

सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP



Transforming the skill landscape



Participant Handbook

Sector
Beauty and Wellness

Sub-Sector Rejuvenation Occupation Spa Services

Reference ID:BWS/Q1001, Version 4.0 NSQF Level 3

> Assistant Spa Therapist

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Shri Narendra Modi Prime Minister of India







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SKILL COUNCIL FOR BEAUTY AND WELLNESS

for

SKILLING CONTENT : PARTICIPANT HANDBOOK

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The preparation of this manual would not have been possible without the support of the Beauty and Wellness Industry. The Industry feedback has been extremely encouraging from inception to conclusion & it is with their inputs that we have tried to bridge the skill gaps existing today in the industry. We would specially like to thank Ms. Seema Gopujkar who have reviewed and validated the manual.

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

About This Book -

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

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

- 1. Prepare and Maintain Work Area (BWS/N9001)
- 2. Assist the Spa Therapist perform Advanced Spa Services (BWS/N1001)
- 3. Maintain Health and Safety of Workplace (BWS/N9002)
- 4. Create a Positive Impression at the Workplace (BWS/N9003)
- 5. Employability Skills

Symbols Used



Key Learning Outcomes



Practical



Steps



Exercise





Objectives

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Scan this QR Code to access the Employability skills module

https://www.skillindiadigital.gov.in/content/detail/1-10d218cd-31f0-41d0-a276b41ec3b52013

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1. Introduction

Unit 1.1 – Objectives of this Program Unit 1.2 – Beauty and Wellness Industry Unit 1.3 – Introduction to Spa Sector



Bridge Module

Key Learning Outcomes 🔯

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

- 1. Describe Beauty and Wellness Industry and its classification
- 2. State role and responsibilities of an Assistant Spa Therapist
- 3. Describe the types of Spas & Spa Therapies
- 4. List the attributes of an Assistant Spa Therapist

UNIT 1.1: Objectives of this Program

Unit Objectives



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

- 1. Describe the Beauty and Wellness Industry in India
- 2. State role and responsibilities of an Assistant Spa Therapist
- 3. List the attributes of an Assistant Spa Therapist

1.1.1 Introduction -

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

The rapid growth in beauty and wellness industry along with the entry of giant organized players both nationally and globally, has led to huge demand for trained personnel. However, there is a huge deficit in the availability of skilled and trained personnel. This talent deficit poses threat to the growth and expansion of the whole beauty and wellness industry. Developing skilled and trained personnel is thus a huge task at hand for both businesses and for the sector.



Fig. 1.1 Assistant Spa Therapist

1.1.2 Assistant Spa Therapist

An Assistant Spa Therapist needs to know basic spa therapy, by maintaining health, hygiene, and safety at workplace. They need to be knowledgeable about various spa products and massage techniques. Assistant Spa Therapist is expected to assist the Spa Therapist in providing the spa services.

Roles and Responsibilities of an Assistant Spa Therapist

An Assistant Spa Therapist should be able to:



Fig. 1.2 Roles & Responsibilities of Assistant Spa Therapist

Attributes of an Assistant Spa Therapist

- Customer Orientation: Make the customer comfortable. Understand what the customer needs even when he/she is unable to express. Keep the workplace clean as it is the first attribute which convinces customer to take your services.
- Clean Personality Appearance: Maintain a clean personal appearance. Customer may not like to take the services if you have a shabby or messy demeanour. Beware about body odour, bad breath, and over all hygiene. what services they wish to take from you and you must respect that.



Fig. 1.3 Assistant Spa Therapist helping the Spa therapist

- Make suitable suggestions: If the customer is confused and indecisive, use the opportunity to suggest the best for him/her. Customer may like it and appreciate. As a professional you are not at loss anyway.
- Don't be in hurry: Do not rush the customer out. As a professional if you are attending the customer, make sure you give him/her proper time.
- Keep knowledge updated: As a professional 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 Spa Therapist must be able to tell what products are suitable for the customer.



Fig. 1.4 Offering suitable product to customer

- Proficiency in communication: An Assistant Spa Therapist needs to be efficient in her skills, she needs to have good communication skills as well. Assistant Spa Therapist first deals with customer with her communication skills and later with spa therapy skills. Therefore, she has to be warm and welcoming, should give details, must not fumble and be clear with what she says.
- Good body language: An Assistant Spa Therapist must not be stressed over handling customers. Their body language should be easy yet active, she should seem happy to work and give her services, must be smiling and quick.

1.1.3 Program Overview

This program will facilitate an overview of:

- Beauty and Wellness Industry
- Prepare and maintain work area
- Simple spa services and assistive tasks for advanced spa services
- Maintain health and safety of workplace
- Create a positive impression at the workplace

UNIT 1.2 : Beauty and Wellness Industry

Unit Objectives

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

- 1. Describe Beauty and Wellness Industry in India
- 2. State industry classification for Beauty and Wellness
- 3. List the factors for growth of Beauty and Wellness Industry in India

1.2.1 The Beauty And Wellness Industry In India

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

- Rapid urbanisation, developing consumerism, and increasing disposable income
- Innovative products and enhanced demand for looking good
- The increasing population of young people in India

Increasing obsession of customers to look younger, cosmetic treatments and several new anti-aging products

However, a major talent gap still exists as a hindrance in further development of this sector.

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



Fig. 1.6 Classification of Beauty and Wellness Industry

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

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

Emerging Unisex Service – Many organised segments are offering such services and many Unisex beauty and wellness centres are emerging getting acceptance.

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

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

UNIT 1.3: Introduction to Spa

Unit Objectives

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

- 1. Explain Spa concepts
- 2. Describe various types of Spas and Spa Therapies

1.3.1 Spa

The term spa is associated with water treatment which is also known as balance therapy.

Origin of the term:

The term 'Spa' is derived from the name of a town in Belgium called 'Spa'. In medieval times here in Spa, illness caused by iron deficiency was treated by drinking chalybeate (iron bearing) spring water.

In 1571 William Slings who had been to the Belgian town (which he called Spaw discovered a chalybeate spring in Yorkshire.

He built an enclosed well there and called it 'Harrogate'. It became the first resort in England for drinking medicinal waters. Then in 1596, Dr Timothy Bright called the resort "The English Spaw", thus starting the use of the word 'Spa' as a generic descripon of resorts for medicinal waters, rather than as the place name of the Belgian town. At first, this term referred specifically to resorts for water drinking rather than bathing, but this was gradually lost and many spas started offering external remedies.

The other story about the origin of the term spa is as follows. A Belgian spring of iron bearing water was called Espa, which in Walloon language means "fountain". It was used in 1326 as a cure by Collin Le Loupe, an alchemist with such success that he developed a health resort with the same name. It is also suggested that the term Espa may be derived from the name of the resort.

Some people and sources suggest that, the word Spa is an acronym of Latin phrases such as "Sanitas per Aquam" or "Salus per Aquam" meaning "health through water". These are "acronyms" — back-formed acronyms. Though there is no evidence to support such claims, also these acronyms arose in the twentieth century, and were not used in classical times.

1.3.2 Types of Spa

Day

A spa used on a day-use basis. It offers a range of professionally administered spa services to clients.

Destination

A destination spa is a facility with the primary purpose of guiding clients to develop healthy habits. Historically, it included a seven-day package focusing on lifestyle transformation which can be accomplished by providing a comprehensive program that includes spa services, physical fitness activities, wellness education, healthy cuisine or special interest (disease associated, spiritual upliftment) program.

SPA

Medical

A facility that operates under an on-site supervision of a licensed health care professional at all times. The primary purpose of a Medical Spa is to provide comprehensive medical and wellness care in an environment that integrates spa services, as well as traditional, complimentary and/or alternative therapies and treatments. The facility operates within the scope of practice of its staff, which can include both aesthetic/cosmetic and prevention/wellness procedures and services.

Resort/Hotel

A resort/hotel spa, as the name suggests is owned by and located within a resort or hotel. Such a Spa provides professionally administered spa services, fitness and wellness components and spa cuisine menu choices.



Fig. 1.7 Resort/Hotel Spa



- Nasyam
- Sarvang Dhara

Summary



The rapid growth in beauty and wellness industry along with the entry of giant organized players both nationally and globally, has led to huge demand for trained personnel. However, there is a huge deficit in the availability of skilled and trained personnel. This talent deficit poses a threat to the growth and expansion of the whole beauty and wellness industry. Developing skilled and trained personnel is thus a huge task at hand for both businesses and for the sector.

An Assistant Spa Therapist in Rejuvenation sector

- is a critical operational job-role providing various types of beauty services in salons and spas.
- should be well-versed with the beauty services and therapy operations and have basic service aptitude.
- requires proficiency in communication and keen service orientation is required for providing world class services to the customers.

The following are attributes of an Assistant Spa Therapist

- Customer orientation
- Clean personal appearance
- Make suitable suggesons
- Don't be in hurry
- Keep your knowledge updated
- Respect your customer
- Have knowledge about products
- Proficiency in communication
- Good body language

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

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

- Growing consumerism, rapid urbanization and rising disposable income
- Young consumer
- Excessive obsession with young looking skin

Beauty Industry Classification

- Beauty Centres and Hair Salons
- Product and Counter Sales
- Fitness and Slimming
- Rejuvenation Centers
- Alternate Therapy Centers
- Emerging Unisex Service
- Expansion in different areas/ regions

Exercise

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

4. Match the columns:

	Column A		Column B
1.	Comprehensive spa services, with alternative therapies and treatments	a.	Hridya Bas
2.	Rising disposable income	b.	Assistant Spa Therapist
3.	Knowledge about products	с.	Asian Therapy
4.	Lomi Lomi	d.	Medical Spa
5.	Indian therapy	e.	Growth in Beauty and Wellness sector
6.	Reflexology	f.	Western therapy

5. Write true or false for the following statements:

- 1. Spa is not associated with water therapy
- 2. Excessive obsession with young looking skin is one of the reason for growth of the Beauty and Wellness Sector
- 3. Assistant Spa Therapist should hurry up and finish their work
- 4. Day spa includes comprehensive program focusing on lifestyle

- Notes 🔲



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2. Prepare And Maintain Work Area

Unit 2.1 - Prepare and Maintain the Service Work Area





Key Learning Outcomes 🔯

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

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

UNIT 2.1 : Prepare and Maintain the Service Work Area

Unit Objectives

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

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

2.1.1 Introduction

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

Some key terms

- Disposal
- Incinerator
- Sterilisation
- Decor
- **Record Cards**

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

2.1.2 Record Card

A client's record card is a professional record of service or services that the client has utilised at the spa in the past. It is an effective tool for information regarding the client preferences, sensivities, etc. and is where an Assistant Spa Therapist can record comments or suggestions for future services. Part of the preparation for a service will involve obtaining a client's record card from reception and doing the following:

- Participant will need the card to find out what treatment the client is booked in for, so that you know the set-up that is required for service
- The client's record card is a tool that can provide more information about the client's preferences and dislikes, skin/hair type, contraindications, allergies, environmental conditions and habits of



Fig. 2.1 Therapist filling the record card

- the clients that may be relevant to the treatment and/or handling of the client for customer satisfaction purposes and to avoid complaints and disgruntlement. The record may also show previous products used and knowledge of therapy techniques that will be helpful to you in deciding which products to select. This may also record customer complaints made in the past.
- When you as an assistant spa therapist collect a record for a client from reception, make sure that you
 have the correct card. This can be done by checking the client first name, surname and the address and
 verifying it with the client details.
- It is important to check all the above details to make sure that the correct record for the client is taken, as some client's may have the same surname or even a first name.
- The card should be handed over to the Spa Therapist and both the Spa Therapist and you, should go through it in detail before start of the service.

2.1.3 The Spa Service Room

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

The Spa service room should:

- be well ventilated cool in summer, warm in winter.
- be clean and tidy and smell fresh.
- include a provision to hang/place the client's clothes.
- have shelves or storage for placement of products and towels.
- be quiet and undisturbed from outside noise; so music can be played to enhance relaxation.
- have good lighting that can be dimmed for massage.



Fig. 2.2 The spa services room

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

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

2.1.4 Sterilisation And Disinfection Methods

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

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

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



Fig. 2.3 Lotion being dispensed from a bottle

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

For the purpose of services, all surfaces that can be disinfected including metal surfaces, tools and implements, must be disinfected after thorough cleaning between services.

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

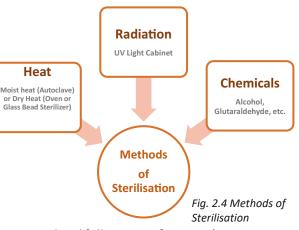
Disinfection is a sufficient level of micro-organism control when skin is not cut or broken. Disinfectants should kill most bacteria, fungi and viruses. Disinfectant's must always be used in line with manufacturers' instructions. For disinfectants in which tools are submerged, e.g., roller/clipper heads, scissor and tweezers, etc. It is very important that the disinfectant solution is changed regularly in line with manufacturer's instructions.

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

Some sterilizing chemicals become less effective after a period of time and need to be replaced as per manufacturers instructions.

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

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



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

2.1.5 Personal Protective Equipment (PPE)

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

A new pair of disposable gloves should be put on immediately before handling chemicals, or while dealing with harmful or possibly infected services. Where required and a disposable apron is advisable to protect clothing during the service. This should be disposed of directly after service. One must be in designate uniform as salons often choose uniform that offer some protection against spills.



Fig. 2.5 Always wear gloves during services/tasks that require protecon from chemicals/infections The client's clothing should be well protected throughout the service.

2.1.6 Prepare the Service Work Areas





Fig: 2.6 Cleaning the workplace

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

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

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

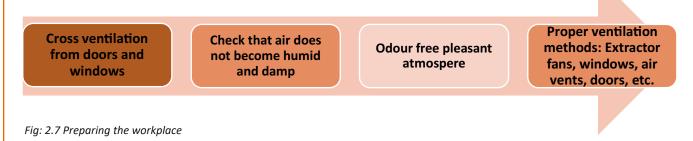
Make sure that:

- Everything is seen clearly
- No one have to squint due to poor lighting
- One is not dazzled by lights that are too bright.
- Fickering or faulty lights is reported to the supervisor.

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

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

Some important points to consider while preparing work areas are given below:



2.1.7 Preparing A Client For Spa Services -

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

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

Polite conversation is:

- Asking if she/he has visited the salon before.
- Asking if she/he has regular treatments.
- Enquiring about other treatments the client has had in the past.
- Discussing the weather or news topics.
- Enquiring whether this treatment is for a special occasion.
- Asking questionsabout the client's holidays or family that are not too personal.

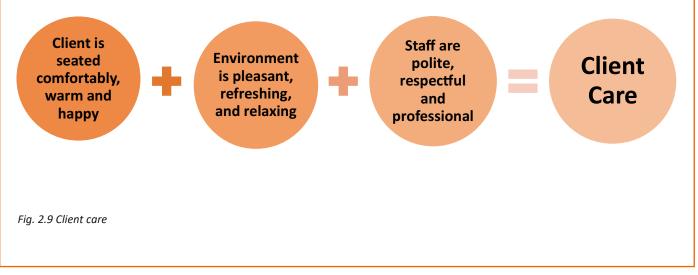


Fig. 2.8 Therapist welcoming the guest

- Ignoring the client in order to talk to other members of staff.
- Talking about oneself or another person, and not asking the client about herself/himself.
- Complaining about the last client or the job.
- Discussing own domestic problems and personal issues.
- Discussing serious news topics, religion or politics.

2.1.8 Client Care -

The client's comfort includes the following:



2.1.9 Personal Presentation and Behaviour

Remember that it is important to be professional in approach with regards to all aspects of the client's visit. Your own personal presentation and behaviour are very important at all times. Looking smart and wearing appropriate protective clothing, such as a salon uniform, will give the client confidence in you. As an Assistant Spa Therapist work being on their feet for most time of the day, and also, they work very close to the clients. Therefore, it is important to make sure that good standards of personal hygiene are maintained in order to ensure client's comfort, by body odour.

A Checklist for Appearance for a Professional Assistant Spa Therapist:

- Wear clean and freshly laundered clothes or uniform
- Ensure the uniform is not smelling of smoke or strong perfume.
- The uniform or clothes should look smart. It should not be too short or too tight. The uniform must allow for easy movement while carrying out services.
- The hair should be clean and neat.
- Wear light, but attractive, day make-up definitely not heavy makeup.
- The nails should not have chipped nail varnish, they should be clean and well-manicured.
- Keep breath fresh no tobacco smells.
- Jewellery should be simple and kept to a minimum.



Fig. 2.10 Well-groomed spa therapist

2.1.10 Maintain the Treatment Work Areas

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

- 2.1.11 Safe Disposal of Waste

As soon as one have used cotton wool, tissues or other disposables one must put them in the appropriate waste bin immediately. Tidy up as you go – it will save me later. Replace bottle tops straight away.

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

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



Fig. 2.11 Dispose waste in bins straight away



Fig. 2.12 Replacing bole tops is important

2.1.12 Checking and Cleaning Equipment

Checklist for Room Preparation:

- Floor is mopped and cleaned
- Shower cubicle is dry and clean and the drain is in place (Check the edges to see that no black stains are there)
- Dustbin is empty and bin bag is there
- Table top is clean and without any stains
- Clock is kept on the table/wall
- Therapy bed is ready with the following items:
 - Bed sheet covering the bed properly without any creases
 - Bathing towel neatly folded and kept beside
 - Draping towel neatly folded
 - Therapy garments neatly folded
 - Runner running across the length of the bed
- Paper napkins are a must to drape the beds face hole inorder to maintain hygiene and avoid contamination so that the germs, microbes, contagious skin disorders do not spread onto the next guest
- Therapy room is neat and tidy with a pleasant air freshener
- Slippers are kept in place below the hanger
- All cupboards are closed properly
- New comb, soap and shampoo are present in adequate quanty inside room
- The door and knobs are clean of any oil
- Foot mat is kept outside the shower cubicle
- Small napkin to be kept handy.
- Music switch is on
- Hairdryer and shower cap are in place
- Hanger is empty and in place
- AC remote in place



Fig. 2.13 Spa tools and equipment



Fig. 2.14 Spa slippers, gown and towel



Fig. 2.15 Spraying the room with room freshener



2.1.13 Leaving Work Areas Clean and Hygienic

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

- All bed linen and towels washed or given for washing
- Products are died a way in appropriate storage areas with the lids securely placed.
- Worktops and trolleys are disinfected as per standard procedure
- Tools used are sterilised
- Disposables are discarded in appropriate bins
- Equipment is cleaned and placed at their right place
- New bedding or couch roll laid out, twill linen replaced

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



Fig. 2.18 Leave the room perfectly laid out and clean after finishing service

2.1.15 Storage of Records, Materials and Equipment

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



Fig. 2.19 Storage of records, materials and equipment



Click\Scan this QR Code to access the related video

Summary

1. The treatment room in a spa should:

- a. be well ventilated cool in summer, warm in winter.
- b. be clean and tidy and smell fresh.
- c. include somewhere to hang the client's clothes.
- d. contain shelves or storage for products and towels.
- e. be quiet and undisturbed from outside noise; so music can be played to enhance relaxation.
- f. have good lighting that can be dimmed for massage.

2. A checklist for appearance for a professional Assistant Spa Therapist:

- a. wear smart clothes or uniform they should be freshly laundered and not smell of smoke or strong perfume.
- b. uniform or clothes should not be too short or too tight, and must allow for easy movement while carrying out treatments.
- c. hair should be clean and neat.
- d. wear light, but attractive, day make-up definitely not heavy make-up.
- e. nails should be neatly manicured no chipped nail varnish.
- f. breath fresh no tobacco smells.
- g. jewellery should be simple and kept to a minimum, if any.

3. When the client is brought through to you as an Assistant Spa Therapist, or you go to collect her from reception, make sure that you have an open, confident expression.

- a. smile and make eye contact.
- b. greet the client by the name, then introduce yourself and explain that you will be preparing her for the treatment.
- c. ask the client to follow to the treatment room.
- d. before the treatment begins, make polite conversation to build a good relationship and help the client to feel at ease.

4. While assisting the Spa Therapist carrying out other treatments, keep an eye out for:

- a. bits on the floor that may need to be put in the bin or swept up.
- b. tools and equipment that may need washing or disinfection.
- c. bottle tops that may need replacing.

Exercise

- 1. Sterilisation involves:
 - a. Boiling
 - b. Baking
 - c. Steaming
 - d. All of these
- 2. The basic sanitation procces in a salon involves:
 - a. Ventilated rooms
 - b. Safe drinking water
 - c. Cleans towels and gowns
 - d. All of these
- 3. Which of the following is a disinfectant?
 - a. Lysol
 - b. Alcohol
 - c. Salt
 - d. Both a) & b)

– Notes 🗐]		





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3. Spa Services And Assistive Tasks

Unit 3.1 – Basic Anatomy & Physiology of the Human Body Unit 3.2 – Carryout Simple Spa Therapy Services and Assistive Tasks



Key Learning Outcomes

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

- 1. List relevant aspects of human anatomy and physiology for spa therapies
- 2. Explain various human body systems
- 3. List names and positions of relevant body organs and parts including bones and muscle tissues
- 4. Describe different massage types and techniques
- 5. Provide services to the customers to prepare them for therapy
- 6. Carry out simple tasks to support the spa therapist

Unit 3.1 – Basic Anatomy & Physiology Of The Human Body

Unit Objectives



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

- 1. List relevant aspects of human anatomy and physiology for spa therapies
- 2. Explain various human body systems
- 3. List names and positions of relevant body organs and parts including bones and muscle tissues
- 4. Describe different massage types and techniques
- 5. Apply different techniques of massage
- 6. Explain the benefits of different types of massage

3.1.1 Human Anatomy & Physiology

Definition of Anatomy: Anatomy is a branch of biology that deals with the study of the structure of living things.

It is classified as human anatomy, animal anatomy (zootomy) and plant anatomy (phytotomy).

Definition of Physiology: Human physiology is the science of the mechanical, physical and biochemical funcons of humans in good health, their organs, and the cells of which they are composed. The principal level of focus of physiology is at the level of organs and systems.

Upper Limb: In human anatomy, the upper limb (also upper extremity) refers to what in common English is known as the arm, that is, the region of the shoulder to the fingerps. It includes the limb, and thus, is not synonymous with the term upper arm.

Bones:

The following bones are considered to be part of the upper limb: Clavicle (1)

- Scapula (1)
- Humerus (1)
- Radius (1)
- Ulna (1)
- Carpal Bones (8)
- Metacarpals (5)
- Phalanges (14)

Important Muscles:

- Trapezius
- Deltoid
- Biceps
- Triceps
- Brachioradialis
- Flexor group
- Extensor group

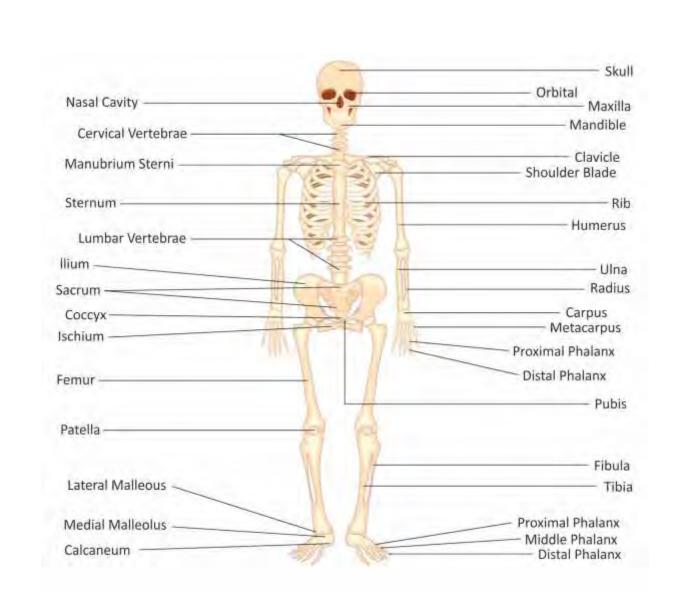
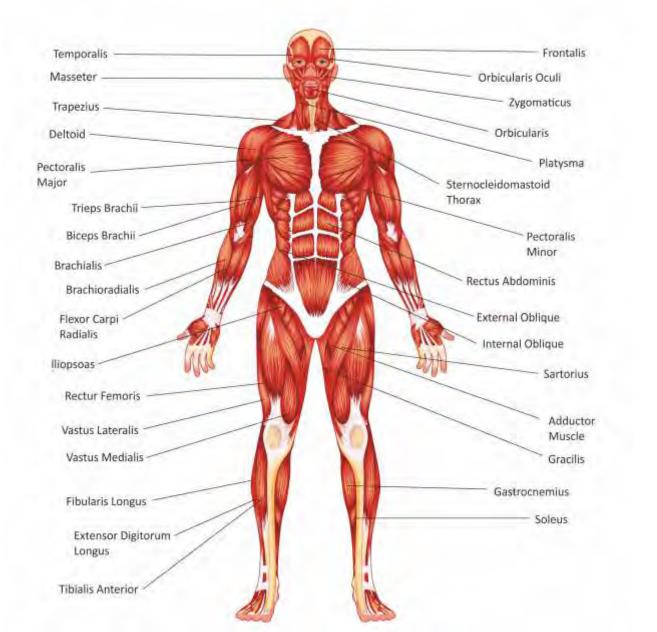
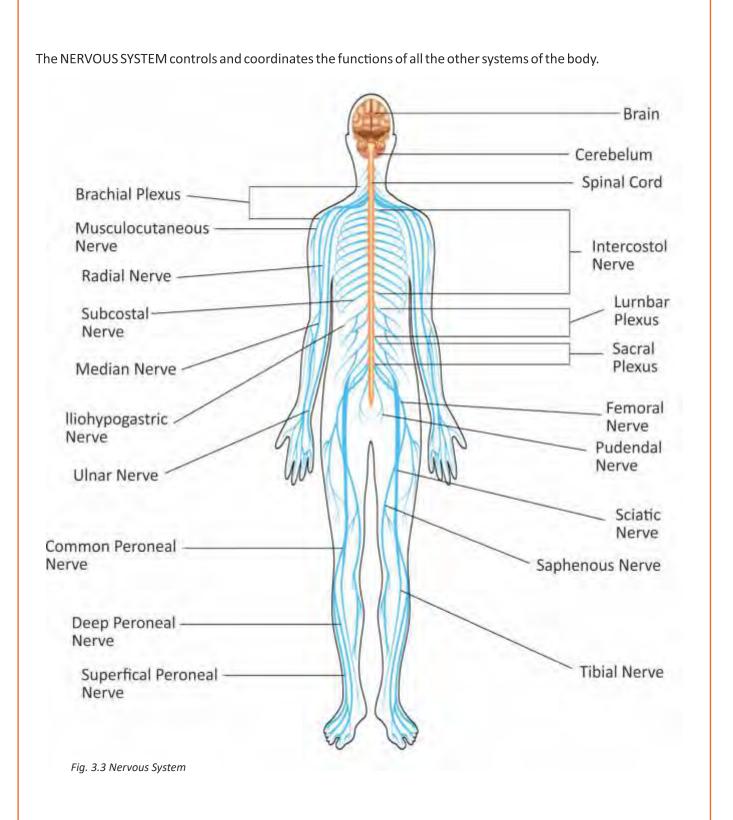


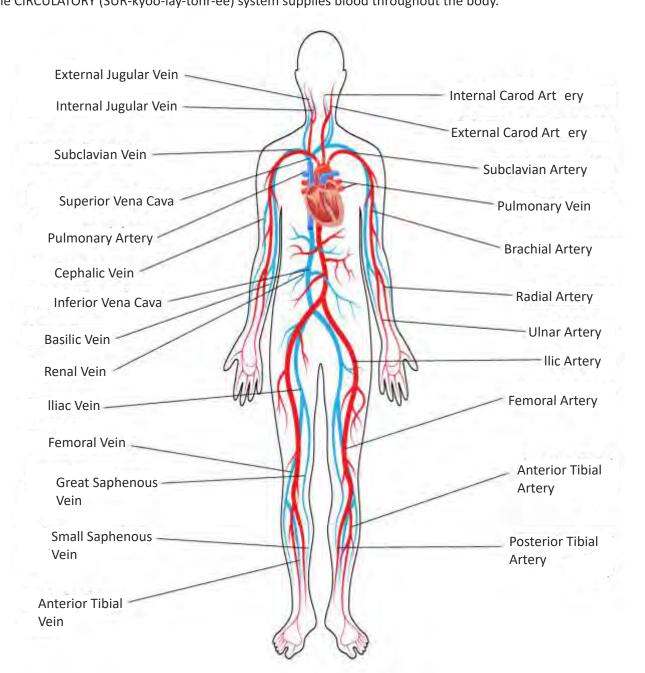
Fig. 3.1 Human Skeleton



The MUSCULAR SYSTEM covers shapes and support the skeleton. Its function is to produce all the movements of the body.

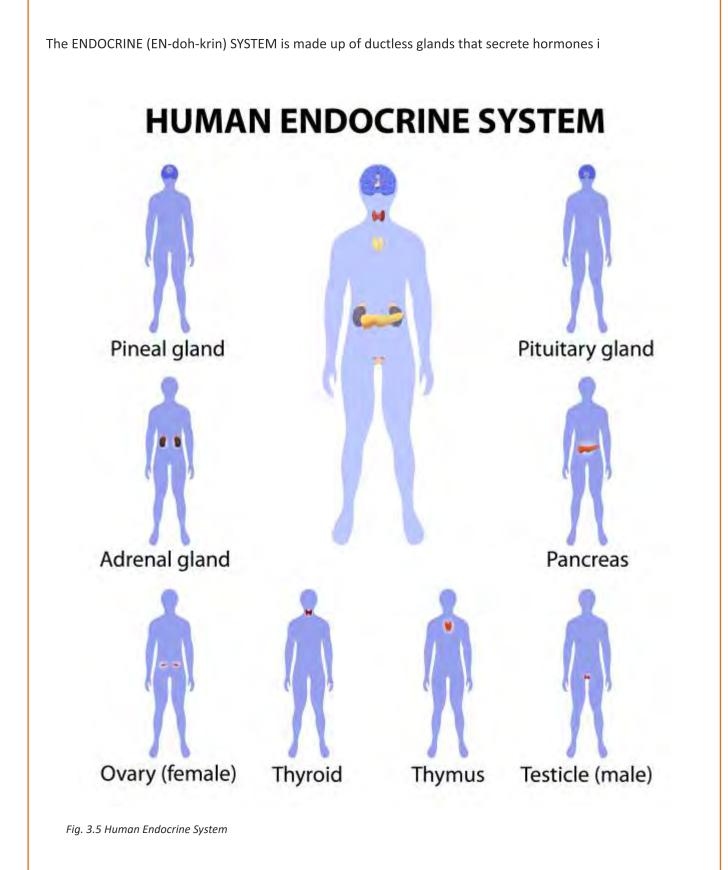
Fig. 3.2 Muscular System





The CIRCULATORY (SUR-kyoo-lay-tohr-ee) system supplies blood throughout the body.

Fig. 3.4 Circulatory System



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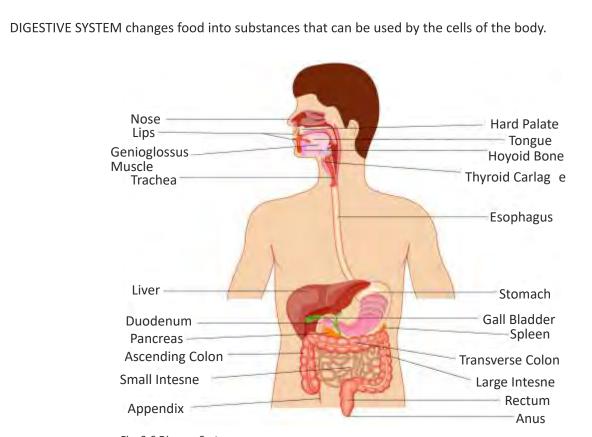


Fig. 3.6 Digesve System

The RESIRATORY SYSTEM supplies oxygen to the body.

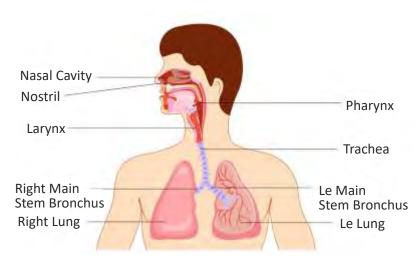
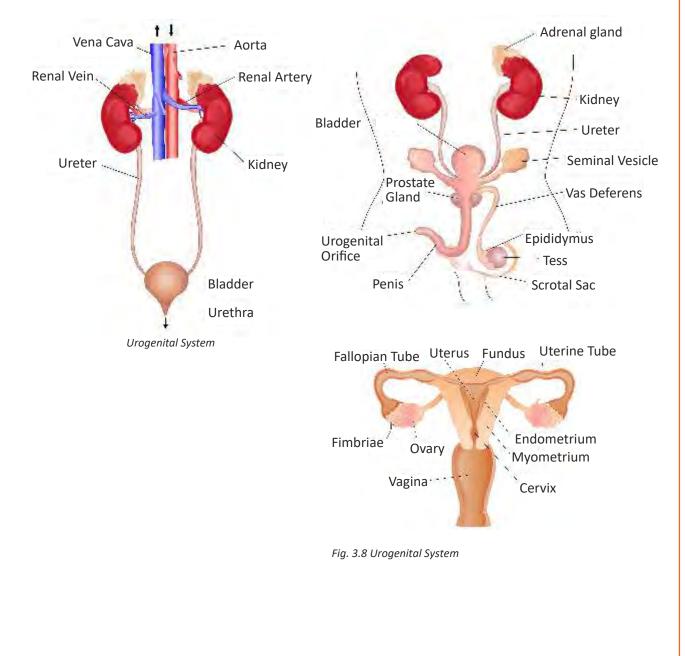


Fig. 3.7 Respiratory System

Other systems include:

- The EXCRETORY SYSTEM eliminates waste from body
- The REPRODUCTIVE SYSTEM enables human beings to reproduce. Together, also called the UROGENITAL system.



Thorax:

Bones:

- The shoulder socket containing the upper part of the humerus
- Scepula
- Sternum
- Thoracic portion of the spine
- Ribcage

Important Muscles:

- Pectoral muscles
- Diaphragm
- Intercostals muscles

Important Organs:

- Lungs
- Heart

Human Abdomen

The human abdomen (from the Lan word meaning "belly") is the part of the body between the pelvis and the thorax. Anatomically, the abdomen stretches from the thorax at the thoracic diaphragm to the pelvis at the pelvic brim.

Abdominal organs:

- Liver
- Gall Bladder
- Stomach
- Duodenum
- Large intesne
- Rectum
- Anus
- Appendix
- Kidneys
- Ureters
- Bladder
- Urethra
- Prostate (males)
- Ovaries (females)
- Fallopian tubes (females)
- Uterus (females)
- Cervix (females)
- Pancreas
- Spleen

Back:

The human back is the large posterior area of the human body. It is the surface opposite to the chest that rises from the top of the buttocks to the back of the neck and the shoulders. The height of the back is defined by the vertebral column (commonly referred to as the spine or backbone) and its breadth supported by the ribcage and shoulders. The spinal canal runs through the spine and provides nerves to the rest of the body.

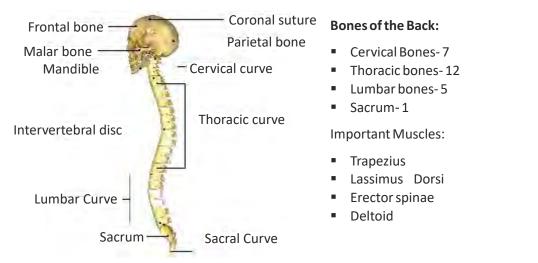


Fig. 3.9 Vertebral Column

Lower Limb:

In common usage, the human leg is the lower limb of the body, extending from the hip to the ankle, and including the thigh, the knee, and the cnemis. The largest bone in the human body, the femur, is in the leg.

In human anatomical terms, the leg is the part of the lower limb that lies between the knee and the ankle, and the term "lower limb" is used to describe the colloquial leg.

There are 32 bones found in the lower limb (one side)

- Hip bone (1)
- Femur (1)
- Patella (1)
- Tibia (1)
- Fibula (1)
- Tarsal (7)
- Metatarsals (5)
- Proximal phalanges (5)
- Intermediate phalanges (5)
- Distal phalanges (4)

Important Muscles of the lower limb:

- Gluteus
- Quadriceps
- Sartorius
- Adductors

- Hamstrings
- Popliteal
- Calf

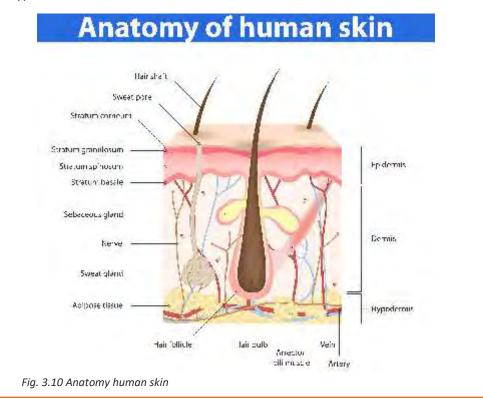
Various Body Movements Nomenclature:

- Flexson: To flex is to decrease the angel between parts. Flexing one's muscles usually results in bringing bony parts closer together. For example forward flexion brings the shoulder girdle and pelvis closer together.
- Extension: A movement of a joint in which one part of the body is moved away from another.
- Adduction: Adduction is a movement which brings a limb arm or leg closer
- Abduction: Abduction is opposite to adducon i.e. taking a limb away from plane.
- **Prone position:** Lying with the front or face downward.
- Supine: Lying with the front or face upwards.
- Dorsiflexion: The turning of the foot or the toes upward.
- Plantar Flexion: The turning of the foot downwards.

3.1.2 The Structure Of Normal Skin-

From top to bottom, skin consists of 3 layers:

- Epidermis
- Dermis
- Subcus / Hypodermis



A. Epidermis

The epidermis is the uppermost or epithelial layer of the skin. It acts as a physical barrier, prevenng loss of water from the body, and preventing entry of substances and organisms into the body. Its thickness varies according to body site.

The epidermis consists of strafied squamous epithelium. That means it consists of layers of flattened cells.

- Skin, hair and nails are keratinized, meaning they have a dead and hardened impermeable surface made of a protein called keratin.
- Mucous membranes are non-keratinized and moist.

The epidermis has three main types of cell:

- 1. Keratinocytes (skin cells)
- 2. Melanocytes (pigment-producing cells)
- 3. Langerhans cells (immune cells).

Special stains are often required to tell the difference between melanocytes and Langerhans cells. The **Merkel cell** is a fourth, less visible, epidermal cell.

Layer	Cell type
Stratum corneum (horny layer)	 Called corneocytes or squamous. Dead, dried-out hard cells without nuclei.
Stratum granulosum (granular layer)	 Cells contain basophilic granules. Waxy material is secreted into the intercellular spaces.
Stratum spinulosum (spinous, spiny or prickle cell layer)	 Intercellular bridges called desmosomes link the cells together. The cells become increasingly flattened as they move upward.
Stratum basale (basal layer)	 Columnar (tall) regenerave cells. As the basal cell divides, a daughter cell migrates upwards to replenish the above.

Table- 3.1 Layer and their cell type

The epidermis forms an undulang appearance, with intermi ent regular protrusions of the epidermis layer (rete pegs) into the upper layers of the underlying dermis. In some areas of the body such as the palms and soles, the rete pegs are less pronounced. The pillars of dermis next to the rete pegs form the rete ridges. The small area of epidermis between rete pegs is called the suprapapillary plate.

Keratinocytes:

The keratinocytes become more mature or differentiated and accumulate keratin as they move outwards. They eventually fall or rub off. They form four disnct layers.

Immediately below the epidermis is a specialised structure that lies between the epidermis and dermis called the basement membrane. The basement membrane, includes various protein structures linking the basal layer of keratinocytes to the basement membrane and the basement membrane to the underlying dermis. The basement membrane makes sure the epidermis stick slightly to the underlying dermis.

The epidermis extends to give rise to specialised appendages also called adexal structures or adnexae. Hair and nails are both examples, i.e. they are specialised structures formed by direct extension of the epidermis.

The hair follicles are associated with sebaceous (oil) glands and arrector pili smooth muscle. This muscle is responsible for goose bumps appearing on the skin in response to cold.

The epidermis also gives rise to eccrine (sweat) glands, a tangle of tubules deep within the dermis that secrete a watery salt solution into a duct that ends on the skin surface. Larger apocrine sweat glands are found in the armpits and groin.

Different areas of the body have different proportions of the adnexal and hair follicle structures present. For example:

- Dense hair on the scalp and none on the palms
- Intense sweating from armpits, palms and soles compared with elsewhere.

Melanocytes:

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

Langerhans cells:

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

Langerhans cells break the allergen into smaller pieces then migrate from the epidermis into the dermis. They find their way to lymphatics and blood vessels before eventually reaching the lymph nodes. Here they present the allergen to immune cells called lymphocytes. Once the allergen is successfully 'presented', the lymphocytes initiate a sequence of events to (1) initiate an immune reaction to destroy the material, and (2) stimulate proliferaon of more lymphocytes that recognise and remember the allergen in the future.

Merkel cells:

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

Dermis:

The dermis is the fibrous connective tissue or supportive layer of the skin. The major fibres are:

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

Elasn: This type of fibre provides the properties of elascity and pliability to the skin.

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

The normal cells in the dermis include:

- Mast cells. These contain granules packed with histamine and other chemicals, released when the cell is disturbed.
- Vascular smooth muscle cells. These allow blood vessels to contract and dilate, required to control body temperature.
- Specialised muscle cells. For example, myoepithelial cells are found around sweat glands and contract to expel sweat.
- Fibroblasts. These are cells that produce and deposit collagen and other elements of the dermis as required for growth or to repair wounds. A resting fibroblast has very little cytoplasm compared with an active cell and appears to have a 'naked' nucleus.
- Immune cells. There are many types of immune cell. The role of tissue macrophages (hisocytes) is to remove and digest foreign or degraded material (this is known as phagocytosis). There are also small numbers of lymphocytes in the normal dermis.

Transient inflammatory cells or leukocytes are white cells that leave the blood vessels to heal wounds, destroy infections or cause disease. They include:

- Neutrophils (polymorphs). These have segmented nuclei. They are the first white blood cells to enter tissue during acute inflammaon.
- T and B Lymphocytes. These are small inflammatory cells with many subtypes. They arrive later but persist for longer in inflammatory skin conditions. They are important in the regulation of immune response. Plasma cells are specialised lymphocytes that produce antibody .
- Eosinophils: These have bilobed nuclei and pink cytoplasm on H&E stain.
- Monocytes. These form macrophages.

The skin cells communicate by releasing large numbers of biologically active cytokines and chemotactic factors that regulate their function and movement. These are too small to see on light microscopy.

Subcutis:

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

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

Functions of Skin

Being the body's largest organ the skin performs a set of key functions resulting from multiple chemical and physical reactions taking place within it.

Protection •Protects the body from injury, heat, radiation, chemicals and microorghanisms •Acts as a mechanical barrier and does not allow organisms to penetratic into the skin •Protects the body from ultraviolet radiation •Acts as a temperature regulator, to enable the body to adapt to different ambient temperatures and atomspheric conditions •Controls secretion and excretion of sweat in sweat glands Hormone Synthesis •Synthesizes active form of Vitamin-D in the presence of sun light Excretion •Excretes harmful substances in the form of sweat and sebum from various metabolic activities of the intestines and liver Immunological Role •Plays an immunological role by picking up the antigens and carry them to the lymph nodes Sensory Function •Carries out the sensation of touch, pain, temperature, moisture, itchiness, etc. Appearance •Acts as a decorative media for human body for its colour, elasticity and thickness	· · · •	· *
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11 Functions of Skin	Appearance	
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	3.11 Functions of Skin	

3.1.3 Meditation For The Giver

Our Healing Hands: So much has been written about the body-mind connection and healing. Our mind connects with universal healing through meditation, or being aware of this connection. Each individual has a name for this healing energy: Reiki, or Qi, or "warm object" or "hot hands".

When the body, mind and spirit are in harmony, good health and balance, then the hands are full of good energy. When the body is sick, its healing energy is reduced.

How can we be effective healers if we are out of balance?

- One way to recharge you is to place yourself in a natural environment, such as the woods, seashore, lake, and the mountains. Breathe in deeply. In that peaceful quietness, take six deep breaths from your abdomen. Drawing breath from the lowest part of the abdomen is the best. Shut your eyes and in your mind, fill in the picture of your surroundings, especially the warmth of the sun. A tingling feeling may arise in your hands. Summon renewed energy for your body from the environment by requesing nature for it. Let the rays of the sun bathe you in its warmth from the top of your head throughout your body to your feet.
- Ask for the support of the Earth and the Sky. Let this energy both ground and lite you. As you relax and the energy comes to your hands, put your palms together; take a breath, and then six more deep breaths. Vigorously, rub your hands together for ten seconds, then gently bring them apart.

Can you feel swirling warmth in your hands? How far apart can you hold on to this ball of energy without losing it? Play with the energy by bringing then hands close together and then moving them apart, do it again, slowly.

What sensations do you feel on your face, abdomen and hands?

This is your healing energy, bio-magnetic energy. It is always there. It is endless. It is your special connection with Universal Love.

3.1.4tiMassagetiTechniques-

The word Massage is a derivation from the Greek 'massein', or the French 'masser', which both mean: to knead. A male operator is called a masseur, a female operator, a masseuse.

Massage is a scientific treatment, by certain passive systemac manipulaons, upon the nude skin of the human body.

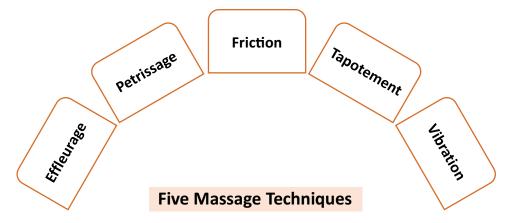


Fig. 3.12 Massage Techniques

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

Effleurage or Gliding or Stroking (Pronounced ef-flur-ahzh):

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



Fig. 3.13 Gliding



Fig. 3.14 Petrissage

Petrissage or Kneading or Milking:

Just think of the motions used to knead bread dough. It generally involves kneading and compression motions rolling, squeezing, or pressing the muscles to enhance deeper circulation. Petrissage attempts to increase circulation with clearing out toxins from muscle and nerve tissue. А compression movement using kneading, pressing, twisting, and squeezing muscle tissue creating а pumping action that forces the venous blood and lymph onward and brings a fresh supply of blood to the muscle.

Friction:

Deep form of effleurage assists in realigning scar tissue, relaxes muscles by smulating Golgi tendon reflex. The motion is circular, applying direct pressure, a fast back and forth movement or slow or deep gliding over muscles. Compression movement performed with the thumb, fingerps, or the palm of the hand and in circular motion. Helpful in limbering joints, tendons, and muscles.



Fig. 3.15 Friction

TapotementtiortiPercussionti(Pronounced tah-pote-mont):

A skilled therapist can tap from thirteen to fourteen times a second. Stimulation of red muscles, relaxation of hypertonic muscles and loosens mucus in thoracic cavity. Make loose fist, keep your wrists relaxed, and use quick movements, alternating hands. Only use with a relaxed wrist.



Fig. 3.16 Tapotement

Vibra on or Shaking or Jostling:

It boosts circulation and increases the power of the muscles to contract. Moving your hand back and forth on the client's body without leaving contact a continuous trembling, pressing movement made with the hands or fingers.

3.1.5 Physical Benefits Of Therapeutic Massage Include

- Helps relieve stress and aids relaxation
- Helps relieve muscle tension and stiffness
- Alleviates discomfort during pregnancy
- Fosters faster healing of strained muscles and sprained ligaments; reduces pain and swelling; reduces formation of excessive scar tissue
- Reduces muscle spasms
- Provides greater joint flexibility and range of motion
- Enhances athletic performance; Treats injuries caused during sport or work
- Promotes deeper and easier breathing
- Improves circulation of blood and movement of lymph fluids
- Reduces blood pressure
- Helps relieve tension-related headaches and effects of eye-strain
- Enhances the health and nourishment of skin
- Improves posture
- Strengthens the immune system
- Treats musculoskeletal problems
- Rehabilitaon post-operative
- Rehabilitaon after injury

3.1.6 Contraindications of massage

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

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

3.1.7 Thai Massage

Thai Tradional Massage is over 2500 years old. The founder, Shivaga Komar Bhucca (Shivagakomarpaj is the anglicized name was the physician to the Theravedic Buddhist order of monks and nuns in India. This physician was a contemporary of Buddha. He developed Thai massage, as well as related herbal practices. When traveling from India to Sri Lanka, Laos, Cambodia, Thailand and Burma, the monks and nuns brought with them the knowledge and tradition now known as Thailand Tradional Massage. In those times, the purpose of this massage was to facilitate deeper meditation practices.

Benefits of Thai Traditional Massage

- Deep Relaxation
- Decreases Stress
- Increases Energy
- Increases Range of Movement of Joints



Fig. 3.17 Thai Massage



Fig. 3.17 (a) Thai Massage

- Assists Posture and Alignment
- Improves Circulation
- Relieves Pain
- Restores Vitality
- Strengthens Internal Organs
- Revitalizes the Chakras and Endocrine system
- Reharmonizes the Internal and External Experiences
- Reconnects the Energy of the Body, Mind and Spirit

Contraindications for Thai massage include:

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

Steps : (Carry out Thai Massage) Supine Position

Hand Massage:

- **Step 1:** Wrap your pinkies between their pinky/ring finger and thumb/index, then wrap all three fingers of yours under their hand, and finally spread with your thumbs
- **Step 2:** Wrap your pinkies between their middle/index fingers and middle/ring fingers, then place two fingers between their thumb/index fingers and one finger between their pinky/ring fingers, then wrap the rest of your fingers under their hand and spread with your thumbs
- **Step 3:** Place their palms on your knees and pull their forearm towards you
- Step 4: Interlock your hands with their hands and pull towards you
- **Step 5:** Internally rotate both arms and compress tricep region
- Step 6: Externally rotate both arms and compress bicep region
- Step 7: Internally rotate both arms and compress extensor region
- Step 8: Externally rotate both arms and compress flexor region
- Step 9: Place both of their arms behind their back and compress their shoulders
- Step 10: Palms facing up and place your heels in the center of their palms (Support your body weight)
- Step 11: Place your knees in their palms and compress bicep/tricep region

Step 12: Place your knees in their palms and compress shoulder region

Step 13: Interlock each others wrists and tracon

- Step 14: Have them cross their hands and interlock each others wrists and tracon
- Step 15: Flex their elbow and rotate their wrists (Palm on the mat) and compress their tricep region

Step 16: Place your toes under their upper back and interlock each others wrists and traction

Head Massage:

Step 1: Place one hand on their forehead and the other one over their jaw, then traction

Neck Massage:

Step 1: Cross both of your arms and compress their shoulders while you use your forearms to flex the neck

Step 2: Place your shin under their neck and your calf compresses their head back

Shoulder Massage:

- Step 1: Knees on quads and compress the shoulder region
- **Step 2:** Overlap your ankle other their ankle and their other foot compresses your shoulder region while you lean into them, and finally compress both shoulders
- Step 3: Cross one of your arms and place your hand on their shoulder and use your other hand the compress towards the floor
- Step 4: Push their shoulder towards their feet and bilaterally flex their neck with your feet

Back Massage:

- Step 1: Knees on quads, compress the hip region and cup it (No pressure on the hip bone
- **Step 2:** Externally rotate the hips and compress the adductors
- Step 3: Their glutes and low back are resting on your quads while you stretch the hams (Knees slightly flexed)
- Step 4: Their glutes and low back are resting on your quads while you stretch the hams
- Step 5: Their glutes and low back are resting on your quads while you dorsiflexion their ankles (Knees bent)
- **Step 6:** Have their hip externally rotated (That foot under their hams) and compress their shoulder and adductors
- **Step 7:** Compress their quads with your knee and flex their other knee with pressure on their shin (Not on bia)
- **Step 8:** Flex one of their knees and rotate out, then compress rotated knee with your hand on their quad, and finally abduct the other leg with your foot
- **Step 9:** Flex one of their knees and rotate out, then compress rotated knee with your hand on their quad, and finally abduct the other leg with your foot and place your other hand on their shoulder region
- Step 10: Abduct one leg and support with your hand and externally rotate their other leg, and finally compress their calf on your quads
- Step 11: Flex both of their knees and rotate out, then compress both of their quads (Perform a push-up for more pressure)
- Step 12: Flex both of their knees and rotate out, then compress both of their hams and calves
- Step 13: Flex both of their knees and rotate out, then compress both of their quads with your knees and compress their shoulder region with your hands
- Step 14: Flex both of their knees and rotate out, then compress both of their quads with your knees and cross their arms while you pull them towards you
- Step 15: Flex their knee and compress their abductors and medial side of their knee at the same me
- Step 16: Compress their calf on your quads while you compress their hip region (Not on the hip bone)
- Step 17: Externally rotate both hips and compress one of their adductors
- Step 18: Externally rotate both hips and compress one of their adductors; your hands are compressing their shoulder region
- **Step 19:** Place your feet under their low back and compress their shoulder region on hip bone)

Step 20: Place one other their legs over their quads and compress their medial knee and opposite hip (No pressure)

Leg Massage:

- **Step 1:** Overlap feet and compress
- Step 2: Compress both feet (Plantar flexion)
- Step 3: Hold foot and extend toes
- **Step 4:** Hold foot and flex toes
- Step 5: Place your fingers between their toes and stretch. Twist foot in opposite direcons
- Step 6: Compress shin region, cup heel and use your body weight to dorsiflex the ankle
- Step 7: Compress quad region, cup heel and use your body weight to dorsiflex the ankle
- Step 8: Compress the shin region (No pressure on the bia
- **Step 9:** Compress the quads
- Step 10: Externally rotate both hips and compress the adductors *Only abduct the legs and compress the quads
- **Step 11:** Use your feet to adduct the legs and compress the quads
- Step 12: Compress the quad and use your knee to compress their calf region. Overlap your foot over their ankle and stretch the hamstrings
- Step 13: Compress their quads with your knee and compress their quads while you stretch their hams
- **Step 14:** Hold onto their ankle and traction
- Step 15: Hold onto their ankle and traction while you are rotating the leg in different positions
- Step 16: Make sure legs are straight and dorsi flex the calves
- Step 17: Overlap both legs and tracon
- Step 18: Have the client cross both legs (Have them sit on your feet and have them cross their arms and you pull towards you
- Step 19: Have the client straighten both legs (Have them sit on your feet and have them cross their arms and you pull towards you
- Step 20: Have the client straighten both legs (Have them sit on your feet and you pull one arm towards you
- Step 21: Flex their knees and rest their feet on your knees
- Step 22: Lean your body weight back and lift their knees
- Step 23: Pull their legs at a 45 degree angle
- Step 24: Use your toes to compress their upper ham and pull their ankle towards you
- Step 25: Place your knee under their back of their knee and place your hands on their quads and pull towards you forearm to compress both of your calves together

Step 26: Place your foot in between their legs and externally rotate one leg (Knee slightly bent) and use your one

- Step 27: Place one leg over their other leg and compress on their shoulder and lateral side of their knee
- Step 28: Overlap both of their ankles and compress both of the hams while you plantar flex their ankles
- Step 30: Cross your legs and perform the same technique
- Step 31: Flex their torso region and compress their calf region with your knees while performing traction o on their arms

Supine Position Steps:





Fig. 3.18 (a) Supine Position Steps

- Stor	os : Prone Position			
JUE				
Hand Massage:				
Step 1:	Compress their arch region with your knuckles			
Step 2:	Use your knees to compress their glutes while you are compressing their bicep/tricep regions with your hands			
Step 3:	Use your knees to compress their glutes while you are compressing their palms with your knuckles			
Step 4:	Use your knees to compress their glutes while you are compressing the sides of their spine with the ulna			
	side of your hand			
Step 5:	Sit on their glutes, and then have them interlock their hands behind their head and lift $\$ under their triceps			
Step 6:	Have them place their ankles up, then sit on their feet and interlock wrists and traction arms			
Step 7:	Externally rotate their hips and place your feet in between them, then interlock wrists and traction arms			
Step 8:	One hand behind their head and compress their upper back while you are compressing the elbow region			
Step 9:	Have them interlock their hands behind their head and place your hands on their upper back and then lift up			
Step 10:	Interlock wrists and traction arms their low back region			
Step 11:	Bring their arms back (Compress them together) and lift their arms toward their head while compressing			

Neck Massage:

Step 1: Use your knees to compress their glutes while you are extending the neck

Shoulder Massage:

- **Step 1:** Use your knees to compress their glutes while compressing their shoulder region with your hands
- Step 2: Compress the lower back and compress the shoulder
- **Step 3:** Sit on their glutes, and then lift under their shoulder region

Back Massage:

- **Step 1:** Raise ankles up, and then compress low back (Not on spine) and dorsiflex ankles with your forearms
- Step 2: Cross their leg over (Compress their ankle into their hams/calf region) and compress the lower back (Not the spine), and finally bring their foot straight up (Your hand under their knee)
- Step 3: Externally rotate their hips and compress their abductors with your knees, while you are compressing their low back region
- **Step 4:** Externally rotate their hips and compress their abductors with your knees, while you are compressing their upper back region
- **Step 5:** Externally rotate their hips and compress their abductors with your knees, then interlock wrists and tracon arms
- **Step 6:** Externally rotate their hips and compress their hams/adductors with your shins, then interlock writs and traction arms
- **Step 7:** Get your balance and compress hams with your feet (Support your body weight)
- Step 8: Get your balance and compress glutes with your feet (Support your body weight)
- **Step 9:** Get your balance and compress hams with one foot and the other foot over the lower spine (Your arch is over the spine (Support your body weight
- Step 10: Abduct the legs with your shins and compress their glutes
- **Step 12:** Compress your knees in their glutes/hams and interlock wrists and traction arms
- Step 13: Compress your knees in their glutes/hams and reach under shoulder and pull towards you

Step 14: Wrap your arm over their upper chest region (Not on their neck) and lift up while compressing glute/ lower back region

Step 15: Compress lower back (Your arch is over their spine) and traction arms

Leg Massage:

- **Step 1:** Use your knees to compress their arch region while compressing their calf regions with your hands
- **Step 2:** Use your knees to compress their arch region while compressing their hams with your hands
- **Step 3:** Use your knees to compress their calf regions while compressing their hams with your hands
- **Step 4:** Use your knees to compress their hams while compressing their glutes with your hands
- Step 5: Compress their medial side of their calves, while internally rotating the legs
- **Step 6:** Compress their medial side of their hams, while internally rotating the legs

- Step 7: Use your knees to compress their glutes while you are compressing their flexor regions with your hands
- **Step 8:** Flex both of their knees and plantar flex their ankles
- Step 9: Flex both of their knees, with your arm on their hams/calves and plantar flex their ankles
- Step 10: Compress glute and compress shin region (Not the bia) on your quads
- Step 11: Compress their glute region and lift the legs up
- Step 12: Compress the glute region with your knee and lift the ankle up traction both legs towards you
- Step 13: Traction both legs up
- Step 14: Place your foot over their sacrum region and traction both legs towards you
- Step 15: Abduct both legs and have their adductors rest on your knees
- Step 16: Abduct both legs and have their adductors rest on your knees and then traction both arms towards you
- **Step 17:** Abduct both legs and have their adductors rest on your knees and then traction both arms (Crossed) towards you
- Step 18: Sit on glutes and lift up legs
- Step 19: Bring legs towards you while compressing their side
- Step 20: Compress their feet on your hips
- Step 21: Compress on their medial side of their lower leg
- Step 22: Compress their hams with your foot and traction their other leg

Prone Position Steps:







Fig. 3.18 (b) Supine Position Steps

Steps : Sitting

Hand Massage:

- **Step 1:** Flex their elbow and raise it up, then place their hand on their upper back region and pull their elbow towards you
- Step 2: Compress their bicep/triceps region into your quads
- Step 3: Hold elbow region and traction arms up
- **Step 4:** Bring elbows together and lift arms up while you compress their back
- **Step 5:** Compress bicep region and pull them back onto you
- **Step 6:** Have them interlock their hands behind their head and go under their arms and hold their hands while bringing their elbows toward you
- **Step 7:** Have them interlock their hands behind their head and go under their arms and hold their hands while bringing their elbows toward you
- **Step 8:** Bring elbows together and lift arms up while you compress their back
- **Step 9:** Compress bicep region and pull them back onto you
- Step 10: Have them interlock their hands behind their head and go under their arms and hold their hands while bringing their elbows toward you
- Step 11: Have them place one hand behind their head and compress shoulder while you bring their arm back
- Step 12: Interlock both of your arms under their arms and compress their upper back while you bring their arms up

Neck Massage:

- **Step 1:** Traction their arm towards you and bilaterally flex their neck
- **Step 2:** Traction their arm towards you and rotate/flex their neck.

Shoulder Massage:

- **Step 1:** Use your forearms to compress their shoulder and side of their head
- Step 2: Use your forearms to compress their shoulders
- **Step 3:** Compress their shoulder and push the other shoulder (Twisting their torso)

Back Massage:

Step 1: Traction arm and push upper back (Twisting their torso)

Leg Massage:

- **Step 1:** Compress your knee on either side of the spine and bring arms tow
- Step 2: Compress your knee on either side of the spine and place their palms on your knee and pull elbows towards you
- **Step 3:** Have them cross one leg over the other leg (Ankle resting on their quad) and compress their upper back
- **Step 4:** Have them cross their legs and support their neck while you push their abductors
- Step 5: Have them cross their legs and traction opposite arm while their other hand is resng on their head and then push the biceps region
- Step 6: Have one leg straight and the other one externally rotated (Knee slightly bent) and compress their upper back
- **Step 7:** Externally rotate both legs (Knee slightly bent) and compress their upper back
- **Step 8:** Their legs are straight and compress their upper back
- Step 9: Place your feet under their glutes and tracon their arms back (Try to lift them up with your toes)

Step 10: Compress the sides of their spine with your feet and traction their arm

Step 11: Walk the back with your feet

Sitting Posi on Steps:







Fig. 3.18 (c) Supine Position Steps

3.1.8 Swedish Massage

Dr. Mezger, of Amsterdam (now praccing in Wiesbaden, Germany), and his two pupils, the Swedish physicians Berghman and Helleday, were among the first to apply the massage treatment scienfically. Their method is now used throughout Europe as Swedish Massage.

Massage strokes:

The following massage strokes are used in Swedish massage

- Circle glide
- Corner to corner and back



Fig. 3.19 (a) Corner to corner and back stroke

- Opposite arm and back glide
- Light- hard- light- hard
- Shoulder x- back x
- Fan in and out

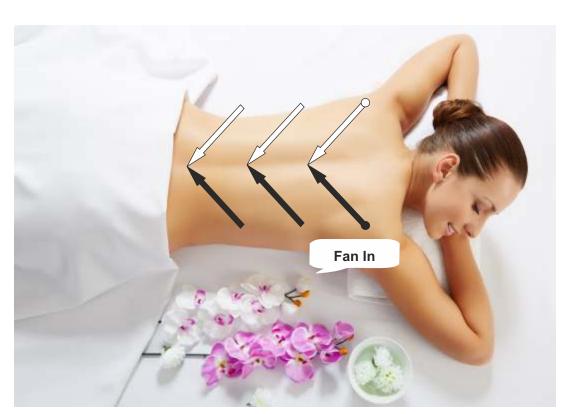


Fig. 3.19 (b) Fan in stroke

- Same fan
- Giant fan
- Ripple
- Catch me- catch me finish
- Hand glute back
- Swing over
- Figure 8
- Full arms
- Down and back
- Hour glass
- Glide to glutes
- Arm traction glide
- Forward spider
- Backward spider
- Arm sandwich
- Slide under belly
- Back to occipital
- Train tracks
- The long and the short

Friction:

- Hand on hand- hand cake and hand cross
- Pray for pain
- Rotated hand glide
- Shock wave
- Around scap slide
- Chop and slide
- Under scap
- Sub occipital traction
- 3 S a charm
- Shoulder life glide
- Arm traction glide
- Dot
- Thumb glide- double thumb glide
- Finger on Finger point glide
- Hold my thumb
- Pay flat cake
- Knuckle friction- Knuckle power and knuckle follow
- Slide- burn- glide- roll- head knuckles
- Neck turn
- Forearm-opposite corner
- U technique
- 1/2 steam roller- steam roller
- Forearm side of spine
- Forearm rock across- rock under
- Supinate to pronate
- Forearm twist
- Forearm choke
- Forearm iliac
- Forearm the spine
- Comfort glide



Fig. 3.19 (c) Pray for pain stroke



Fig. 3.19 (d) Piano roll pain stroke

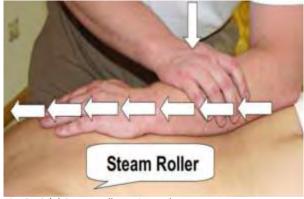


Fig. 3.19 (e) Steam roller pain stroke

Petrissage:

- Ocean wave
- Finger pinch
- Slide n pinch
- Pinch me
- Thai
- Finger roll
- Slide under pinch

Physical Benefits of Therapeutic Massage:

- Helps relieve stress and aids relaxaon
- Helps relieve muscle tension and sffness
- Alleviates discomfort during pregnancy

Fig. 3.19 (f) The I stroke

- Fosters faster healing of strained muscles and sprained ligaments; reduces pain and swelling; reduces formaon of excessive scar ssue
- Reduces muscle spasms
- Provides greater joint flexibility and range of moon
- Enhances athletic performance; Treats injuries caused during sport or work
- Promotes deeper and easier breathing
- Improves circulation of blood and movement of lymph fluids
- Reduces blood pressure
- Helps relieve tension-related headaches and effects of eye-strain
- Enhances the health and nourishment of skin
- Improves posture
- Strengthens the immune system
- Treats musculoskeletal problems
- Rehabilitaon post operative
- Rehabilitaon after injury

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

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



3.1.9 Lomi Lomi Massage

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

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

How to start a Lomi Lomi Massage:

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

General principles and steps for Lomi Lomi massage are as follows

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

Foot Ritual

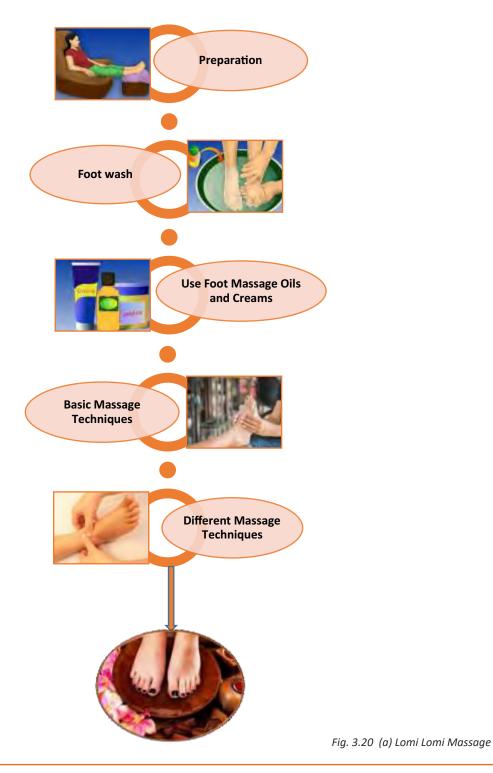
1. Preparation:

- Make the client comfortable by arranging a proper sing arrangement
- Cover the resting area with a towel and rest their feet on it
- Add foaming gel to the warm water in the tub
- Allow the feet to soak in a tub for about 10-15 minutes
- Rub the feet gently with a brush after soaking to remove dirt
- Scrub the feet with a scrubber to remove dead cells
- Dry the feet with towel and allow the client to relax

2. Foot massage:

- Use various essenal oils and foot creams for foot massage
- Warm the oil for a relaxing massage
- Hold the boom of the foot with both your hands and begin rubbing the top of the foot, slowly working down to the sole of the foot.
- Apply more pressure towards the sole.
- Reverse directions and rub the foot moving slowly towards the top, reducing the pressure.
- Use your thumbs for making small circles with medium to heavy pressure around the heel and the ball of the foot.
- Use your thumbs to push up and down on the heel in an anti-parallel direction.

- Rub both your hands gently in a circular moon around the bone in either side of the foot, and your fingers over the top of the bone.
- Make a fist, and use the top of your fingers to apply pressure to the arch.
- Roll your hand back and forth to knead the skin gently.
- Slide your index finger in the gap between each toe.
- Gently slide all five fingers between each of the toes simultaneously, while rubbing a small amount of massage oil or cream between each one.



3. Special Massage Techniques:

- Hold the foot in both hands and give ten short, strong pulls on one side and then the other.
- Hold the side of the foot with both thumbs placed on the inside center of the arch.
- Use one hand to gently squeeze and pull the foot.
- Push the muscles starting at the achilles tendon to lift the muscles of the foot, and helping to work out impurities.
- Slowly work your way up to the lower calf using this technique for further relaxation.
- Straighten their leg vertically, and use your forearm to apply pressure downward into the foot.
- Massage towards the knee, applying light pressure at first and slowly adding more.
- Hold the foot up, and use one hand to rotate the foot around the ankle in clockwise and anti-clockwise direction.
- Add required quantity of Epsom salts and spa oil in the foot massager's base. Leave feet for 20 minutes to get it rejuvenated.

4. Benefits of Foot Ritual:

- Improves circulation
- Reduces injury
- Lowers blood pressure
- Remove dead skin cells
- Enhance the condition of the skin
- Ease aches and pains
- Promote feelings of deep relaxation
- Calm the mind, body, and spirit.



Fig. 3.20 (b) Foot Ritual

Steps:



Fig. 3.20 (c) Lomi Lomi Massage

Massage of the Back

- "Superstroke" like motion: Three circles around heart, three around ribs, one around glutes (come back with forearms along sides), three brushes out over shoulders, one going down arms and up glutes as before.
- Form T with both hands at sacrum, travel up over spine (vertebrae between index and middle finger), vibrating as you go.
- Quick "flush" up side (up, shoulder to neck). On third go out to arm, wriggle wrist, and break Popsicle.
- Hand to face cradle
- Elbow to armpit
- Elbow to ribs
- Elbow to glutes. On third pivot to head of table
- Glutes to ribs
- Glutes to armpit. On third sandwich arm and stretch.
- Client s Arm to table, and repeat for other side, starng with "flush"
- Forearm fricon- Ltechnique- Utechnique
- ½ steam roller- steam roller
- Forearm side
- Forearm rock rock across- rock under
- Supinate to pronate
- Double elbow wiper
- Over forearm slide
- Ulna forearm twist
- Forearm choke
- Forearm the iliac
- Forearm the spine
- Comfort glide
- Under forearm slide
- Elbow ouch
- Wedge

Back of Leg

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

- Effleurage from foot up to top of fingers, back down arm, pivot when going up at ribs, pivot at knee when going down.
- Forearm effleurage plantar surface of foot (hand up, leg up hand down, leg down)
- Foot compression/rock

Front of body:

- Starng at ankle, full arm effleurage leg all the way up. Inside arm around iliac crest (over, then under).
- Support leg with your knee/thigh
- Warm foot
- Fingers around malleoli, alternating , with foot moving back and forth
- Palm drains up anterior bialis while other hand presses hard on quads
- Thumb (wrist straight) along bia, fingers (flat) looped on other side of bia. Fan open at knee.
- Petrissage the knee with both hands One on each side (to just below patella)
- Pick up leg by skin just below knee and wiggle
- Bend knee (client's heel to client's buttocks) and sit on foot
- Fingers grab quads. Lean in and out rhythmically as you glide down leg.
- Effleurage medial and lateral thigh with palms of hands moving at same me up and down.
- Pick up leg and stretch (frog leg). Lean on knee
- Stretch leg, straight, to side of table. Push at heel, support at knee. Ξ.
- Rotate hip, leng heel touch table each me, hand under heel. When knee inside just let leg slide drop. Immediately vibrate quad to foot.

Arm:

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

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

Neck/Face:

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

3.1.10 Aromatherapy

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

Aromatherapy is used for the relief of pain, care for the skin, alleviate tension and fatigue, promote relaxation and invigorate the entire body.

The essential oils are aromatic essences extracted from plants, flowers, trees, fruits, bark, grasses and seeds with distinctive therapeutic, psychological, and physiological properes, which improve and prevent illness. Essential oils when inhaled, work on the brain and nervous system through stimuation of the olfactory nerves. Aromatherapy that works on the mind and body simultaneously is the most effective.

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

Essential Oils

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



Fig. 3.21 Essential oils used in spa therapy

Name of Essential Oil	Biological Name	Properties	Uses
Clary Sage	Salvia Sclarea	Warming, soothing, anti-convulsive, anti-depr essant, anti-phlogistic, anti septic, anti-spasmodic, aphr odisiac, astringent, bactericidal, carminative, cicatrisant, deodorant, digestive, emmenagogue, hypotensive, nervine, regulator (or seborrhoea), tonic, uterine.	Clary sage is used to alleviate menstrual problems. It also helps improve conditions such as depression, anxiety, high blood pressure, throat infecons, whooping cough, muscular aches and pains, asthma, colic, cramp, dyspepsia, flatulence. Related to skin and hair, it helps to improve condions in case of acne, boils, dandruff, hair loss, inflamed condions in skin, oily skin and hair, ulcers and wrinkles. With respect to the genito-urinary system disorders such as dysmenorrhoea, leucorrhoea, amenorrhoea, labour pain it is used to alleviate conditions. It is also used in helping nervous system disorders such as frigidity, impotence, migraine, nervous tension and stress related disorders, also it is known to help.
Eucalyptus	Eucalyptus Globulus	Antiseptic, analgesic, anneuralgic, antirheumatic, antispasmodic, antiviral, antidepressant, anti- inflammatory, aphrodisiac, balsamic, cicatrisant, carminative, decongestant, deodorant, depurative, diuretic, expectorant, galactagogue, febrifuge, hypoglycaemic, parasicide, prophylactic, parturient, rubefacient, stimulant, sedative, tonic (uterine). vermifuge	Muscular aches and pains, poor circulation, rheumatoid arthritis, sprains, asthma, bronchitis, catarrh, coughs, sinusitis, throat infections, cystis, leucorrhoea, chicken pox, colds, epidemics, flu and measles. It also assists in case of nervous system disorders such as headaches, debility, neuralgia, etc. It is also found helpful in case of skin disorders such as burns, blisters, cuts, herpes, insect bites, lice, skin infections and wounds.

Jasmine	Jasminum officinale	Analgesic (mild), antidepressant antiinflammatory, antiseptic, antispasmodic, aphrodisiac, carminative, cicatrisant, expectorant, galactagogue, parturient, sedative, tonic (uterine).	Depression, nervous exhaustion and stress related conditions. Jasmine is said to produce a feeling of optimism, confidence and euphoria. It is especially good in cases of apathy, indifference, or listlessness. Jasmine is also used for coughs, hoarseness, laryngitis, catarrh, etc. labour pains, uterine disorders, dysmenorrhoea, frigidity, and other skin problems such as dry, greasy, irritated, sensive skin and for muscular spasms and sprains.		
Lavender	Lavendula Vera Officinalis	Analgesic, anticonvulsive, antidepressant, antimicrobial, antirheumatic, antiseptic, antispasmodic, antitoxic, carminave, cholagogue, cholerec, cicatrisant, cordial, cytophylacc, deodorant, diuretic, hypotensive, insecticide, nervine, rubefacient, sedative, stimulant, tonic, vulnerary. An excellent first aid oil. It soothes cuts, bruises and insect bites.	Lavender is a therapeutic essence. It is considered very versale and can be put to many uses. It is used to alleviate nervous system disorders such as depression, headache, insomnia, migraine, nervous tension, stress related conditions, PMT, sciatica, shock and vertigo. It is also very useful for reducing hypertension. Lavender is useful in treating skin conditions such as abscesses, acne, allergies, athlete's foot, boils, bruises, burns, dandruff, dermatis, ear ache, eczema, inflammations, insect bites and stings, insect repellant, lice, psoriasis, ringworm, scabies, sores, spots, sunburn and wounds. Other applications of lavender are for the treatment of disorders such as lumbago, muscular aches and pains, rheumatism, sprains, asthma, bronchitis, halitosis, laryngitis, throat infections, whooping cough, abdominal cramps, colic, dyspepsia, flatulence, nausea, cysts, dysmenorrhoea, leucorrhoea and for flu.		

Lemon	Citrus Limonum	Refreshing, antiseptic, stimulating , anti- anaemic, antimicrobial, antirheumatic, antiscleroc, antiscorbuc, antispasmodic, anti-toxic, astringent, bactericidal, carminave, cicatrisant, depurative, diaphoretic, diuretic, febrifuge, haemostatic, hypotensive, insecticidal, rubefacient, stimulates white corpuscles, tonic	Warts, depression, acne and indigestion. arthritis, cellulitis, high blood pressure, nosebleeds, obesity (congestion), poor circulation, rheumasm, asthma, throat infections, bronchitis, catarrh, dyspepsia, colds, flu, fever and infections. Other applications of lemon include usage for the treatment of anaemia, chilblains, herpes, corns, cuts, brile nails, boils, greasy skin, insect bites, spots, mouth ulcers, and varicose veins.
Peppermint	Mentha Piperita	Digestive, cooling, refreshing, mentally stimulating, analgesic, anti-inflammatory, antimicrobial, antiseptic, anviral, astringent, carminave, cephalic, cholagogue, cordial, expectorant, hepac, nervine, stomachic, sudorific, vermifuge and antispasmodic.	Muscle fagtiue, bad breath, toothache, bronchitis, indigestion and travel sickness, neuralgia, muscular pain, palpitations, asthma, sinustiis, spasmodic cough, for digestive system disorders such as colic, cramp, dyspepsia, flatulence, nausea and skin problems such as acne, dermatis, ringworm, scabies and for toothache.
Petgrain	Citrus Auranum var amara	Soothing, calming, antidepressant. Also antiseptic, anti spasmodic, deodorant, digestive, nervine, stimulant (digestive, nervous), stomachtic, tonic.	Skin problems, apathy, irritability and depression, convalescence, insomnia, nervous exhaustion, stress related conditions, dyspepsia, flatulence, acne, excessive perspiration, greasy skin and hair and for toning.

Rosemary	Rosmarinus Officinalis	Analgesic, antimicrobial, antioxidant, antirheumatic, antisepc, antispasmodic, aphrodisiac, astringent, carminave, cholerec, cordial, diaphorecti, digestive, diuretic, fungicidal, hepatic, hypertensive, nervine, parasicide, restorave, rubefacient, stimulant of circulatory, adrenal cortex and hepatobiliary systems, stomachic, tonic.	dyspepsia, flatulence, hepatic disorders, hypercholesterolaemia. Rosemary is also used for treatment of some other ailments including arteriosclerosis,fluid retention, gout, muscular pains, palpitations, poor circulation, rheumasm and for the treatment of skin conditions such as acne, dandruff, dermas, eczema, and greasy hair. The other uses of Rosemary are as an insect repellent, for promong hair growth, and for the treatment of scabies, scalp stimulation, lice and varicose veins.
Sandalwood	Santalum album	Antidepressant, antiphlogis c, antiseptic, aphrodisiac, astringent, antispasmodic, bactericidal, carminave, diuretic, expectorant, fungicidal, insecticidal, sedative and tonic.	Depression, insomnia, nervous tension, stress related complaints, cysts, diarrhea, nausea, bronchitis, catarrh, coughs, laryngis, sore throat, acne, dry, cracked and chapped skin, aftershave, greasy skin, moisturizer.
Tea tree	Melaleuca Alternifolia	Antifungal, antiseptic, anti - infectuous, anit- inflammatory, antiviral, bactericidal, balsamic, cicatrisant, diaphoretic, expectorant, fungicidal, immono-stimulant, parasicide, vulnerary.	Used for improving conditions in cases of dandruff, mouthwash, cuts, insect bites, pimples, cold sores, herpes, etc. They are also used for athlete's foot, rashes, spots, blisters, burns, oily skin, veruccae, warts, abscess, acne, wounds. It is also said to help in ailments such as asthma, bronchitis, catarrh, coughs, sinusis, tuberculosis, whooping cough, vaginitis, cysts, colds, fever, flu, infectious illnesses such as chicken pox.
Ylang Ylang	Cananga Odorata var. genuina	Antidepressant, anti- infecous, euphoric, aphrodisiac, relaxant, anseborrhoeic, antisepc, hypotensive, nervine, regulator, sedative (nervous), stimulant (circulatory), tonic.	It is used for improving conditions in cases of depression, nervous tension, hyperpnoea (abnormally fast breathing), highblood pressure, tachycardia, palpita ons and digestive upsets. For skin care its uses include for improving conditions in cases of disorders such as for acne, hair growth, insect bites, hair rinse, irritated and oily skin. For some other nervous system disorders, also it is considered useful, such as impotence, insomnia, frigidity, and stress related disorders.

Steps of Aroma Massage

Room Preparation:

- Keep the room very dy and clean.
- Keep the oils ready.
- Make sure all the hot aromatic towels are also made in advance.

Product to be used:

Recommended oil

Pre Procedure:

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

Foot Wash:

- Add warm water and liquid soap in a tub
- Put the feet in the tub for about 10-15 minutes
- Use a brush to clean the dirt off the feet
- Wash the feet in warm water and rinse with a towel
- Apply foot scrub on the feet and scrub it
- Wash the cream and dirt with warm water
- Wipe the feet with a towel
- Use a pumice stone or scrubber to remove the dead cells
- Rinse with water and dry the feet
- Apply cream, and massage to moisturise the feet

Back Massage:

- The back is covered with towels
- Connect to the client
- Diagonal stretch
- Longitudinal stretch
- Side stretch
- Application of oil with palms
 Spread the oil with medial side of palms in side ways & diagonal direcon
- Effleurage in Figure of 8, on back & effleurage on trapezius alternate
- Kneading on back
- Thumb rotaon on hip region
- Knuckling on the hip region
- Rimming with alternate hands
- Make figure 8 on scapula
- Kneading on neck
- Knuckling on neck
- Thumb drain on back in 3 longitudinal lines
- Thousand hands or feathering on spine
- Fist drain on side of spine with alternate hands

Fig. 3.22 Longitudinal stretch



Fig. 3.23 Foot wash



Fig. 3.24 Oil applicaon with palms

- Pressure points
- Effleurage
- Thumb drain
- Thousand hand

Back Leg Massage:

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

Front Leg Massage:

- Full effleurage with oil application
- Effleurage on sole with oil application
- Thumb sliding & alternate thumb drainage on sole
- Pressure points on fingers
- Finger rotation
- Full effleurage
- Kneading on calf
- Picking up on calf
- Palm rotation on knee
- 'V' shape effleurage on thigh
- Feathering on medial side of thigh
- Wringing on thigh
- Feathering on medial side of thigh
- Feathering on full leg
- Repeat step 17 in back leg massage & finish with giving pressure on pressure points on lateral thigh

Abdominal Massage:

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

Chest Massage:

- Effleurage 3 times with oil application
- Thumb kneading on collar bone
- Effleurage from head end

Hand Massage:

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

Face Massage:

- Effleurage on face
- Pressure points on Face

Head Massage:

Rubbing movement on the top

Post Procedure:

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

3.1.11 Exfoliation

Exfoliaon is the removal of the dead, keranized skin cells on the outermost surface of the skin through mechanical or chemical mean for smoother and fresher look. It is an important part of both professional facials and body treatments.

Types of Exfolia on Treatments

There are two basic types of exfoliaon methods: Mechanical exfolia on, and Enzymatic or dissolving exfoliation.

Types of mechanical exfoliation include dry skin brushing, salt or sugar glows, body scrubs, fricon, and body polish treatments.

The enzyme and dissolving exfoliates are applied to the skin, and then rinsed off. The enzyme uses dissolved keratin in the skin, removing dead cells and supporng the natural process of exfoliation.

Spa therapists uses various types of exfoliation treatments:

Dry Skin Brushing: Body is brushed with natural bristle brushes to desquamate dead skin cells and stimulate lymph and blood circulaon.

Wet Skin Brushing: Body is dampened with water, apple cider vinegar or a foaming body shampoo before it is brushed.

Salt Glow: A specialized salt is mixed with oil, body wash, water, apple cider vinegar, or other wet or oily product and applied to the body for smooth skin by increasing the vital energy and smulating lymph and blood flow

Sugar Glow: A sugar glow treatment uses table sugar, brown sugar or raw sugar with water, oil, milk, wine, or a body wash product and are applied to the body to increase circulation and lymph flow, relax the body and smooth the skin.

3.1.12 Body Wraps

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

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

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

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

General Treatment Considerations:

Before delivering any type of body wrap, a careful pre-treatment health form/quesonnaire must be filled out with the client to make sure that there are no contraindicaons for the treatment. The therapist should also be aware of problems that might arise during this parcular type of spa treatment.



Contraindications:

- Children, elderly, pregnant women
- Physical injuries
- Rheumatoid arthris
- Fevers
- Nerve damage
- Renal insufficiency
- Poorly treated diabetes
- Spider veins/varicose veins
- Allergy to that specific product

Fig. 3.25 Body Wrap

Healing Crisis:

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

Modesty:

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

When The Wrap Goes Wrong:

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

Types of Body Wrap Spa Treatment:

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

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

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

Chocolate body wrap: The ultimate treat for chocoholics, this heavenly scented body wrap sees cocoa-rich formulas applied to your skin. Chocolate is known for its anti-ageing, toning and softening qualities.

Frigi thalgo body wrap: Those with excess fluid retention in their hip and/or thigh region will benefit from a chilly 'frigithalgo' (meaning 'cold richness of the sea') marine algae body wrap, which also targets cellulite and gives red legs a new lease of life.

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

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

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

Oil body wrap: These body wraps are formulated to moisturize dry and/or dehydrated skin. A single - or mix of - aromatic essential oil is warmed and sandwiched between your skin and the applied mylar bandages **Paraffin body wrap:** Bandages are seldom used as part of this unique, skin-softening body wrap - warm paraffin wax is simply brushed directly over your body, creang its own seal once dry. The heat from the wax can help to reduce muscle pain and soothe artheritic symptoms.

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

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



Fig. 3.26 Body Wrap

Steps for Body Wrap:

- 1. **Prepara on:** Before body wrap begins, clients are requested to remove clothing from that specific part of body where they want body wrap spa treatment.
- **2.** Exfolia on: Clients who have selected wrap comprising exfoliation will first have their therapist remove dead skin cell through dry brushing, or by using a gently abrasive scrub.
- **3. Rinse**: Clients who undergoes scrub exfoliation needs to rinse off the exfoliation in a separate room or **o** the treatment table.
- 4. Applica on: A mineral and/or oil-rich formula are applied on the body and limbs, then each area is wrapped in cloth or plastic film before moving to the next. When fully wrapped, some heated towels may be laid t promote sweating and further opening of pores.
- 5. Relaxation: The client is left alone to relax for half an hour to allow the treatment to do its magic. Alternatively, the therapist may stay and give an invigorang head massage (addional fees may apply).
- 6. Unwrap and rinse: The therapist unwraps and either rinse off using the Vichy shower, or requests the client to take a shower by themselves
- **7. Moisturisation:** The therapist applies a final moisturiser or body oil to all areas of your skin to protect and soften it

3.1.13 Balinese Massage

History of Balinese Massage:

Balinese Massage dates back to many thousands of years. Balinese massage or Bali massage has its origins linked to practices in Asian massage, Tibetan, Chinese and Indian Ayurvedic therapies. In Bali, apart from emotional and physical disorders many factors are thought to contribute to disease. Bali massage therapy focuses on making one more aware of the invisible realms around us, and to deal with many health issues by harmonising them.

Concept of Balinese Massage:

The Balinese people strongly believe in the power of spirits and magic; traditionally, a lot of them believe that the good spirits live in the mountains and fields and demons and evil spirits dwell within the seas. As a result, offerings to spirits play a significant role their day to day lives. Every day small offering trays (canang sari) which hold flowers, money and symbolic foods are placed outside temples, houses and shops. These offerings are said to please the spirits and as a result bring harmony, good health and prosperity to the families and the community.

Balinese people believe, everything in nature is connected. They believe, life, work, words, acons, disease, death, gods, demons, man, woman, nature, art, culture, everything is inter-linked and interrelated. Also, what one does in any area of life will ultimately affect the whole life and all related elements in the world. Therefore, everything is then considered sacred and is done with a sense of respect and responsibility, with joy and always celebrang the spirit of life. The massage therefore embeds these ideologies and is carried out in the same spirit.

What happens in a Balinese massage

A Balinese massage uses a combination of gentle stretches; it includes various massage techniques like skin rolling, kneading, stroking, acupressure. It also uses aromatherapy oils. All these work towards stimulating the flow of blood, oxygen and 'qi' (energy) around your body, and bring deep relaxation, health and wellness. The use of oils is calming and sensual and leaves you feeling relaxed and serene.

A Balinese massage works deeply to soothe damaged ssue, and relieve strained muscles and joint pain.

Balinese massage is a luxurious spa treatment and is considered a rigorous massage treatment. Clients can choose this if they want to experience a variety of massage techniques, relax and feel spiritually rejuvenated at the same time. Balinese massage in its philosophy is linked to the same as is Ayurveda, the Indian holistic medical system.

Balinese massage is said to help improve conditions in a wide range of ailments. Some of these are muscle and joint pain, headaches and migraines, insomnia, etc. The boost to blood and oxygen circulation helps reduce stress and rebalances one's body as well and is useful in conditions of anxiety and depression. Allergies and breathing problems like asthma are also conditions in which Balinese massages are helpful.

Because it works very deeply into the ssue, as well as boosng circulation and harnessing acupressure and reflexology techniques, Balinese massage is a highly effective treatment for sports injuries.

The following points have to be considered in relation to contraindications for Balinese Massage

- Pregnancy
- Acute joint or limb pain
- Recent surgery
- High/Low BP
- Other massage contraindications

What to expect from a Balinese massage

Bali is an Indonesian island and the Balinese massage take its name from that.

Balinese massage is usually performed on a soft mat on the floor, or on a massage couch. It can also be done while the customer is seated in a chair, if, for medical reasons one is unable to lie down on the couch or floor.

Essenal oils, are used in Balinese massages, as smell is a very powerful stimulant triggering memory and other associations.

The Balinese massage, involves using quite deep pressure during the massage. This is because the massage aims to work on deep, knoed tissue and damaged muscles. Therapists use long, gentle strokes and kneading to relieve tension. This also improves blood and oxygen circulation in the muscles closer to the surface of the skin.

At the end of a Balinese massage some coconut or other scented oils are usually poured onto the body. Balinese massage sessions usually last to about an hour.

Different types of Balinese massage

Indonesia has many versions of massages from Bali and other islands. These massages combine ancient traditions and practices and aim at giving customers a rejuvenating and healthy experience. Some examples of massages from Bali and surrounding islands are:

- Sasak massage
- Balinese Boreh a Balinese massage created by rice farmers to ease pain using a preparation of a paste of ground spices
- Javanese Lulur Ritual (tradionally performed on brides in preparaon to marriage)
- Lombok massage
- Urat massage

3.1.14 Reflexology

The roots of Reflexology can be traced 5,000 years ago in many countries, including Persia, Tibet, India and China. The Chinese are known to have practiced a form of pressure therapy with a basis similar to that of Acupuncture.

The first real advancement of Zone Therapy can, however, be attributed to an American physician and surgeon, Dr. William Fitzgerald. He found that by applying pressure to a certain area of the body and particularly of the hands he was able to anaesthize the ear and perform minor ear operations without anesthetic.

How Reflexology works and its effects:

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

The Zone Theory

Reflexology or zone therapy is based on the principle that each organ, part and muscles of the body is "reflected" on the sole and top of the feet and hands. The feet are like a mirror of the human body.

To follow Dr. Fitzgerald's theory, imagine that the body can be divided into 10 vertical zones which run parallel from the top of the head to the end of the feet.

Remember:

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

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

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



Fig. 3.27 Reflexology

Unit 3.2 – Carryout Simple Spa Therapy Services and Assistive Tasks

Unit Objectives

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

- 1. Prepare client for massage/therapy
- 2. Prepare the consultation chart for client
- 3. Carry out tasks to support the Spa Therapist

3.2.1 Assist The Client In Getting Ready For The Therapy-

In order to give an unforgettable spa experience to the guests following is done:

- With a smile serve welcome drink / water to the guest as per GHC/ SM instructions.
- Prepare the room with consumables, as per the chit given to you by the GHC/SM.
- The therapist should come to the reception and greet the guest after the GHC has introduced you to the guest
- Guide the guest towards the room with five fingers joined and ventral of the palm facing upwards.
- Walk in front of the guest and open the door to the therapy room.
- Keep the door open and let the guest enter.
- Put up the occupied sign outside the door.
- Shut the door and switch ON the AC and set the temperature at 24 degrees unless guest asks you to change it.
- Switch ON all lights, switch ON the geyser.
- The therapist should walk out of the room II the guest changes
- Ask the guest to lie down on the bed and check the guest's comfort for music, room temperature, light etc.

 In front of the guest sanitize your hands first, and remember to sanitize again after the therapy completion. If your guest misbehaves with you like:

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

What should you do?

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



Fig. 3.28 Greeting & assisting the client

3.2.2 Assist In Draping Of Client

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

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



Fig. 3.29 Assist in draping the client

3.2.3 Client Preparation And Room Setup

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

The Consultation Chart:

and use heat packs.

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

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

The Treatment Room:



Fig. 3.30 Treatment room

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

Temperature:

The room should be a comfortable temperature, and heating pads, covers or infrared lamps should be available to ensure that the client will not become uncomfortably cold during the treatment. Some products should be warmed before use in order not to chill the client.

Lighting:

Lighting should be subdued, contributing to the atmosphere of relaxation. Direct overhead lighting should not be sued, if it is unavoidable provide eye pads or an eye pillow for the client. Any bright task lighting required by the therapist should be turned on after the client is settled, and any eye covering in place.

Client Comfort:

Assist your client to be at ease during the treatment:

- Explain procedures thoroughly
- Show your client the product you will be using
- Maintain privacy, and be attentive to issues of modesty
- Position your client carefully and use bolsters and pillows as required

Room Setup:

As much as possible set up your treatment room before use, with all coverings on the treatment table, all product premeasured and ready for use and all linens stocked and ready.

Equipping a dry service room

Beauty Couches:

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

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

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

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

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

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

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

Couch Steps:

Couch steps are available to assists clients who are particularly small or who for medical reasons have difficulty getting onto the general purpose non-hydraulic couch. They should be used with care and always with the therapists in attendance.

Beauty Chairs (stools:

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

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

Beauty Trolleys:

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

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

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

Summary

Definition of Anatomy: Anatomy is a branch of biology that is deals with the study of the structure of living things. It is classified as human anatomy, animal anatomy (zootomy) and plant anatomy (phytotomy).

Definition of Physiology: Human physiology is the science of the mechanical, physical and biochemical functions of humans in good health, their organs, and the cells of which they are composed. The principal level of focus of physiology is at the level of organs and systems.

Abdominal organs

- Liver
- Gall Bladder
- Stomach
- Duodenum
- Large intestine
- Rectum
- Anus
- Appendix
- Kidneys
- Ureters
- Bladder
- Urethra
- Prostate (males)
- Ovaries (females)
- Fallopian tubes (females)
- Uterus (females)
- Cervix (females)
- Pancreas
- Spleen

Functions of Skin

Being the body's largest organ the skin performs a set of key functions resulting from multiple chemical and physical reactions taking place within it.

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

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

Hormone Synthesis – Active form of vitamin-D is synthesized in this skin in the presence of sunlight.

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

Immunological Role – The skin plays an immunological role, due primarily to the langerhans cells that can pick antigens from the skin and carry them to the lymph nodes.

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

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

Benefits of Thai Traditional Massage

- Produces deep relaxation
- Decreases stress levels
- Enhances energy levels and restores vitality
- Increases range of movement of Joints
- Assists good posture and alignment
- Improves blood circulation and relieves muscular pain
- Strengthens internal organs
- Revitalizes the chakras and endocrine system

The following points have to be considered in relation to contraindications for Thai Massage:

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

Exercise	Ø

1. Name the three layers of human skin?

2. What are the different techniques of massage?

3. What is aromatherapy?

4. List the various benefits of therapeutic massage?

- Notes			





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4. Workplace Health And Safety

Unit 4.1 – Workplace Health and Safety



Key Learning Outcomes 👸

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

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

UNIT 4.1: Workplace Health and Safety

Unit Objectives

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

1. Explain how to maintain workplace safety and respond to threats

4.1.1 Introduction

Beauty and Spa Therapy is an exciting , fast-moving industry, but just as it presents you with some great opportunities, it also involves responsibilies. 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, meet any legal responsibilities and follow workplace instructions.

In this unit you will learn about:

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

4.1.2 Spa Health and Safety

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

Hands and Hygiene:

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

Shaking hands with people, taking their coat even removing a used coffee cup - can pose the potenal risk of cross infection; the spa is not an exception. Shaking hands with people, taking their coat, even handling a used tea cup - can pose the potenal risk of cross infection.

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



Fig. 4.1 Washing of Hands

Fig. 4.2 Sanitizing of Hands



Fig. 4.3 Steps for proper Cleaning/Sanising of hands

Work surfaces

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

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

Salon chairs & couches

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



Fig. 4.4 Couch/chair of spa

Instruments & Tools

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

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

Floors

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

4.1.3 Identifying the hazards and evaluating the risks in your workplace

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

Risk assessment and control

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

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

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

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

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

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

Hazard	Risk
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 finger carpet	Tripping up
Trolleys and desks overloaded with equipment and products	Furniture tripping over
Plugs that have loose or frayed leads	Possible electric shock or risk of fire
Rushing about too much, without concentrang	Bumping into people and causing an injury
Staff carrying tools in the pocket of her uniform	Cuts or wounds if someone bumps into her
Carrying too much at once	Can't see where you are going which results in an accident or a bad back
Breakages or spills that are not cleared up instantly	Cuts or slipping over
Unsterilized tools	Cross infection

Table- 4.1 Various hazards and their risks

4.1.4 Health and safety rules

Hot and Cold Running Water

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

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

Your Responsibilities at Work

Report to your supervisor immediately in case of the following:

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

Don't:

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

Staff Areas

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

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

In spa 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.

4.1.5 Common Workplace Threats

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

Threats	Responses		
 Fire: Fire is a significant hazard for most businesses. There are three main causes: It is started deliberately. It occurs because people are not alert to fire hazards. It occurs because people are careless. 	 Safe storage of materials. Maintain fire exit routes. Routine checks/end of day checks. Fire fighng /protection equipment. 		
Electric Shock: There are hazards presented by the electrical installation (the fixed wiring, plug sockets, distribution boards, etc. and portable electrical equipment (any equipment that plugs into the electrical installation).	 Roune inspection of equipment. Roune inspection of installation. Inspecon, maintenance and testing carried out by competent person. Effective defect reporting system. 		
Shoplifting: It is the act of stealing products from parlour by customers. The salon may face loss on losing expensive beauty care products.	 Observe any suspicious behaviour of customers. Frequently check CCTV surveillance. Ensure that the guards/salon manager are there in case such incident comes to notice. 		
Violence: May be either verbal or physical and could arise during robberies, terrorist activities or customer complaints	 Provide panic alarms, training etc. Cameras. Immediately reporting to police/ authories. 		

Table- 4.2 Common workplace threat

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

4.1.6 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 writen 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.

Don't:

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

4.1.7 Posture, Lifting And Carrying

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

Injury can be caused by:

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

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

- use height-adjustable couches and cuting 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 me.
- do exercises to keep your hands flexible.
- maintain good posture.

Safe Lifting Method

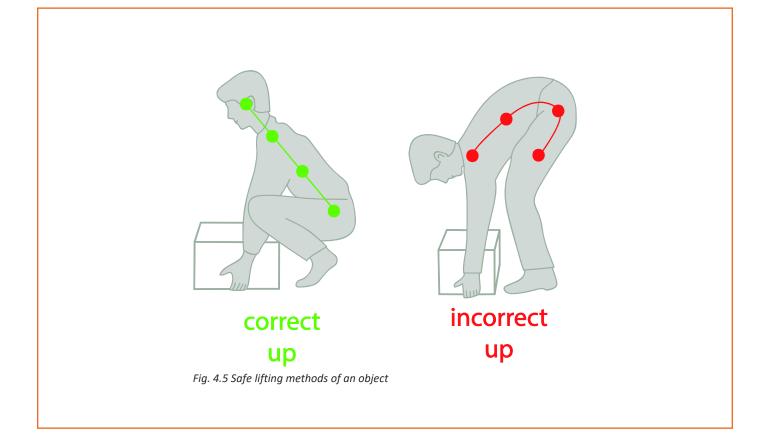
As a member of staff, you will have a lifeme of bending and standing in one position and it is essential that you look after your back. The safe liing method is shown below; make sure that you follow it.

Think about the lift. Where is the load to be placed? Do you need help? Are handling aids available?	With your feet close to the load, bend your knees and keep your back straight. Tuck in your chin. Lean slightly forward over the load to get a good grip.	When you are sure of your grip on the load, straighten your legs and lift smoothly . Remember to keep your back straight.	Carry the load close to your body.
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Table- 4.3 Posture carrying and lifting

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.



4.1.8 Equipment And Clothing

Your responsibilities at work - Equipment and clothing

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

All products that could be harmful must be:

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

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

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

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

Product	Hazard	Correct use	Storage	Disposal of waste	Caution
Sodium hypochlorite (Bleach)	ypochlorite react violently with kep bleach) if incompatible sep contaminated chemicals from		Must be kept separate from other chemicals	Refer product label & material safety data sheets	Comply with laws, regulations Refer product label and material safety data sheets

Table- 4.4 Equipment and clothing



Scan this QR Code to access the related PPT



1. When picking up at large or heavy item:

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

2. It is a good idea to:

- 1. Use height-adjustable couches and cuting stools.
- 2. Get help when carrying large, heavy or awkward things.
- 3. Move and stretch your body regularly if you remain in the same position for a long me.
- 4. Do exercises to keep your hands flexible.
- 5. Maintain good posture.

3. Important points to keep intimind while handling electrical machines

Do:

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

Don't:

1. Touch electrical equipment, plugs or switches with wet hands or place bowls of water nearby.

- 2. Leave trailing wires.
- 3. Plug in or use any equipment that has been reported as faulty.

Exercise

- 1. Parlour hygiene includes cleaning of:
 - a. Floors
 - b. Instruments and tools
 - c. Chairs and furniture
 - d. All of these
- 2. What is the response towards shoplifting?
 - a. Review CCTV footage
 - b. Notice suspicious behaviour
 - c. Make sure guards are on duty
 - d. All of these

3. An Assistant Spa Therapist may suffer headache and migraine due to:

- a. Muscle tightness
- b. Long conversation with clients
- c. Poor posture
- d. None of these
- 4. List workplace threats and response to them.

– Notes 🔲 –



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Transforming the skill landscape

5. Create Positive Impression At The Workplace

Unit 5.1 – Creating a positive impression at the workplace Unit 5.2 – Professional Skills Unit 5.3 – Language Skills



BWS/N9003

Key Learning Outcomes 🔯

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

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

UNIT 5.1: Creating Positive Impression at Workplace



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

- 1. Know about personal grooming
- 2. Learn team work and behaviour with customers

5.1.1 Introduction

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

Good housekeeping is very important to maintaining a good salon image as well as being essential` for health and safety.

5.1.2 Reception Area

To create a positive impression, you must ensure that:

- Reception desk is always clean and tidy
- Flowers are replaced at least once a week
- Magazines displayed for customers are current and in good condition
- Empty cups and glasses are removed as soon as possible



Fig. 5.1 Reception area

5.1.3 Staff Room

After using the Staff Room, please ensure:

- Ensure all items used are placed back in their right place including books, manuals and magazines, etc.
- Any dishes used are washed, wiped and put away including both client's and own

5.1.4 Providing A Caring Environment

Clients like to feel comfortable and relaxed while using services. They like to think you are relating to them and their needs. Genuine and sincere behaviour, tends to make clients feel comfortable with you. Good communication, `care, courtesy and competence on your part will encourage them to become a regular client.

To provide a caring environment you must:

• Demonstrate a positive attitude` towards work and other people.



Fig. 5.2 Prepared service area for the customer

- Maintain a neat and clean appearance at all times at the workplace
- Maintain a warm and courteous attitude towards co-workers and clients. Always acknowledge clients, even if you are pre-occupied and/or on the phone or with someone else.
- Maintain professional standards of personal behaviour and conduct at all mes.`
- Be punctual, reliable and efficient. If you are getting late for work, call the salon immediately and inform them of the same and the likely time you are able to make it to the salon. If you are running behind schedule, explain the delay to your client; most people will understand and appreciate the information.` Apologise for the inconvenience caused and do not blame anyone.
- Be reassuring to your client and put them at ease by your behaviour. This includes devoting your full attention to the client. It is rude and unprofessional, to engage in personal chats with other staff while attending to your client, however any discussion related to professional matters with coworkers is permissible at the right me. If it is not urgent and you can wait until finishing with the client, it is advisable to wait.

5.1.5 Making The Clients Comfortable

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

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

5.1.6 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 acvity of sharing/conveying informaon through the help of messages using methods like speech, wring, 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. 5.3 Communication Cycle

Answering the Telephone

How a salon responds to clients on telephone, can help create a good impression or a poor impression, based on how the call is handled. Customers can be lost through poor telephone service. Staff handling telephone calls need to be trained on how to handle calls professionally and using the right etiquette and techniques. Therefore, it is important that you use good telephone techniques to provide a high standard of customer service.

Communicating by telephone

Speaking on the telephone is a little different to communicating with a person face to face. On the phone, one notices tone of voice, intonaon, pace of speech, volume, etc. but cannot see facial expressions, gestures and body language.

The tone of voice becomes very important on a telephone, in fact experts believe that tone of voice impacts the receiver 3 times more than the words used or spoken.

Therefore, when communicating on the phone one needs to be extra nice, by using the correct tone and words, speed and volume to make up for the elements that cannot be seen by the customer.

Your Voice

When you are speaking on the telephone:

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

Your words

When speaking on the phone, one must choose one's words carefully. This is because the listener cannot see you and may misinterpret what is being said. Also, one must repeat and check names, time, date and phone numbers in order to ensure that both sides have the same understanding and information.

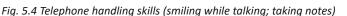
Your body language

The tone of voice will communicate, even when the phone is answered with a simple Hello? The receiver can tell if that person on the other side is happy, bored or troubled. Experts say that smiling when you announce yourself on the phone, can help to make you sound pleased to receive the call and that communicates care and posivity to the customer.

Use body language even though it can't be seen, otherwise your voice may sound tired or apathetic.

- Smile, even though it can't be seen, as mentioned earlier it will be received at the other end
- Focus your eyes on something that will help you concentrate on your communitication, fidgeting and being busy with other things while on the phone will distract
- Listen for body language eg. pauses and breathing patterns







Telephone communication difficulties

- Not seeing the other person
- Noise in the background or on the line
- Distractions someone trying to act your attenon while you're on the phone
- Language poor pronunciaon or an unfamiliar accent

Ways to reduce these difficulties

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

Answering the phone - Announce yourself

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

Answer a call promptly

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

Three rings will give you time to:

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

Answer the phone efficiently, when answering the phone:

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

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

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

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

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

Table-5.1 Telephone communicaon

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

A caller who:

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

Taking Messages

Somemes people will call the salon to speak to someone who is unavailable, or will want to leave a message. In these situations, it will be necessary to write down a message. Do not rely on your memory as one may forget or make errors in communication.

All messages must be written neatly and accurately preferably on a message pad. It is preferable to write in clear block letters so that while rereading the message there are no errors and any reader can read this. Accurate message taking is very simple and should include:

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

Personal telephone call ethics for the Staff

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

5.1.7 Code Of Conduct For An Assistant Spa Therapist

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

- Be respectful, fair and courteous to others
- Do not cricise or pass negative comments towards other staff or salons.
- Be truthful, always keep your word and be honest in all dealings
- Behave in a professional manner at all times with co-workers and clients
- Unlawful discrimination or harassment should not be tolerated and should be reported immediately.
- Avoid, speaking about religion, politics, another person's sex life, gossip or to swear.

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

- a. Avoid speaking loudly about the condition
- b. Reassure the client and make them comfortable by informing them of next actions and treatments
- c. Behave professionally at all times, through genuine care and following procedures

TolerancetiandtiRespect

As an Assistant Spa Therapist, you will come into contact with many different people. Different people have different values and perspectives. One may not always agree and understand other people's values. However, you must learn to recognise different values by studying their actions and reasons, and respect the rights of anyone who thinks differently. It is important not be prejudiced against any religion, belief, race, etc. Any such discriminaon that results in biased action or negative perceptions is intolerance and must be avoided, by understanding and acceptance.

It is illegal to discriminate against another person on the grounds of their sex, race, disability, religion, sexual orientaon or political beliefs. There are laws in the country that prohibit such discrimination and people can sue anyone or any organisation that indulges in such behaviour.

Confidentiality

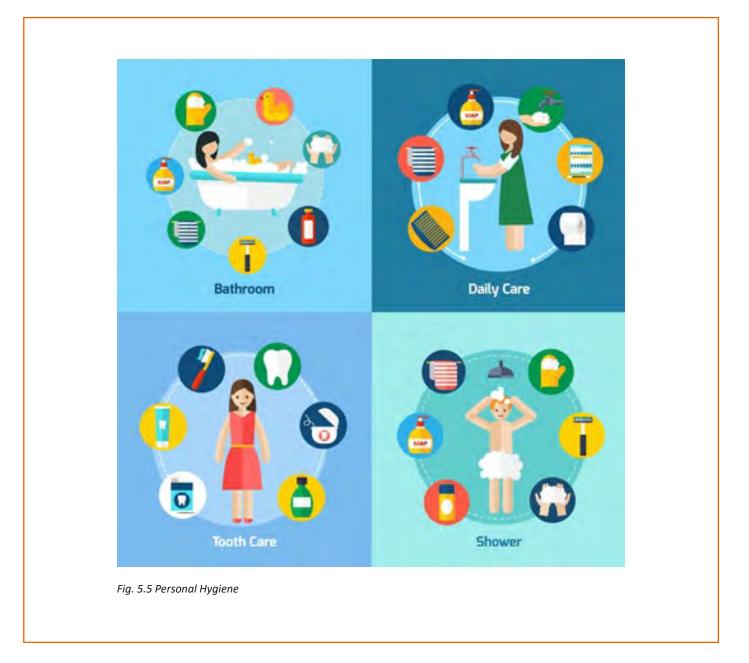
It is a common thing for clients to discuss matters relating to their personal life with you and other salon staff. You should always be polite and listen. One should not make judgemental comments on what they hear. However, when a client confides in you or you hear information about their lives, it is important to be discrete and not to repeat or pass on information that the client has said. Always remember the relationship with the client is professional and you are not their personal friend. If possible, discourage your client from divulging extremely personal and intimate information.

You should also, not burden your client with your own personal problems and with extremely personal or intimate information. Remember they are in your salon to avail service and to walk out feeling good.

5.1.8 Hygiene And Personal Appearance

An Assistant Spa Therapist works very close to their clients. Staff bending over the client can displease them with either bad breath or body odours. Maintaining a high standard of personal hygiene is at all time therefore is vital. The following can be done in order to maintain a good hygiene standard.

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



5.1.9 Things To Avoid

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

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

- Increases risk of heart diseases, cancer, impaired immune system, liver infection (cirrhosis) etc.
- Reduced work focus and drop in performance.

- Degradation in social and economic status.
- Induces withdrawal symptoms like anxiety, trembling, fague, headache, depression etc.

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

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

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

Impact of Gutkha on health:

- Loss of sensation in tongue
- Disfigured mouth
- Increased sensivity 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

5.1.10 Work Effectively As A Part Of Team

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

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

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

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

How to be an effective team member

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

A good team has:

- Clear objecvties and a sense of direction
- Good balance of planning and action
- The right number of people
- Good communication
- Flexibility and tolerance
- Clear job roles
- A sense of humour
- The right mix of skills
- Good listening skills and exchange of ideas
- Enthusiastic, committed team members
- A fair but decisive leader

If we act irresponsibly, it may affect the whole team. **Team spirit can be lost:**

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

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

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

Remember:

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

5.1.11 Acting Within The Limits Of Your Responsibility-

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

UNIT 5.2: Professional Skills

Unit Objectives

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

1. Build a professional attitude towards client

5.2.1 Introduction

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



Fig.5.6 Components of Performance: Knowledge, Skills & Abilities

5.2.2 Decision Making And Problem Solving

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

Steps in decision making and problem solving:

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



Fig. 5.7 Steps for Problem Solving

Imagine the following scenario:

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

- Be sympathetic and listen carefully to the client.
- Ask her politely to take a seat while you find someone in authority to speak to her.
- Inform your employer or the most senior member of staff that you have a client at reception who would like to discuss her last service as there seems to be a problem.
- You should then explain the situation in as much detail as possible so your superior is able to talk knowledgeably to the client
- You should be present at the following discussion so that you can see what the exact problem is and how the problem is dealt with.
- Only offer input to the conversation if asked.

Here are some of things you should not do:

- Do not get angry with the client.
- Do not be rude and tell her that nothing is wrong with her hand.
- Do not lie and say there is nobody who can deal with her and ask her to come back on your day off!

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

5.2.3 Planning And Organising -

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

Priortising Tasks: For efficient working, we should priortise our work. Let's see what can be the possible steps.

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

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

As an Assistant Spa Therapist, you should be:

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

5.2.4 Time Management

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

Effec ve Time Management includes:

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



Fig. 5.8 Time Management

Your priories 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-w asters'. They include Being disorganised – not doing enough thinking or planning before starting a task.

- Not being able to say 'NO'. Taking on too much can mean nothing gets done.
- Making personal telephone calls. You are at work. Calls should be restricted to urgent or emergency calls.
- Failing to listen to and understand instrucons.
- Leaving tasks incomplete. Not feeling like doing it, or becoming bored.
- Being easily distracted, or spending too much me talking about personal topics with other staff

members. In a busy salon you will be asked or instructed to carry out many different services. Your job list may contain a number of items and instructions may be fired at you in quick succession.

Here are some guidelines to help you:

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

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



This matrix helps you understand:

- 1. What should be done?
- 2. What should be planned?
- 3. What should be resisted?
- 4. What should be rejected?
- 1. The Urgent and the important tasks

DO NOW

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

2. The Non-Urgent but important tasks **REJECT AND EXPLAIN**

- Trivial requests from others
- Apparent emergencies
- Misunderstandings appearing in work
- Pointless rounes or acvies

3. The Non-Important but Urgent tasks **PLAN TO DO THEM**

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

4. The non-important and non-urgent tasks **RESIST AND CEASE**

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

5.2.5 Customer Centricity

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

As an Assistant Spa Therapist, you should be:

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

UNIT 5.3: Language Skills

Unit Objectives

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

1. Explain the need and importance of language skills.

5.3.1 Introduction

As a Assistant Spa Therapist you have a client facing job role. Hence the way you speak, listen and understand the client needs is very important. This section focuses on understanding and building "Listening, Speaking, Reading and Writing (LSRW)" skills.

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

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

As an Assistant Spa Therapist, you need to:

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



Figure 5.10 Effective Communication

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

An Assistant Spa Therapist needs to:

1. Update their knowledge through regular reading of information regarding their occupation and field of work. This may include reading brochures, pamphlets, and product information sheets.

2. Read customer queries sent in written and interpret them accurately.

3. Use reading skills to read and analyse invoices and coupons during any billing and to spot any discrepancy.

4. Read about new products and services, relevant to their work, from different sources, such as such as websites, magazines and blogs.

5. Read and write to understand, communicate and follow processes, techniques, records, policies and procedures.

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

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

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

As an Assistant Spa Therapist, you need to:

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



Fig.5.11 Maintaining Records

Summary

When starting a career as an Assistant Spa Therapist, it is imperative to develop professional ethics. Strong work ethics shows that a person is self-motivated, conducts works in a professional manner, and is able to selfevaluate. It is necessary to possess these qualities because they will determine success that one can get in this industry. The first important fundamental:

- Self-motivation
- Self-motivation is the ability to satisfy a desire, expectation, or goal without being influenced to do so by another person.

Decision Making and Problem Solving

As an Assistant Spa Therapist you will encounter various problems where you will need to take a decision. Remember following steps in decision making and problem solving:

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

Here are some of things you should not do.

- Do not get angry with the client.
- Do not be rude and tell her that nothing is wrong with her hand.
- Do not lie and say there is nobody who can deal with her and ask her to come back on your day off!

Planning and Organizing

Planning: Planning involves setting objectives and determining a course of action for achieving those objectives.

Organizing: Organizing is the function of management that involves developing an organisational structure and allocating human resources to ensure the accomplishment of objectives.

Prioritising Tasks

Remember following point while prioritising the task:

- Getting customer billed is more important than talking to your colleague.
- Some tasks are needed to be completed before specific deadlines for example, cleaning and setting the work area at the end of the day for next day.
- As an Assistant Spa Therapist, you should be:
 - o planning and organizing service feedback files/documents
 - o planning and managing work routine
 - knowing the client schedules and bookings and requirements for the same
 - o able to maintain the work area, equipment and product stocks to meet the schedule
 - keeping accurate records of clients, their treatments, product stock levels, client feedback and response, etc.
 - Accepting feedback in a positive manner and develop on the shortcomings

Time Management: Time management refers to managing me effectively so that the right me is allocated to the right activity .

Effective Time Management includes:

• Effective planning for setting goals and objectives.

- Priorizing activies and delegation of responsibilies.
- Spending the right time on the right activity and avoiding time robbers such as gossiping, extended tea breaks etc.

Customer Centricity: Customer centricity doesn't mean carrying out transactions and basic routine tasks such as being there, opening the store, organising and stocking products, and having someone to collect money. Being customer-centric means that your approach must be customer oriented and aim is to satisfied customer fully to bring them back to your service in future.

Language Skills: As an Assistant Spa Therapist, you are at client facing job role. Hence the way you speak, listen and understand the client needs is very important. The words one uses need to be appropriate and suitable to the professional work environment.

Listening: Listening carefully is the best way to get information from the client. One should focus on the client to absorb as much as information as they can about what they are telling and showing you. Also, listening to your clients talk about their jobs, activities and home life will uncover client preferences and therefore, will give an indication of what works best for them.

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

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

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

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

To provide a caring environment you must:

- Demonstrate a positive atitude towards work and other people.
- Maintain a neat and clean appearance at all times at the workplace
- Maintain a warm and courteous atitude towards co-workers and clients. Always acknowledge clients, even if you are pre-occupied and/or on the phone or with someone else.
- Maintain professional standards of personal behaviour and conduct at all times.
- Be punctual, reliable and efficient. If you are getting late for work, call the salon immediately and inform them of the same and the likely me you are able to make it to the salon. If you are running behind schedule, explain the delay to your client; most people will understand and appreciate the information. Apologise for the inconvenience caused and do not blame anyone.
- Be reassuring to your client and put them at ease by your behaviour. This includes devong your full attenon to the client. It is rude and unprofessional, to engage in personal chats with other staff while attending to your client, however any discussion related to professional matters with co-workers is permissible at the right me. If it is not urgent and you can wait until finishing with the client, it is advisable to wait.

Exercise 📝
1. What are the steps involved on decision making and problem solving?
2. What is the importance of time management for an Assistant Spa Therapist?
3. What does customer centricity mean?
4. What is the importance of analytical and critical thinking for an Assistant Spa Therapist?
4. 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 'Dos' and 'Don'ts' of building rapport with the customers.

Practical Activities

 In a group of four, discuss how you will talk to the customer who has come to get the quotes for spa therapy. Demonstrate how you will talk to her, what details you will give and how to convince that you will give her best services. Two can be the customer and other two can be the Assistant Spa Therapist

Use communication skills.

- 2. In a group of two, prepare and demonstrate how you will solve the issue of complaint of a customer who had mailed saying that one of the Assistant Spa Therapist at salon cut his elbow in the process. Use reading and writing skills.
- 3. Form a group of two. One can be the Assistant Spa Therapist and other can be the customer. Make an individual script. Customer should prepare the list of services she wants and read it out to the Assistant Spa Therapist then using the listening skills and understanding skills how should prepare the list of things required by the customers get prepared.



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6. Employability Skills



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Transforming the skill landscape

7. Annexures





Annexure							
No.	Module	Unit No	, Topic Name	Page No	, URL(s)	QR Code(s)	
1	1	1.2	About Beauty & Wellness Sector	8	https://youtu.be/7nDm_myL6B4	Click/Scan this QR Code to access the related vic	
2	- 2 2.1		Maintain Workarea		https://www.youtube.com/watch?v=9sgp 1XGESuU	Click/Scan this QR Code to access the related vic	
3		2.1	Prepare & Maintain Workarea	- 26	https://youtu.be/m2vchOfkvho	Click/Scan this QR Code to access the related vio	
			Spa Services				
4			Abhyanga Snana Ayurvedic Treatment		https://www.youtube.com/watch?v=YPEP 3XDYrH0	Click/Scan this QR Code to access the related vid	
5			Balinese Massage	87	https://www.youtube.com/watch?v=rPlke qfZNKo	Click/Scan this QR Code to access the related vice	
6	3	3.1	Deep Tissue		https://www.youtube.com/watch?v=920g uai3xBE	Click/Scan this QR Code to access the related vid	
7			Hot Stone Massage Therapy		https://www.youtube.com/watch?v=9_dL A2oiNu8	Click/Scan this QR Code to access the related vic	
8			Swedish massage	Swedish mass	Swedish massage		https://www.youtube.com/watch?v=8RFh DFSQmSI
9	4	4.1	Guidelines on Health Hygiene	111	https://youtu.be/ktAYvoSEKhM	Click/Scan this QR Code to access the related vic	
10	5	5.1	Creating a Positive Impression at Workplace	138	https://youtu.be/XGVwVEB8EUA		

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



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