. This will reduce the risk of cross-infection and help you achieve the best results.

6.2.6 Skin Test

When your client decides to get his hair coloured, you must check his/ her skin type first due to the potential risks associated with an active ingredient found in most hair dyes. This will ensure whether the client's skin is compatible for the treatment or not. The test needs to be carried out within 24-48 hours of treatment. Do not forget to record the result of the test in the client record card.

Reason for Performing Skin Test

- Client may be sensitive to the product you are applying.
- Client may be allergic to the smell of the product

If during the test you see any blisters or redness on the skin, it means that the client's skin does not support that treatment.

Incompatibility Test

Another type of test which is important before the treatment starts is incompatibility test. This is done in order to ensure whether the client's hair supports hair colouring or not.

Things required to carry out incompatibility tests are:

- A sample of hair
- Non-metallic bowl
- Perm lotion
- Hydrogen peroxide
- Ammonia soda

Steps to Carry out Incompatibility Test

1. Place 20ml of 20vol liquid and 1 ml of ammonia solution
2. Leave it for at least 5 minutes

3. Notice if there is any bubbling, fizzing, discolouring of hair or disintegration of hair
4. Do not proceed with the colouring treatment if any of the reactions mentioned above, occur.

The other types of hair tests are:

1. Elasticity test
 - Take few strands of hair
 - Stretch between figures
 - Hair in good condition will stretch while in bad condition will not return
2. Porosity Test

The purpose of this test is to check the ability of hair to absorb moisture.

6.2.7 Removing Colouring and Lightening Products

Resources for Colouring and Lightening:

As an Assistant Hair Dresser & Stylist, you need to ensure that a trolley is prepared for the hair stylist before he starts the treatment so that he does not face any difficulty.

The trolley must consist of:

- Clean towel
- Barrier cream
- Client record card
- Cotton
- Shade chart
- Foil
- Highlighting cap and hook
- Bowl and brush

6.2.8 Assisting with the Colouring Process

In the colouring process, your role will be to assist the hair stylist and provide him with the products he asks for.

You will also be required to prepare the client for treatment by:

- Protecting the client with a towel or gown and waterproof cape
- Performing skin and scalp test

- Diving the hair into sections
- Mixing the colour in the right proportion before starting the treatment
- Removing the products such as foil from the hair after the treatment is done
- Rinsing the hair

Applying Conditioner

Once the client is done with the treatment, you must remove all the colouring or lightening products from his/her hair and shampoo his/her hair. After this, you will be required to apply an anti-oxidant conditioner and leave it for three to five minutes.

6.2.9 Aftercare Advice

Provide aftercare advice to the client so that they can look after their hair properly.

Aftercare advice involves:

- Helping the client to maintain his or her hair colour for a longer period of time
- Advising him about the shampoo and conditioner he/she must use
- Kind of products he must avoid using on his/her hair

Perform Apply Hair Color



Click/Scan this QR Code to access the related video

Notes



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7. Workplace Health And Safety

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 respond appropriately to them
2. Understand and practice correct posture and correct lifting and carrying techniques

UNIT 7.1: Workplace Health And Safety

Unit Objectives

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

1. Know how to maintain workplace safety and respond to several threats
2. Know correct posture for lifting and carrying heavy objects

7.1.1 Introduction

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

Your health and safety responsibilities at work include making sure that your actions protect the health and safety of yourself and others, meeting any legal responsibilities and following workplace instructions.

In this unit, you will learn about:

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

7.1.2 Parlour Health And Safety

Role of an Assistant Hair Dresser & Stylist 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 pose a big risk to our health as they come into contact with many things through the day. Consequently, they should be washed properly and regularly to avoid a risk to our health. The salon offers many opportunities for contacting germs and cross-infection, like shaking hands with friends and clients, working on the client's skin, etc.

As an Assistant Hair Dresser & Stylist, remember to wash your hands regularly, especially, in between clients. The wash areas should be clean and tidy.

Use soap and warm water to wash your hands. A sanitiser can be used too.

Before doing a manicure or pedicure get the clients to wash and clean their hands or feet thoroughly. Use clean towels for all treatments.

Work Surfaces

As you prepare the work area for a treatment, you need to make sure that all work surfaces are clean to prevent any kind of cross-infection.

Disinfect all work surfaces including glasses and mirrors.

Remember a clean salon is an attractive salon.

Chair and Couches in a Salon

Clean chair and sofas in the salon regularly. Regular cleaning reduces the risk of infection significantly.

Chair and couches made from PVC or vinyl are easy to clean. When cleaning such chairs avoid disinfectants which have alcohol (ethanol) as this can react with the PVC/vinyl, to make it brittle, leading to cracks. It is very difficult to disinfect a cracked surface properly and it can become prone to germs.

Tools and Instruments

Sanitise all tools well before every client and in between clients. This is very important as shortcuts may lead to infections and dissatisfied clients.

Use a good quality disinfectant to protect the tools and instruments.

Make sure to follow the manufacturer's instructions. Your disinfectant solution must have rust inhibitors to protect metal equipment.

Tools such as nail files should not be immersed in a disinfectant solution.

If using the nail file for two clients make sure that it is adequately sanitised. Follow a simple rule, if the nail file has come in contact with anybody fluids then use a fresh one for the next client.

Floors

Keep floors as clean as possible routinely and regularly.

Use a good quality floor disinfectant to clean the hot surface floor. Mop the floor after every treatment if you have client's walking barefoot. If anything drops on the floor be it a small amount of wax or hair after a cut, clean it immediately.

7.1.3 Risks And Hazards In The Salon

This section covers the health and safety responsibilities for everyone in the hair and beauty therapy industry. You must always make sure that your actions do not create a health and safety risk. Many things can cause injury or accidents in the workplace so it is essential to recognise them and make them safe.

Risk Assessment and Control

Risk assessment and control are the responsibilities 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.

Anything can be a hazard but every hazard 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 be there in your workplace so that you can recognise the risks they represent and correct them to make the place safe for everyone.

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.

Table 7.1.1 Hazard and Risk

Hazard	Risk
Electrical leads trailing on the floor	Tripping over leads
A light bulb that has blown	Accidents because of poor light
Highly polished floors	Slipping
Badly fitting carpet	Tripping up
Trolleys and desks overloaded with equipment and products	Tipping over furniture
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 their uniform	Cuts or wounds if someone bumps into them
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 tools	Cross infection

7.1.4 Health And Safety Rules

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 the following to your supervisor immediately:

- Blocked sinks, so that they do not overflow
- Water that comes out of the tap of an unusual colour
- Any leak, loose tap, or cracked pipe

Do not:

- 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 preference to their clients 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 7.1.2 Threats and Responses

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

Electric shock: There are hazards presented by the electrical installation (fixed wiring, plug sockets, distribution boards, etc.) and portable electrical equipment (any equipment that plugs into the electrical installation).	<ul style="list-style-type: none"> ■ 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.	<ul style="list-style-type: none"> ■ Observe any suspicious behaviour of customers ■ Frequently check CCTV surveillance ■ Ensure that the guards/salon managers 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.	<ul style="list-style-type: none"> ■ Provide panic alarms, training, etc. ■ Cameras ■ Immediately report to police/authorities

This is a list of common threats that affects 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 activity, 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 cables neatly.

Do not:

- 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

An Assistant Hair Dresser & Stylist works on the faces and bodies of the clients. It means that they stand for long hours cutting hair, applying makeup, etc. and work with their arms in an elevated position.

Working with arms and elbows in an elevated posture can lead to musculoskeletal disorders of the neck and shoulders. Constant standing and bending over leads to injury.

It 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 about 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 of the right height for you. To enable your body to change positions 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.

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.



Fig. 7.1.1 Correct posture for sitting



Fig 7.1.2 Where is the load to be placed?

Do you need help? Are handling aids available?



Fig 7.1.3 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.



Fig 7.1.4 When you are sure of your grip on the load, straighten your legs and lift smoothly.

Remember to keep your back straight.



Fig 7.1.5 Carry the load close to your body.

Do

1. Do lift bulky or heavy loads as a team. Doing so is smart and the safe way to work
2. Do move your legs and feet when turning or lowering the load. Avoid twisting at your waist
3. Do lift the load using your powerful leg and buttocks muscle. Your feet should be wide apart, head and back up-right. Keep abdominal muscles tight and the load in close
4. Do use equipment like hand trucks, trolleys or forklifts to do the heavy lifting. It has much less work and less risk of injury

Don't

1. Do not lift bulky or heavy loads alone. Doing so puts great stress on your lower back muscle and spine
2. Don't twist when lifting, lowering or carrying any load as this increases your risk of back injury
3. Do not lift the load with your rear end high and your head low. Use your leg muscles, not your weaker low back muscles
4. Don't lift heavy loads when you can use equipment. It can lessen work and stress on your lower back

7.1.8 Equipment And Clothing

Your responsibilities at work:

- 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
- Cause irritation
- Have strong fumes
- Be dangerous, if inhaled

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.

Table 7.1.3 Different Products used by a Salon

Product	Caution
Nail	If spilt, clear up immediately as it can leave an ugly mark on trolleys and other equipment.
Varnish Remover	If spilt on clothes, minimise the fumes by sponging with water.

Practical

Practical 1- Correct posture and lifting methods

Practice correct posture for sitting, standing and lifting

Guidelines on Health Hygiene



Click/Scan this QR Code to access the related video

Exercise

1. Parlour hygiene includes cleaning of:
 - a. Floors
 - b. Instruments and tools
 - c. Chair and furniture
 - d. All of these

2. What is the response towards shoplifting?
 - a. Review CCTV footage
 - b. Notice suspicious behaviour
 - c. Make sure guards are on duty
 - d. All of these
3. An Assistant Hair Dresser & Stylist may suffer headache and migraine due to:
 - a. Muscle tightness
 - b. Long conversation with clients
 - c. Hair-dressing
 - d. All of these
4. An Assistant Hair Dresser & Stylist can suffer injury due to which of the following?
 - a. Correct lifting methods
 - b. Poor posture
 - c. Moving heavy objects with caution
 - d. All of these
5. When dealing with a fire at work, do:
 - a. Leave all doors unlocked wherever possible
 - b. Keep flammable products such as aerosols away from heat
 - c. Report anything that you think may be a fire hazard
 - d. All of the above
6. Which out of these are potential hazards in a salon?
 - a. Electrical leads trailing on the floor
 - b. Overfilled trolleys
 - c. Plugs that have loose or frayed leads
 - d. All of the above
7. When dealing with electrical equipment:
 - a. Switch off and unplug all machines after use
 - b. Check that all equipment trolleys are stable and not on uneven floors
 - c. Wind up wires and cables neatly
 - d. All of the above
8. When picking up a large or heavy item:
 - a. Bend at the knee
 - b. Use both hands to grasp the item
 - c. Do not bend from the waist, as this could damage your lower back
 - d. All of the above





8. Create A Positive Impression At Workplace

Unit 8.1 - Creating Positive Impression

Unit 8.2 - Professional Skills

Unit 8.3 - Language Skills



Key Learning Outcomes



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

1. Discuss how to maintain good appearance and behaviour
2. Understand the code of conduct for an Assistant Hair Dresser & Stylist
3. Describe how to execute tasks as per organisation's standards
4. Explain communicate and record information
5. Discuss how to work effectively as part of a team
6. Discuss how to build a professional attitude towards client
7. Understand the importance of professional skills like decision making, problem solving, planning, time management and customer centricity for your role.
8. Understand the importance of language skills
9. Practice language skills needed for your role

UNIT 8.1: Creating A Positive Impression

Unit Objectives

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

1. Discuss how to maintain good salon ambience
2. Describe how to maintain good appearance and behaviour
3. Discuss how to work effectively as part of a team

8.1.1 Introduction

A salon which provides professional service can do so depending on the effectiveness of the Assistant Hair Stylists and the efficiency with which it is run. A professional salon maintains consistent standards and good housekeeping. Effective salon procedures make sure that everyone has clear job responsibilities and routine jobs are done without fail. This is essential to maintain a good image and health and safety.

8.1.2 Reception Area

The reception area is where the clients come in and make their first impression of the salon. To create a positive impression make sure that:

- The reception area and desk is always clean and tidy.
- If there is a flower arrangement it must be fresh.
- Magazines are in a good condition or available for the client.
- There are no empty cups or other unnecessary things lying around.

8.1.3 Staffroom

The staffroom is the area in the salon which belongs to the working staff. Essentially it is your space. Make sure after using the staffroom:

- You put away all magazines or books in their right places.
- Wash the dishes you or your client have used and put them away in the right place.

8.1.4 Providing A Caring Environment

Many clients come to a beauty parlour to feel comfortable and relaxed. It is an outlet for many of them and they like to see you the Assistant Hair Dresser & Stylist as their person understanding them and their needs. You need to be genuine and sincere to make the client feel comfortable with you. A client becomes a regular client depending on how you communicate your care and competence to them.

A caring environment means:

- A positive approach to work and people.
- Being well groomed, stay neat and clean.
- Always acknowledge a client even if you are busy. Be courteous and friendly to everyone.
- Give full attention to the client once you have taken them on. Do not chat or gossip with others when you are doing a treatment.
- Put the client at ease with your behaviour. Everyone looks forward to an efficient and reliable Assistant Hair Dresser & Stylist. Value your own time and that of the client and ensure you keep the salon updated. Do apologise to the client if she has been waiting for you.

8.1.5 Making The Clients Comfortable

An important part of customer service is ensuring the client's comfort in every way. At the physical level, you can make sure:

- The client has comfortable seating.
- The room has the required air conditioning, heated or cooled as per requirement.
- Refreshments like tea, coffee are offered to the client.
- Some reading material like magazines are there for the client.

8.1.6 Communication

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

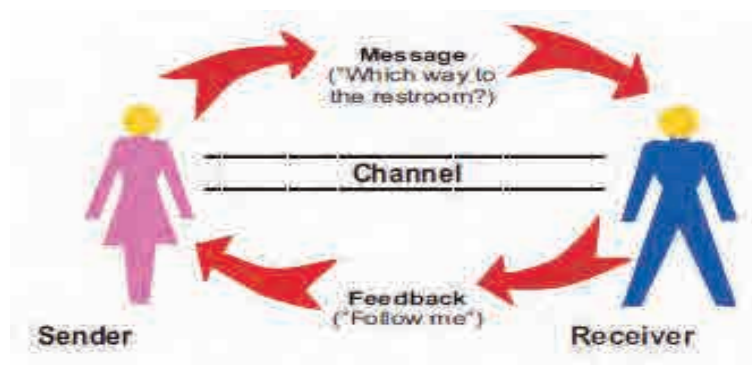


Fig. 8.1.1 Communication Process

Answering the Telephone

The way a salon's telephone services operate can make or break its image. Thus to ensure excellent customer service it is important to use good telephone techniques.

Communicating by Telephone

Telephonic conversation is very different from one-on-one conversation. In a telephonic conversation, you can hear the voice (tone and volume) but you cannot see the facial expressions and body language. Thus it can be said that communicating by telephone is approximately 25% words and 75% the way the words are spoken or the tone of voice.

Your Voice:

Your voice and tone is extremely important when you are speaking on the phone.

Remember

- Speak clearly in an even voice, neither too loud nor too soft.
- Smile when you greet on the phone, it can be heard.
- Your posture can affect your voice too, so make sure you are sitting straight.
- Speak directly into the mouthpiece to make sure that your voice is clear.

Your words:

Words once spoken cannot be taken back. When speaking on the phone choose your words with care. Take messages with great care too, double checking on names and phone numbers.

Your body language:

Even if you cannot see the caller and vice versa body language can be heard over the phone.

- Make sure to smile
- Listen for the caller's body language, breathing, pauses, etc.
- Focus on your conversation

Problems with Telephone Communication

- Possible background noise
- Not being face to face with the caller
- Difficulties of language and accent
- Being distracted by things around you

Reduce these difficulties

- Listen with empathy and attention
- Avoid distractions
- Use a good telephone set to minimise noise
- Concentrate on your conversation
- Speak clearly and check for understanding

Answering the Phone - Announce Yourself

When you answer the phone, always begin with a greeting, and identifying your salon and yourself. For example, "Good morning/afternoon, this is XYZ salon, Nisha speaking. How may I help you?"

Answering the Call

First impressions are very important especially in the beauty industry.

Try to answer the phone within 3 rings. This gives a feeling of engagement to the caller. It also gives you time to stop what you were doing and answer the phone with your correct greeting.

Some things you can keep in mind when answering the phone are:

- Smile and greet the caller
- Say the name of your salon clearly and then your name
- Listen carefully and take notes to understand the callers needs correctly. Also cross check with the caller to ensure you have the correct information

Remember, you do not know who is on the other side on the phone and first impressions count.

When trying to understand the client's needs over the telephone it is essential that you have good questioning techniques. Let us see how you can structure and control the conversation using questions.

Question	Establishing the purpose	Example
Open	Establishing the nature of the call	"How may I help you?"
Closed	To establish or confirm information	"Did you want to cancel your booking for today?"
Probing	Understanding the need	"Can I fix you an appointment for today?"
Reflective	Checking for and showing understanding	"So I am writing that you, Mrs Sharma is confirming for a treatment at 4 pm today for a facial and hair colour with Suman?"
Closed	Closing the call	"Thank you for calling. Please tell me if i can be of any other help."

Different callers have different needs. As the operator you need to be on the same wavelength as the caller to ensure best communication.

A caller who:

If the caller is in a hurry then you need to be efficient and quick. If the caller sounds angry and makes a complaint then you need to be calm, patient and understanding. If the caller sounds worried make sure you are empathetic and listen actively.

Taking Messages at the Reception

- You will receive calls for members of the staff who may be busy. Since they are not available the caller may want to leave a message, in such situations, write the message down to ensure that you do not forget.
- Make sure that you write all the messages neatly and correctly. When taking a message make sure you write down:
 - The callers name and number
 - Name of the person who the message is for
 - The date and time of the call
 - The message in brief

Telephone Ethics for the Staff

- You must understand that the reception telephone in the salon is for salon purposes only.
- Ask your friends and family to call you only in an emergency.
- Make your conversations brief so that you do not cause inconvenience to any customer who may be trying to call the salon or waiting to make a call.
- If you were expecting your telephone message check the same on your own. It will be kept for you at the reception.
- Do not use your mobile phone during a treatment. You can keep it on silent mode in the staffroom and check it during your break.

8.1.7 Code Of Conduct

A certain degree of professionalism is expected from everyone who works in a salon. As an employee who comes in direct contact with the clients make sure:

- You are respectful and courteous to others. You do not indulge in gossip or criticism of other members of the salon.
- You are sincere and honest in your dealings.
- You follow the rules of your workplace.
- You do not use slang language in front of your clients or the members of the staff.

Tact

In beauty services, it is essential to always handle the client and any situation with that and sensitivity. Especially in cases of contraindications of any treatment. In such situations, the client may feel embarrassed about their condition and will really appreciate your discretion.

In such a case, always remember to:

- Have empathy with the client
- Not speak loudly about the contraindication
- Make the client comfortable and inform the client about treatments that can be done
- Be professional and caring so that the client feels reassured and cared for

Tolerance and Respect

Working in a beauty salon will bring you in contact with different people who will have different values and views in life. Everyone will not always agree with you however you must learn to respect others and recognise different views. Your clients will be of different religions and faith. It is important that you do not show any prejudice, bias or intolerance.

Confidentiality

As an Assistant Hair Dresser & Stylist, you will be privy to a lot of personal information about your clients, their names, addresses, phone numbers, etc. In addition during the treatment clients can openly discuss their personal lives with an Assistant Hair Dresser & Stylist. Always listen politely when the clients talk, however make sure you are discreet and do not disclose what the client has said to you to anyone.

- Be professional in all your dealings with the client even when exchanging confidences.
- If the client is telling you about his or her problems do not think that you can tell the client your problems, remember the client is here to relax, get the treatment done and feel good.

8.1.8 Hygiene And Personal Appearance

In the beauty and wellness sector, Assistant Hair Stylists work very closely with their clients. An Assistant Hair Stylist with bad breath or bad body odour can be greatly put off for the client. Having a very high standard of personal hygiene is essential for an effective Assistant Hair Dresser & Stylist.

- Have a bath every day.
- Groom your hair well. Make sure the hair is tied back neatly.
- Pay attention to your dental hygiene. No client wants an Assistant Hair Dresser & Stylist whose breath is smelly. Make sure to brush your teeth before every treatment to avoid bad breath.
- Keep away from smoking, drinking alcohol or other drugs during work time.
- Pay attention to the condition of your hands and nails. Keep your nails short and well groomed.
- Pay attention to your hand hygiene. Make sure you wash your hands before attending to a client. Also wash your hands every time you go to the toilet.
- Wear a clean fresh and well ironed uniform.
- Maintain your health and hygiene by eating good food and getting exercise.
- Be aware of your own personal grooming. Make sure your makeup is appropriate and not too heavy. Male Assistant Hair Dresser & Stylists should be clean-shaven and have neat facial hair.
- Have a separate pair of shoes for the salon which are strong, clean and functional.

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

- It increases risk of heart diseases, cancer, impaired immune system, liver infection (Cirrhosis), etc.
- It reduced work focus and drop in performance.
- It degrades in social and economic status.
- It 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 and tobacco flavoring.

Impact of Ghutka 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 on 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 along 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) is 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:

- Staff members of 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 is must
- Being capable and competent means doing a job as well as you have been trained to do. Do not attempt to bluff your way through a job, this could put a client or colleague at risk.
- Being responsible for your actions involves taking responsibility for any mistakes you may make and taking the appropriate action to minimise any further damage.
- Treat others as you wish to be treated.
- Never attempt to do a job that you have not been trained to do.
- Never try to cover up mistakes, this will only make things worse.
- Never carry out a task if you are unsure.
- Always check with a colleague who has more experience or is in authority so that you get it right.
- Always make sure you understand what is being asked of you. The ability to listen carefully is an important skill. Show that you understand by nodding your head.

8.1.11 Acting Within The Limits Of Your Responsibility

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

Scenario A

A colleague asks you to start an application of a full head bleach and you agree to do so. You have mixed the product and are halfway through the application when the stylist tells you that you have used too weak a strength of hydrogen peroxide and, as a result, the hair will not lift quickly enough. She is going to have to re-mix the product and start the application again. As she will have to use two lots of product but can only charge the client for one, you will have to foot the bill for the first wrong application.

In your group, discuss how this situation might have been avoided.

Scenario B

You cut a teenager's hair. 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 an Assistant Hair Stylist, your major work and time is invested in dealing with clients and customers. Your business depends solely on the number of customers attracted to take services from you 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 a customer does 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.

Creating a Positive Impression at Workplace



Click/Scan this QR Code to access the related video

Practical

Practical 1- Personal self-appraisal

Perform personal self-appraisal in order to understand personal strengths and weaknesses.

Exercise

1. Personal grooming of a person involves:
 - a. Bathing and Showering
 - b. Hair care
 - c. 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. Malaria
 - d. None of these
4. A good team member will have which of the following qualities?
 - a. Clear objectives and sense of direction
 - b. Bad balance of planning and action
 - c. Unclear job role
 - d. Not a good listener
5. As an Assistant Hair Dresser & Stylist, your clothes must be:
 - a. Too short
 - b. Too tight
 - c. Comfortable to allow easy movement
 - d. Too dressy
6. Data protection activities which are expected by an Assistant Hair Dresser & Stylist are:
 - a. Correct storage of client record cards/details
 - b. Not sharing client information
 - c. Disposing of client's personal details in the correct manner
 - d. All of the above
7. As part of your professional ethics towards clients, you must:
 - a. Suggest services and products that meet their needs
 - b. Treat all clients, equal
 - c. Not abandon your clients
 - d. All of the above
8. When greeting clients and having consultations, you should:
 - a. Maintain eye contact
 - b. Introduce yourself
 - c. Smile
 - d. Have a good posture and a good firm handshake
 - e. All of the above

9. Elements of client confidentiality include:
- a. Data protection, maintain client's confidence
 - b. Careful storage of client's personal details, record cards
 - c. Appropriate methods of destroying sensitive data
 - d. All of the above
10. When dealing with client's complaints:
- a. Have a professional manner, be polite, courteous
 - b. Call senior Assistant Hair Dresser & Stylist or manager if needed
 - c. Resolve situation in a calm manner
 - d. Record complain
 - e. All of the above

Notes



UNIT 8.2: Professional Skills

Unit Objectives

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

1. Describe professional skills necessary for an Assistant Hair Dresser & Stylist
2. Practice the professional skills needed for an Assistant Hair Dresser & Stylist

8.2.1 Introduction

It is important to develop professional ethics when you start your career as an Assistant Hair Dresser & Stylist. Strong work ethics plays an important role in the success of a person as it shows that a person is self-motivated, carries out work in a professional manner and is able to self-evaluate.

Self-motivation is the base of strong work ethics. It means the ability to satisfy a desire, expectation or goal without being motivated or influenced by another person.

Developing and following a code of ethics for your business helps you set the tone for your employees, reassure your customers that you have their best interests at heart, and establish your working area as a reputable workplace.

8.2.2 Decision Making And Problem Solving

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

Steps in Decision Making and Problem Solving

1. Recognise that there is an issue.
2. Identify the issue.
3. Check for alternative solutions.
4. Weigh the pros and cons of every solution and decide the best one.
5. Implement the chosen solution.
6. Evaluate the solution.

As an Assistant Hair Dresser & Stylist, you should:

- Understand the problem, try to find out the possible solutions and then suggest the solution which is the best.
- Tackle the various problems of customers who lack the technical background to solve the problem on their own.
- Avoid delays by identifying immediate or temporary solutions.

Imagine the following scenario: an angry client comes into the salon complaining that the perm you carried out over a month ago has dropped and she has an uneven curl result. She 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:

- Listen carefully to the customer and be sympathetic towards him/her.
- Ask him/her to take a seat and relax while you call the higher authority to speak to him/her.
- Explain the situation in detail to your superior, so that he/she is able to understand the situation of the customer.
- Be there with the superior so that you are able to understand about the problem and how it must be dealt with. Provide your inputs only if asked.
- Do not lose your temper.
- Do not be rude with the customer and assure him/her that his/her problem will be resolved.

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 stylist has been over-booked. Rescheduling 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 to achieve those objectives, you need a course of action. Organising is the function of management that involves allocating human resources and developing an organisational structure to ensure the accomplishment of objectives. For planning of your day tasks, you need to prioritise your every tasks and finish them all within given time.

Prioritising Tasks

For efficient working, we should prioritise 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 out each day. As new tasks are given to you, add them to the list. When you have completed your task list, you would be ready to tackle the tasks you need to do in order of importance.

- Dealing with customer's enquiry is more important than putting the products on shelves/at their place.
- Getting customers 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 an Assistant Hair Dresser & Stylist, you should:

- Plan and organise documents and files related to service feedback
- Plan and manage work routine according to beauty salon procedure
- Understand the client's schedules & bookings and maintain the workplace, tools and product stocks to meet the schedule with no delay.
- Maintain complete records of treatments, clients and product stock levels with no mistakes.
- In a positive manner, accept feedback and develop on the shortcomings.

8.2.4 Time Management

Managing time effectively in order to allot right time to the right activity is known as time management. An individual is able to allot proper time slots to activities as per their importance with the help of effective time management. Time is always limited therefore one must make the best use of it. Effective time management includes:

- Planning effectively for setting objectives and goals.
- Delegating responsibilities and prioritising activities.
- Avoiding time robbers such as gossiping, extended breaks and spending the right time on right activity.

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 when you are at work. Calls should be restricted to urgent or emergency calls.
- Failing to listen to and understand instructions.
- Leaving tasks incomplete, do not feel 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 organise your targets and 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?

1. The Urgent and the important tasks	2. The Non-Urgent but important tasks
DO NOW <ul style="list-style-type: none"> ■ Customer's complaints and emergencies ■ Demands from superiors ■ Tasks that are planned ■ Meetings with superiors/colleagues 	PLAN TO DO THEM <ul style="list-style-type: none"> ■ Displaying products in the store ■ Scheduling daily activities ■ Organising inventory ■ Managing customer's details
3. The Non-Important but Urgent tasks	4. The Non-Important and Non-Urgent tasks
REJECT AND EXPLAIN <ul style="list-style-type: none"> ■ Trivial requests from others ■ Emergencies that occur apparently ■ Misunderstanding at the workplace ■ Pointless routines or activities 	RESIST AND CEASE <ul style="list-style-type: none"> ■ Comfort activities ■ Computer games and net surfing ■ Too much cigarette breaks ■ Chat, gossips, use of social media apps ■ Reading irrelevant and useless material

8.2.5 Customer Centricity

Customer centricity does not mean, simply being there. 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, and this approach not only limits to external customers (daily customers, frequent customers, etc.) but also to the internal customers (other colleagues etc.).

As an Assistant Hair Dresser & Stylist, you should be:

- Committed to excellence of service, courteousness and have a pleasant personality
- Able to handle customers who may be frustrated, stressed, confused or angry
- Able to use customer centric approach and build better customer relationships
- Able to maintain personal hygiene and cleanliness (shower/bath) and oral hygiene like clean teeth and fresh breath
- Capable of maintaining a hygienic workplace everytime, according to the beauty salon legal health and safety standards
- Capable of sanitising the hands, cleaning all working surfaces and using disposable products and sterilised tools
- Able to manage the storage/disposal/cautions of use of products and learn fire occurrences, precautions, hygiene practices, disposal of waste and environmental protection practices
- Capable of using handling and storing beauty products, tools and equipment safely according to the manufacturer's instructions

Practical



1. Prepare a decision making template on any one decision of your work life.

.....

.....

.....

2. Prepare an urgent important matrix of your own.

.....

.....

.....

3. Write the “Do’s” and “Don’ts” of building rapport with the customers.

.....

.....

.....

Exercise



1.refers to managing time effectively so that the right time is used on the right activity.

- a. Time management
- b. Customer centricity
- c. Decision making
- d. Planning and organising

2. Which of the following are time wasters?

- a. Being disorganised
- b. Making personal telephone calls
- c. Failing to listen to and understand instructions
- d. All of the above

3. Non-urgent but important tasks include:

- a. Scheduling daily activities
- b. Emergencies and complaints from customers

- c. Misunderstandings appearing in work
 - d. Excessive cigarette breaks
4. Non-important but urgent tasks include:
- a. Meetings with superiors/colleagues
 - b. Managing customer's details
 - c. Pointless routines or activities
 - d. Chat, gossips, social communications
5. Non-important and non-urgent tasks include:
- a. Computer games, net surfing
 - b. Demands from superiors
 - c. Apparent emergencies
 - d. Organising inventory
6. What are the steps involved in decision making and problem solving skills?
- a. Recognising there is a problem
 - b. Generating alternative solution and weighing its pros and cons
 - c. Implementing the chosen solution
 - d. All of the above
7. involves setting objectives and determining a course of action to achieve those objectives.
- a. Time management
 - b. Customer centricity
 - c. Decision making
 - d. Planning and organising
8. Effective time management includes:
- a. Effective planning for setting goals and objectives
 - b. Prioritising activities and delegation of responsibilities
 - c. Spending the right time on right activities
 - d. All of the above
9. Urgent and important tasks include:
- a. Demand from superiors
 - b. Organising inventory
 - c. Comfort activities
 - d. Trivial requests from others

UNIT 8.3: Language Skills

Unit Objectives

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

1. Explain the need and importance of language skills
2. Practice the language skills needed for an Assistant Hair Dresser & Stylist

8.3.1 Introduction

As an Assistant Hair Dresser & Stylist, you have a customer-facing job role. Hence the way you speak, listen and understand the client's 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 listening, speaking, reading and writing skills.

Reading, writing, listening and speaking are essential skills to ensure good communication. If communications 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 is a skill which allows one to understand and make sense out of the words which the other person is speaking. In other words, listening helps to find out the meaning behind the words.

Everything done at the workplace involves the two way process i.e. listening and speaking. In order to perform well, one has to follow this process of two way communication.

Effective communication is about understanding what is being said.

Importance of Listening Skills

- It adds to the productivity of workers. The assignment given to the workers can be understood properly if only they listen carefully, it also helps them in understanding what is expected out of them by their management.
- If your comprehension skills are strong, you will be able to build strong rapport with your managers, co-workers, and customers. Managers and employers trust those employees who can listen to the instructions carefully and act accordingly.
- Problems of customers are easily solved by those who listen carefully.
- Workers with good listening skills work better in a team based environment. A portion of work is assigned to each team member which when completed will have to fit with the results of other team members. The work results of those who were able to listen carefully will fit better than those who were not careful while listening.

Listening is the skill and it must be learnt. Here are a few pointers to help you listen well.

- Eye contact must be maintained with the speaker, as this will assure the speaker that you are paying attention to what he/she is saying.
- Let the speaker finish what he/she is saying, do not interrupt him/her as it might irritate him/her.
- Body language is very important while listening. If you sit still when listening you give a message that you are paying full attention to the speaker. When you nod your head it shows that you are listening and agree with what is being said.
- Being attentive to what the speaker does not say is as important as being attentive to what is being said by the speaker.

As an Assistant Hair Dresser & Stylist, focus on your customer by using your eyes and ears to absorb what they are telling you. Also, listening to your customers talk about their jobs, activities and personal front will also give you an indication of what works best for them.

For example, if a customer wants a plan to be able to make a call overseas on a regular basis, that too conference with a group of friends; with the help of effective listening you must be able to understand the exact requirement and suggest an offer accordingly.

Barriers to Effective Listening

Many things get in the way of active listening.

- The listener must be aware of biases and prejudices. Most of these prejudices are based on culture or language differences.
- Try to adapt changes, do not let fear, worry or anger hamper your listening skills.
- One must be very attentive while listening, lack of attention can create lot of problems.



8.3.3 Body Language

Actions speak louder than words (Refer to Fig. 8.3.1 below). When communicating with customers (and other members of the team) we use a combination of:

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

And these three elements are not of equal importance.

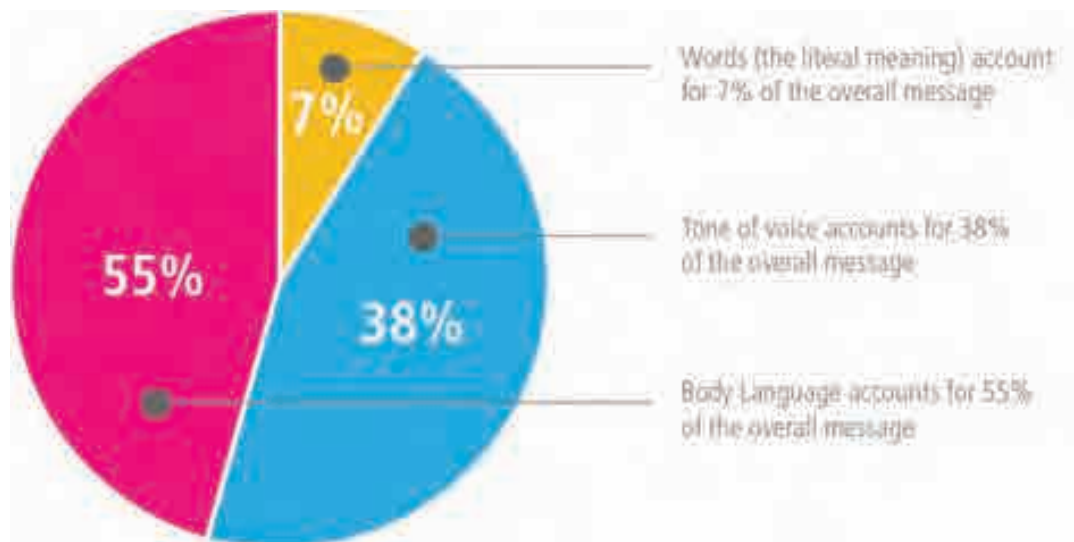


Fig. 8.3.1 Elements of Personal Communication

Many times, younger Assistant Hair Stylists in particular, assume that because they have to interact with customers, 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 an Assistant Hair Dresser & Stylist, you must understand that even when silent, you still communicate your inner feelings and true thoughts to customers through your posture, services and other non-verbal cues.

Let us look at some positive body language tips.

1. Express interest with eye contact

You must always maintain eye contact while the customer is talking to you, if you do not do so the customer might feel that you are not interested in listening thus leaving a bad impression about you and your organisation.

Maintaining eye contact shows that you are interested in listening the problem of customer.

2. Avoid non-verbal barriers

You must not hold any unnecessary object in hand while interacting with the customer. Your hands must be empty so that you are able to interact properly without any physical barrier.

3. Demonstrate that you are listening to customers

You must tilt your head, nod and lean forward while interacting with the customer.

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

On the other hand, crossing your arms across your chest, looking around clearly shows a lack of interest and even disrespect towards the speaker.

4. Your hands and feet reveal true feelings

Pointing finger seems rude therefore you must adopt hand gestures. Avoid crossing your legs and arms as it sends a “closing down” message when you are dealing with an unhappy customer.

5. Personal space is important

Be professional at all times and respect the personal space of the customers.

6. Adopt a posture of confidence

You must appear confident in front of the customer. Avoid biting your nails, fiddling with your hair and jewellery as these are the signs of nervousness.

8.3.4 Speaking Skills

The ability to convey your thoughts and opinions to the other person through your voice and words is known as speaking. It is a skill which allows the user to convey his message in a convincing and thoughtful manner.

For an Assistant Hair Dresser & Stylist, professional effective speaking helps in convincing customers, informing them about products and services and ensuring through words about effective and exclusive services.

As an Assistant Hair Dresser & Stylist, you need to:

- Discuss task lists, schedules, and work-loads with co-workers
- Question customers appropriately in order to understand the nature of the problem and make a diagnosis
- Keep customers informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- Make manner and tone professional, supportive and respectful



- Speak clearly and precisely in a courteous manner and develop a professional relationship
- Be able to listen and understand the local language in dealing with customers and maintain 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 practiced. In order to get better, you need to practice what you want to say.
2. Keep it short and simple. Try to be precise and avoid using complex words while speaking.
3. The main goal is fluency. Do not get bogged down by trying to use jargons or exact grammar.
4. You must also keep in mind that the tone of your voice is perfect while speaking as tone plays a very important role in speaking.

5. **Clarity of Speech**

Speak with clarity. Do not speak too fast or too slow or else you might lose the client's attention. When you speak clearly you are able to convey your message properly without any confusion.

6. **Speak with compassion**

Your compassion is depicted in the way you speak, so speak in such a way that the customer feels that you care for them and have empathy for them.

7. Speak with conviction

If you want the customer to believe you then you must speak with full conviction. It might be a change of service or to purchase products you have recommended to them.

8. Questions

Do not forget to ask questions as they are equally important. In order to engage the customer ask them open ended questions and be prepared to answer them 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. Messages which are not clear
2. Inconsistency in the process of communication
3. Sentences that are not complete
4. Inability to understand the receiver
5. Use of words that are negative

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 helps to develop the mind.
2. Through reading we learn new things.
3. Reading helps to develop our imagination and creativity.
4. Reading gives knowledge and thus power to our success in our careers.

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

There are three techniques for effective reading:

1. Scanning
2. Skimming
3. Reading for Detail

Scanning

In a given text, scanning is used to look for a specific piece of information. In scanning, you don't pay attention to every detail, you only look for information that you specifically need. You can stop reading once you find the specific information.

Skimming

Skimming is used to identify the main points in a document. When you skim read a passage, you should get all the essential information from the passage.

Reading for Detail

When you read complete passage from the beginning to the end it is called reading for detail. You should read each and every sentence in the given document if you are reading for detail.

An Assistant Hair Dresser & Stylist needs to:

- Update his/her knowledge through regular reading of information regarding his/her field.
- Read his/her customer queries sent in written.
- Use his/her reading skills to read and analyse the billing during any discrepancy.



- Read about new products and services with reference to the organisation and also from external forums such as websites and blogs.
- Keep abreast of 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 are:

- Appointment details
- Customer records
- Product labels
- Treatment information
- Promotional materials, etc.

Understanding

When the customer finishes sharing about his/her needs and wants summarise what he/she has said. This helps in confirming whether you have clearly understood what the customer has said. Also help your customers to understand what you are trying to say; ensure that you speak clearly.

Writing

Representation of language through inscription of symbols and signs is referred to as writing.

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

As an Assistant Hair Dresser & Stylist, 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 are:

- Writing details in appointment book
- Filing customer record
- Billing
- Writing a report

Exercise

1. is the way of communicating your thoughts and opinions to the other person using your voice and words.
 - a. Listening
 - b. Speaking
 - c. Reading
 - d. Writing
2. is a medium of communication that represents language through the inscription of signs and symbols.
 - a. Listening
 - b. Speaking
 - c. Reading
 - d. Writing
3. Rate yourself on a scale of 1-5 with 1 being the lowest and 5 the highest to see if you are a good listener.
 - When the conversation begins, do I make myself comfortable and forget about the clock?
 - Do I make eye contact and notice body language?
 - Do I speak less than 50% of the time if two of us are talking?
 - Do I resist helping others say what they're trying to say? Do I finish their sentences, or supply words they may be struggling to find?
 - Do I respond as they speak, using body language in a way that affirms and encourages them to keep talking? A nod or a smile, or even a laugh when it fits can draw others out and encourage better communication.
 - When I speak, do I ask questions because I really want to know more.
 - When I do not understand something, or have not heard clearly, do I stop and ask for a repeat of what they've said? Or do I "fake it" and let them continue, hoping to catch on later?
4. List five components of effective speaking.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____



9. Employability Skills

Unit 9.1 - 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>








10. Annexures



Annexure

Module	Unit No.	Topic Name	Page No.	URL(s)	QR Code(s)
1	1.2	About Beauty & Wellness Sector	8	https://youtu.be/7nDm_myL6B4	 Click/Scan this QR Code to access the related video
2	2.1	Maintain Workarea	22	https://www.youtube.com/watch?v=9sgp1XGESuU	 Click/Scan this QR Code to access the related video
		Prepare & Maintain Workarea	22	https://youtu.be/m2vchOfkvho	 Click/Scan this QR Code to access the related video
3	3.1	Perform Blow Drying	49	https://youtu.be/SLy1zO7FiNU	 Click/Scan this QR Code to access the related video
4	4.1	Shampoo and Condition the Hair	64	https://youtu.be/6TgCivm6A6w	 Click/Scan this QR Code to access the related video
4	4.2	Perform Indian Head Massage	69	https://youtu.be/VoufYR-D_HM	 Click/Scan this QR Code to access the related video
5	5.1	Perform Hair Cut-Theory	89	https://youtu.be/T-ucJe8woiM	 Click/Scan this QR Code to access the related video
	5.2	Perform Straight Hair Cut	108	https://youtu.be/WecEinyhosM	 Click/Scan this QR Code to access the related video
		Perform U Hair Cut	108	https://youtu.be/StVUBhNwQNI	 Click/Scan this QR Code to access the related video
		Perform V Hair Cut	108	https://youtu.be/8P1ufjIPkc4	 Click/Scan this QR Code to access the related video
		Perform Bob Hair Cut	108	https://youtu.be/3vjKGD11kk	 Click/Scan this QR Code to access the related video
		Perform Heavy Layer Hair Cut	108	https://youtu.be/5SPiG28rUwY	 Click/Scan this QR Code to access the related video
		Perform 3 Layer Hair Cut	108	https://youtu.be/XtUGYYinrkU	 Click/Scan this QR Code to access the related video

Module	Unit No.	Topic Name	Page No.	URL(s)	QR Code(s)
6	6.2	Perform Apply Hair Color	140	https://youtu.be/Mac9ADwzQso	 Click/Scan this QR Code to access the related video
7	7.1	Guidelines on Health Hygiene	152	https://youtu.be/ktAYvoSEKhM	 Click/Scan this QR Code to access the related video
8	8.1	Creating a Positive Impression at Workplace	166	https://youtu.be/XGVvVEB8EUA	 Click/Scan this QR Code to access the related video

It is recommended that all trainings include the appropriate 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



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