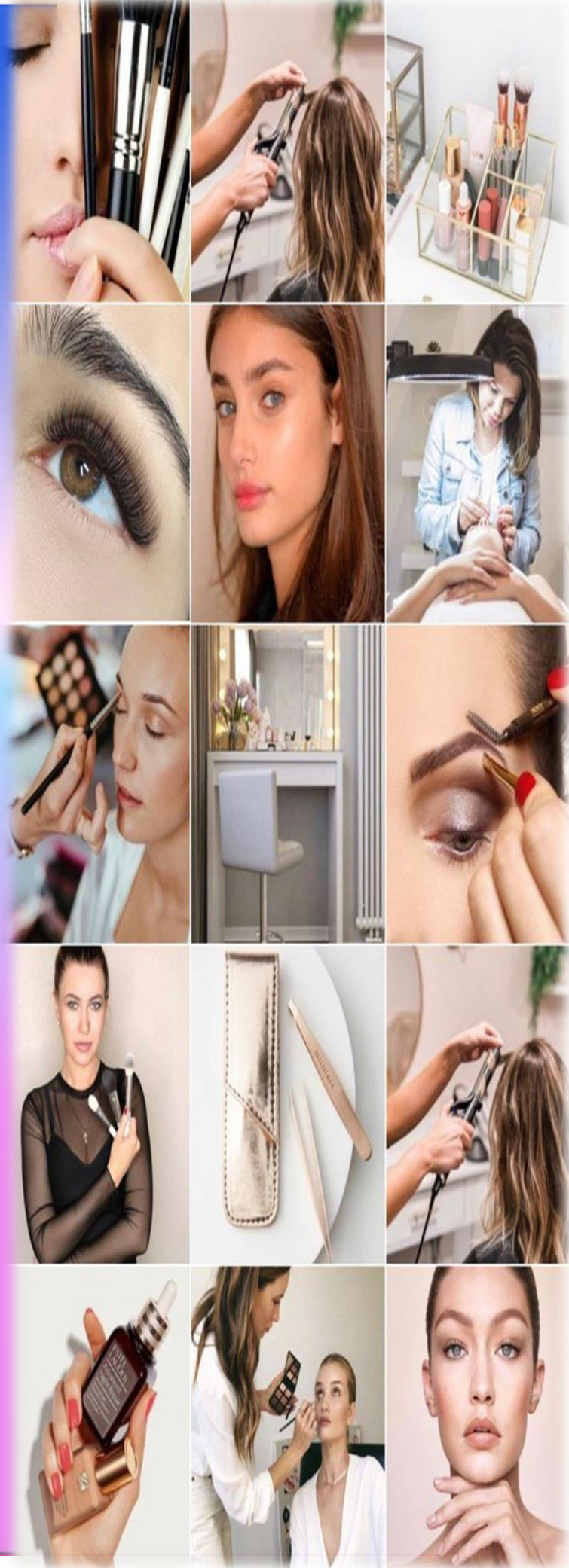


# *Nail, Beauty and Hairdressing Grade 8*

## *TEACHERS GUIDE*



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## *Note to the teacher*

### *Activities*

1. Activities are done in extra class time or given as homework marks are allocated as theory
2. Activities Memorandums are provided

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### *Practical*

1. There are three practical lessons that done in one term 25% of a practical lesson x 3 makes up the 75% of the report mark per term.
2. Practical lessons provided in the **Teacher Guide**.
3. Copies made for the number of learners in class. ( *that each learner have their own*)
4. The practical lesson done at any given time after the theory completed.
5. Evidence is kept in the learner portfolio of evidence (POE)
6. Skills test completed end of each term 1,2 and 3 and marks are kept for term 4  
practical mark

# *Chapter 1*

## *The Nail, Beauty and Hairdressing Industry*



*Unit 1: Introduction to the Nail, Beauty and Hairdressing industry*

*Unit 2: Services within the, Nail, Beauty and Hairdressing industry*

*Unit 3: Career opportunities in the industry*

*Unit 4: The layout employees and their responsibilities of a salon*

*Unit 5: Industry tools, products and equipment*

## *Unit 1: Introduction to the Nail, Beauty and Hairdressing industry*

### *Nail, Beauty and Hairdressing*

You could have chosen many different subjects. You have made an excellent choice. Nail, Beauty and Hairdressing will give you knowledge and skills that you can use for the rest of your life. You will learn to analyse and question many aspects of the current Nail, Beauty and Hairdressing profession critically. You will be empowered to become a responsible Therapist who is concerned about sustainability and quality of life for all.

This subject differentiate between products ,services, basic knowledge about services and entrepreneurship to improve your economic security and wellbeing .It will also teach you rights and responsibilities as a Therapist, how to apply these rights in the marketplace .You will gain the knowledge and skill how to manage your resources make sustainable decisions and marketing services.

## *Unit 2: Services within the, Nail, Beauty and Hairdressing industry*

Therapist, Hairdressers and Barbers provide many services for their clients and a number is increasing all the time. As a trainee, you need to know the range of services that are available in your salon and what processes they involve. You will also need to be familiar with the technical terms used.

- |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|
| ● Client consultation | ● Client consultation | ● Client consultation |
| ● Shampooing          | ● Manicure            | ● Back and neck       |
| ● Conditioning        | ● Pedicure            | ● Facials             |
| ● Cutting             | ● Gel system          | ● Waxing              |
| ● Blow-drying         | ● Fibre and Silk      | ● Make up             |
| ● Heat styling        | ● Acrylic system      | ○                     |
| ●                     | ●                     | ○                     |

Trainees spend time working in and around reception area. When booking appointments, you need to know what happens during each service in order to allow the right time for the stylist or therapist to provide the clients service properly and thoroughly. The following table looks at the main services that you need to know and the things they cover. The abbreviations given used in the appointment book



*Service  
name*

*Abbreviation  
for  
appointments*

*What happens in these services*

<b>Consultation</b>	Cons	A two -way discussion involving the stylist and client to find out their requirements followed by an examination of their/scalp to find any factors/reasons that may affect the planned services/treatment.
<b>Shampooing</b>	S/S	A cleansing process that prepares the hair for further services.
<b>Conditioning</b>	Cond Or Treat	A process (normally completed after shampooing) that will improve the look feel handling and physical properties of the hair.
<b>Blow-drying</b>	B/D	A general term for a method of drying and styling hair by using a variety of round or flat hairbrushes to create directional lift and/or volume and /or movement.
<b>Setting</b>	Set/s	A general term for a method of positioning and fixing various sized rollers in wet or dry hair to create directional lift and /or movement.
<b>Cutting</b>	D/C Or W/C	A collective name for a variety of techniques and methods that use scissors thinners shapers, razors and electric clippers to trim, shape, style and restyle men's and woman's hair.
<b>Colouring</b>	Col	A collective name for artificially changing part or all of a client's hair by using temporary, semi; permanent or permanent hair colour.
<b>Highlights</b>	H/L	A general term for partial head colouring process that may involve lightening or darkening areas of the hair to produce dual tonal or multi tonal effects.
<b>Acrylic/Gel Fill/Full Set /Overlay</b>	Ac /F/FS/Over Gel/F/FS/Over	A general term for a variety of techniques coat and protect the nails



*Service name      Abbreviation      What happens in these services  
for  
appointments*

<b>Perming</b>	PW	A general term used for permanently changing the properties of hair in order to add volume, movement or curl or alternatively to change the direction of the natural lie of the hair.
<b>Relaxing</b>	Relax	A general term used for permanently changing the properties of the hair in order to reduce natural movement or curl.
<b>Hair up</b>	H/U	A collective term that covers a wide range of plaiting curling folding and positioning techniques for fixing and dressing longer hair into a variety of elaborate effects.
<b>Hair extensions</b>	Ext	A general term that covers a wide range of systems and methods for adding artificial or natural hair to a client's existing hair to add length density or colour.
<b>Make up</b>	Day Evening Bridal Fantasy	A general term that covers different categories of make up
<b>Shaving</b>	Shave	A barbering service for men that involves cutting the facial hair using a "cut throat" razor and /or electric clippers.

### *Unit 3: Career opportunities in the industry*

Cosmetology is one of the most satisfying careers. Some key factors including job satisfaction, creative outlet and using our skills every day. Our job gratifies us on an almost daily basis.

Cosmetology can be a hard job as well as an easy and fun job. Some disadvantages include taking responsibility of making some one look better and making sure the client is happy. Sometimes a client will not be happy with your services.

A wide range of job opportunities in the cosmetology industry with the obvious ones being those in salons. There are many other opportunities if you want to do more than just work in a salon and even more if you want to use your qualification and travel.

Before any of the opportunities considered, there is a qualification that you need to obtain.

Job opportunities in Cosmetology industry.

- 
- Teacher/Lecturer
  - Salon owner
  - Mobile therapist
  - Nail Technician
  - Massage Therapist
  - Make-up Artist
  - Receptionist
  - Manager
  - Image and department advisor
  - Retail consultants
  - Store merchandiser
  - Hotels
  - Cruise Liners
  - Airports
  - Field technician
  - Wholesaler Representatives
  - Trichology's (hair doctor)
  - Assistant Hairdresser
  - Operator
  - Mobile hairdresser

There are many career choices and places of employment for those in the cosmetology field. One of the most popular places to look for work is in a hotel salon. Working as a hairdresser, hairstylist or cosmetologist in a hotel rather than a regular salon provides a slightly higher average wage.

Top **hotels** around the world are very aware with the needs of their customers and experts in providing the best in personal services. They will have lavish spas, health centres and beauty salons catering for every need.

**Cruising** is now becoming an affordable luxury for many people and cruise liners have hair salons to cater for the needs of their passengers.

**Airports** around the world are busier than ever and many offer a one stop-shop approach to the provision of services. Alongside shopping malls, coffee shops, bars, restaurants are barbershops and hairdressing salons.

**Field technician/sales support** enable hairdressers to sell additional services and industry performs in order to deliver a valuable product or service.

**Wholesaler Representatives** employed by the salon to encourage customers to buy a variety of products and brands.

Hairdressing **teachers** provide high quality teaching, learning, assessment and internal moderation across a range of Hairdressing courses.

**Trichology's** (hair doctor) is a specialist who focuses on the study of diseases or problems related to the hair and scalp, as well as their treatments.

The salon owner is in charge of setting the tone in creating a culture that attracts the best employees and customers.

**Assistant hairdresser** helps a lead stylist with their daily tasks. Responsibilities and duties may include gathering supplies, mixing colours, shampooing hair, sterilizing tools, and general cleaning. Some assistants also greet clients and schedule appointments.

The salon **operator** assists in daily operations in a hair salon, including assisting stylists, basic treatments and salon etiquette.

A Mobile hairdresser effectively goes to their clients' locations and cuts, dyes or styles their hair there. This can be for normal routine cutting and styling, or it can be for specific occasions such as styling hair for weddings, proms, and other events.



## *Unit 4: The layout employees and their responsibilities of a salon*

Thinking of opening a new salon or starting a small business it can be challenging. Making the most of your space, getting the layout right and creating the right look all on time and within budget can seem as a “big task”.

Areas to consider when planning space:

- Reception
- Waiting area
- Nail care area
- Beauty cubicles
- Shampooing area
- The hair stylist work area
- Laundry area
- Stock room / kitchen

### *Reception*

Your reception area shouldn't be an afterthought.” First and last impressions count “ It is the first thing clients see when they walk through your salon door. Use colours effectively it breaks up the salon without reducing the space. Avoid putting your main retail behind your reception desk. The desk and your receptionist create a barrier. Clients must ask to handle products, and this is likely to put them off buying.

### *Receptionist duties:*

- Receiving clients
- Receive payments
- Sells products/service
- Order's stock
- Answers the telephone
- Records appointments
- Attend to clients in waiting area
- Serves coffee or tea



### **Activity 1**

Write a minimum of 90 words why you chose cosmetology and want to study the subject.

**Activity 2** What are some of the career opportunities available to licensed beauty therapists?





**Note to the teacher:**

## **MEMORANDUM**

### **ACTIVITY 2**

- Hotels
- Cruise Liners
- Airports
- Field technician
- Wholesaler Representatives
- Teacher
- Trichologist (hair doctor)
- Salon owner
- Assistant Hairdresser
- Operator
- Mobile hairdresser

***This is a  
Hairdressers office  
so keep it clean  
and be proud of it***

### ***Waiting area***

Special care given to clients that waits. This means that furniture matches the style of the salon and give a sense of comfort with a small coffee table for drinks and magazines

### ***Nail care area***

A manicure table is a workstation, of any variety, at which a manicurist/nail technician work. No criteria that make it specifically for professional nail techs, but in general, a manicure table should have ample room for a nail technician to work and a client to sit comfortably. The table made of a material that easily cleans and sanitized between clients.

Manicure tables/nail tables situated near the reception area, without any partitioning.

### ***Nail Technician***

Nail Technicians are beauty specialists who maintain and decorate toenails and fingernails by undertaking manicures, pedicures, applying artificial nails and extensions, removing dead skin and providing massages.

### ***Nail Technician Duties:***

- Performing manicures and pedicures on clients
- Applying decorative gel and acrylic nail enhancements and extensions, in addition to applying varnish.
- Ensuring hygiene standards meet current industry standards.

Nail technicians are creative professionals who have excellent hand eye-coordination and who can engage in repetitive activities while sitting down for long periods.

## *Beauty Cubicles*

A cubicle is an enclosed workspace that is separate from the reception as it offers privacy and isolation. Treatments like facials, massage and waxing performed in cubicles where it is only therapist and the client present inside.

Cubicles are usually at the back of the salon to offer privacy and silence. Facials, massage and waxing treatments requires silence and privacy. Therapists may not share cubicles when occupied by a client. Only one therapist per cubicle.

## *Beauty therapist*

Beauty therapist provides various face and body treatments. Their responsibilities include conducting skin analysis, giving massage treatments and using temporary hair removal techniques.

### *Duties of a Beauty therapist*

- Using wax to remove facial and body hair
- Providing a manicure and pedicure
- Give various types of facials and body massages, including hot stone massage.
- Conduct skin analysis on the face and body
- Manage appointments
- Update client record cards
- Cross sell beauty products when appropriate



## *Shampoo area*

Is an extremely functional and organised area, with comfortable basins and friendly staff?

### *Shampooer's duties:*

- Prepare workstation
- Prepare the client
- Analyses the hair and scalp
- Selects appropriate products for the client
- Shampoos, conditions and treats scalp and hair
- Performs scalp massage
- Assists with removing of rollers, rods, dusting of client and other uncomplicated
- Rinsing off products i.e. tints relaxers
- Neutralise perms and relaxers

### *Styling area (Work area)*

. This where hairdresser shows her/his skills and result reflects in the mirror. That is why designing this area electrical installation takes careful planning. Direct lighting avoided, as it creates unpleasant shadows

- Hairdresser (stylist) duties:
- Colours hair
- Bleaches hair
- Does highlights and streaks
- Roller setting
- Comb outs
- Up styles
- Finishing off
- Cutting
- Tonging
- Curling

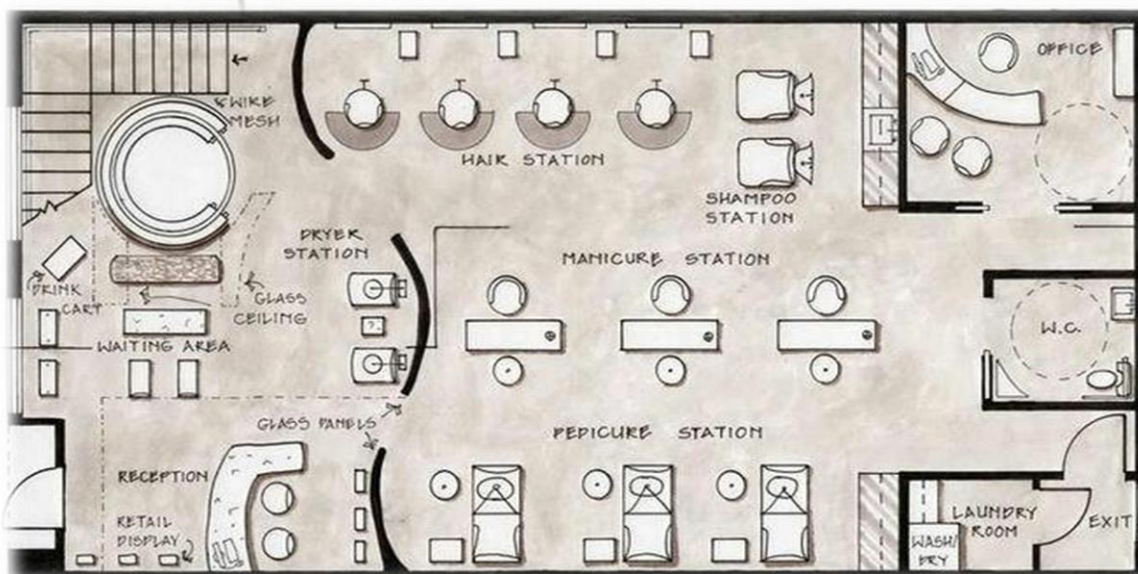
### *Laundry and Stock area*

This is where you take care of your towels and capes make sure it is clean and sanitised ready for the next client.

Your stock area should be clean and organised at all time this will ensure a steady and good flow of work with stylist in and out the stockroom constantly.

### *Some examples of a salon layout*

#### *Example 1*

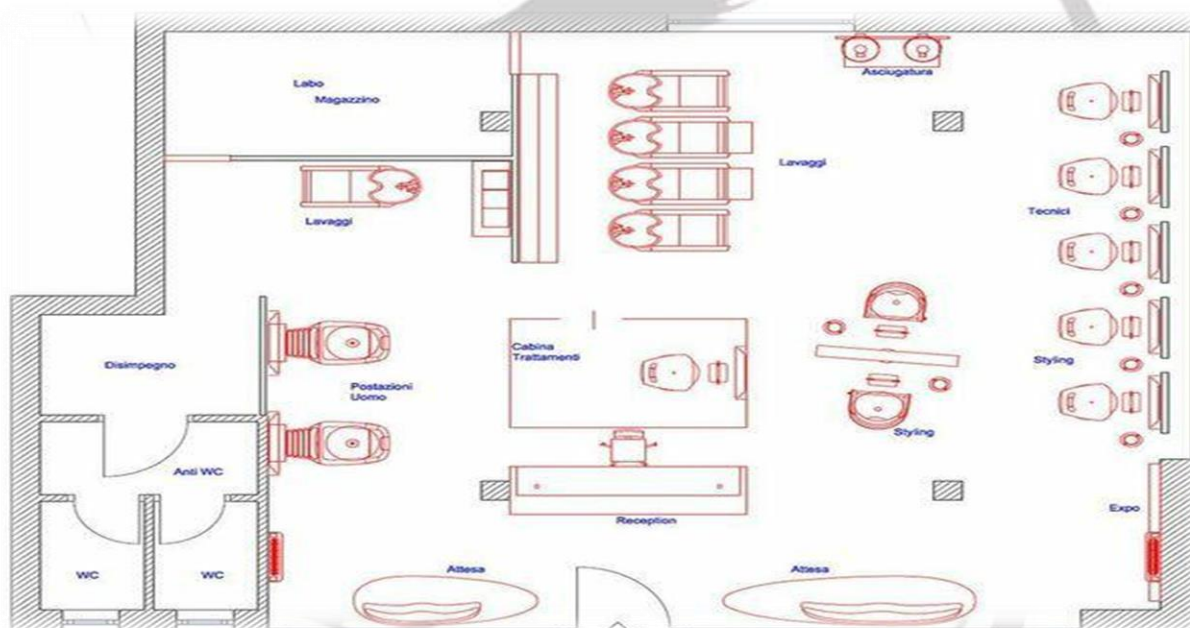




## Example 2



## Example 3



### Activity 3

Draw the following:

1. Salon floor plan
2. The eight areas of the salon
3. Write the correct staff members jobs of the appropriate area of the salon





**Note to the teacher:**  
**ACTIVITY 3 MEMORANDUM**

**1. The following criteria is mark in the activity**

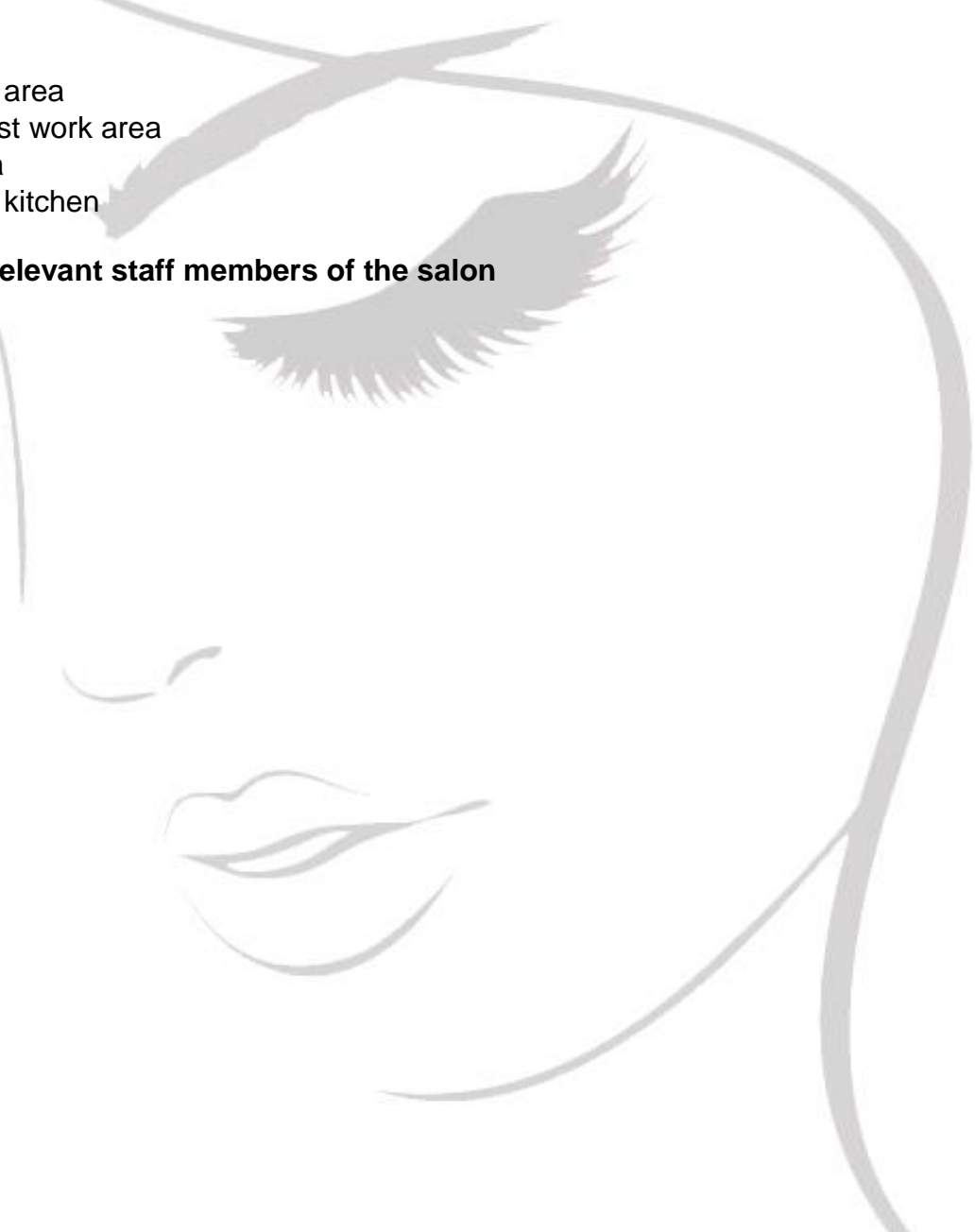
- Entrance / doorways
- Windows
- If the reception is in front of the salon and there is a waiting area
- That there are ample workstations
- the wash stations are not insight at the reception
- That there are a kitchen /laundry and stock room

**2. The eight areas of the salon**

- Reception
- Waiting area
- Shampooing area
- The hair stylist work area
- Laundry area
- Stock room / kitchen

**3. Write in the relevant staff members of the salon**

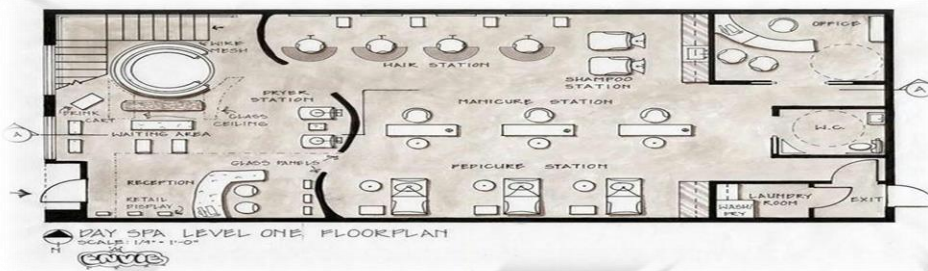
- Hairdresser
- Receptionist
- Shampooist
- Operator
- Cleaner



Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### DRAW A FLOOR PLAN

- ✧ Type of services
- ✧ Type of salon
- ✧ Type of business



### DRAW A FLOOR PLAN

- ✧ Reception
- ✧ Waiting area
- ✧ Shampooing area
- ✧ The hair stylist work area
- ✧ Laundry area
- ✧ Stock room / kitchen

**Question 1 Circle following questions True or False**

1. Your reception area shouldn't be an afterthought." First and last impressions count

**TRUE****FALSE****(1)**

2. Clients, who are waiting their turn, should be treated with special care

**TRUE****FALSE****(1)**

3. It is an extremely functional area, for this reason it should be extremely organized, and it is necessary to install hair washing basins that are comfortable.

**TRUE****FALSE****(1)**

4. That is why when designing this area special attention should be paid to the electrical installation system

**TRUE****FALSE****(1)**

5. Your stock area should be clean and organized at all time this will ensure a steady and good flow of work with stylist in and out the stockroom constantly.

**TRUE****FALSE****(1)****TOTAL: 5 MARKS**

## Rubric Draw floor plan

### LEARNER MUST DESIGN A LAY OUT OF THEIR SALON

PLAN LAYOUT	DRAW LAYOUT	DESIGN LAYOUT	TOTAL	Comments
5	5	10	20	
Doors and Windows	Neat	Is it neat		
Reception area	Make sense	Is it readable		
Waiting area	Waiting area	Colourful		
Stock area	Stock area	Make sense		
Styling area	Styling area	Tell you about the business		



#### Note to the teacher

#### Criteria for mark allocation

0	0-1	Not done
1	2-3	Poor attempt
2	4-5	Good attempt
3	6-7	Good
4	8-9	Very good
5	10	Excellent

### PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
1. Work achieved	5	
2. Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_










## *Unit 5: Industry tools, products and equipment*















### Manicure service IMPLEMENTS/TOOLS needed:





<i>Implements/Tools</i>	<i>Function</i>
Orange-wood stick/	<ul style="list-style-type: none"> <li>• Loosen debris</li> <li>• Clean under free edge</li> <li>• To apply cosmetics</li> </ul>
Metal cuticle pusher	Push back cuticles
Cuticle nipper	Trims cuticles
Emery boards	<ul style="list-style-type: none"> <li>• Shortens and shapes natural nails and toenails</li> <li>• Smooth free edge of nail</li> </ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>➤ The higher the number, the softer the grit</li> <li>➤ The lower the number, the coarser the grit</li> <li>➤ If two numbers are used on a file, it means different sides of the file are different grits</li> </ul>
Toe separators	Separate toes during polish technique
Foot file / Paddle	Softens and removes calluses
Buffer block	Smoothens surfaces on the nail plate
Nail brush	<ul style="list-style-type: none"> <li>• Clean under free edge</li> <li>• Removes debris before polishing</li> </ul>
Nail clipper	To shorten the nail length, if required
Cosmetic spatula	<ul style="list-style-type: none"> <li>• Removes products from jars in effort to meet infection guidelines</li> <li>• Used to separate toes to examine feet for any abnormalities</li> </ul>
Foot bath	Allows comfortable soaking of feet
Manicure bowl	Allows comfortable soaking of hands

## Manicure Service EQUIPMENT needed:

<i>Equipment</i>	<i>Function</i>
<b>Nail service table</b>	On which a manicure is performed <b>NOTE: Must be big enough for products, materials and client's hands to rest on</b>
<b>Nail service stool</b>	A chair for the client and manicurist/pedicurist
<b>Nail service cushion</b>	Rest client's arm during service <b>NOTE: Towels may be used in the absence of a cushion</b>
<b>Lamp</b>	For clear vision
<b>Sterilizing jar (wet)</b>	To sanitise metal and plastic equipment and tools
<b>UV cabinet sterilizer (dry)</b>	To sanitise all types of equipment and tools
<b>Waste bin</b>	To hold discarded and used materials

<b>Hairdressing Tools</b>			
1.	Round brush.		Is used to blow dry the hair in a style.
2.	Hand hair dryer.		To Blow dry hair.
3.	Hair Grips		Is use to keep the hair tight when styling the hair.
4.	Tail comb		Used to make partings when setting or styling the hair.
5.	Towels.		Is use to dry the hair after shampooing
6.	Large toothed comb		"Rake" used after the hair is shampooed, to comb out the knots.
7.	Styling brush.		Used to spread the hair after a hair set or blow-dried.

8.	Rollers		Is use to give curl in the hair.
9.	Roller Pins		To kept the rollers in position after the set.
10.	Curling tong.		Use to curl over curly hair and straight hair.
11.	Cape		Used to protect the clothes of the client.
12.	All-purpose comb / Styling comb		Used to style hair
13.	Clipper.		To cut man's hair.
14.	Razor		To remove bulk and to shorten the hair.
15.	Hair Straightener. (Flat iron)		To straighten over curly hair.
16.	Cloves.		To protects the hands against chemicals.
17.	Hand Mirror		To show the style to the client.
18.	Crimp iron		For special effects
19.	Heated rollers		To give curl to dry hair. Rollers must be pre-heated. Sections larger.
20.	Styling combs		Used when combing the hair in a style.
21.	Neck brush		To remove all the lose hare from the client.

22.	Perm rollers		To chemically curl straight hair.
23.	Apron		To protect your clothes during the tint process.
24.	Scissor.		To cut hair.
25.	Tint brush and bowl.		Used to do a colour application



*Manicure service PRODUCTS needed:*

Products	Function
Disinfectant	Destroys / kills bacteria
Antiseptic	Reduces bacteria, viruses and fungus on the skin
Cotton balls	<ul style="list-style-type: none"> <li>• Apply liquid nail varnish</li> <li>• Remove lotions from nail plate</li> </ul>
Soaking solution	Softens skin, loosen dirt, aids in pushing back cuticle
Nail varnish remover	Removes nail polish quickly and effectively
Cuticle oil/cream	<ul style="list-style-type: none"> <li>• Keeps cuticle soft and flexible</li> <li>• Prevents hangnails</li> <li>• Promotes growth of nails</li> <li>• Softens and releases cuticle cells on nail plate</li> </ul>
Cuticle remover cream	Loosens dead skin
Hand and foot treatments/lotions	<ul style="list-style-type: none"> <li>• Soften skin of hands and feet</li> <li>• Protect skin against chemical and detergents</li> <li>• Are used as a massage medium</li> </ul>
Scrubs/exfoliators	<ul style="list-style-type: none"> <li>• Soften and remove dry, hard skin, calluses or cuticles</li> <li>• Improve blood circulation</li> <li>• Leave skin soft and even-textured</li> <li>• Smooth out cracks</li> </ul>
Foot powder	Dries and deodorizes
Liquid nail varnish	<ul style="list-style-type: none"> <li>• Add colour to nails</li> <li>• Protect the nails</li> </ul>
Base coat	<ul style="list-style-type: none"> <li>• Protects nail plate against colour stains</li> <li>• Prolongs life of coloured nail varnish</li> </ul>
Top coat/sealer	<ul style="list-style-type: none"> <li>• Prolongs life of coloured nail enamel</li> </ul>
Nail varnish thinners	<p>Used to reduce thickness of nail varnish</p> <p><b>NOTE: Never use nail varnish remover as a thinner</b></p>



## Hairdressing products

1.	Shampoo		To clean hair and prepare for the next service
2.	Conditioner		To soften hair close cuticles and make hair manageable
3.	Blow wave lotion		To protect hair from heat and make it manageable
4.	Hair food		To protect hair from heat and make it manageable
5.	Hairspray		To keep the style in place
6.	Spritzer		To protect hair from heat and make it manageable
7.	Gel		To style hair
8.	Silicone		To soften hair
9.	Wax		To style hair
10	Mousse		To protect hair from heat and hold the style

## Hairdressing Equipment

1.	Trolley		Keep tools in
2.	Styling Chair		For the client to sit on
3.	Basin		Wash and prepare hair
4.	Workstations		Work place with a mirror and shelve
5.	Hood Hairdryer		To dry hair

### Activity 4

Complete identification worksheet on tools products and equipment.





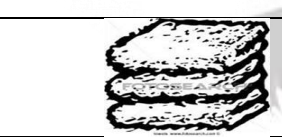







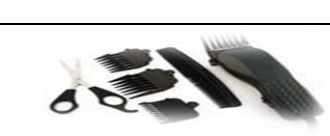



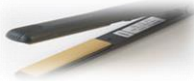










### NOTE TO THE TEACHER:










**Activity 4** The worksheet is provided on the next page

**ACTIVITY 4**
**Identification**
**YEAR 2**






NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

Hairdressing Tools		
NAME	PICTURE	USED FOR
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		

14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			
25.			

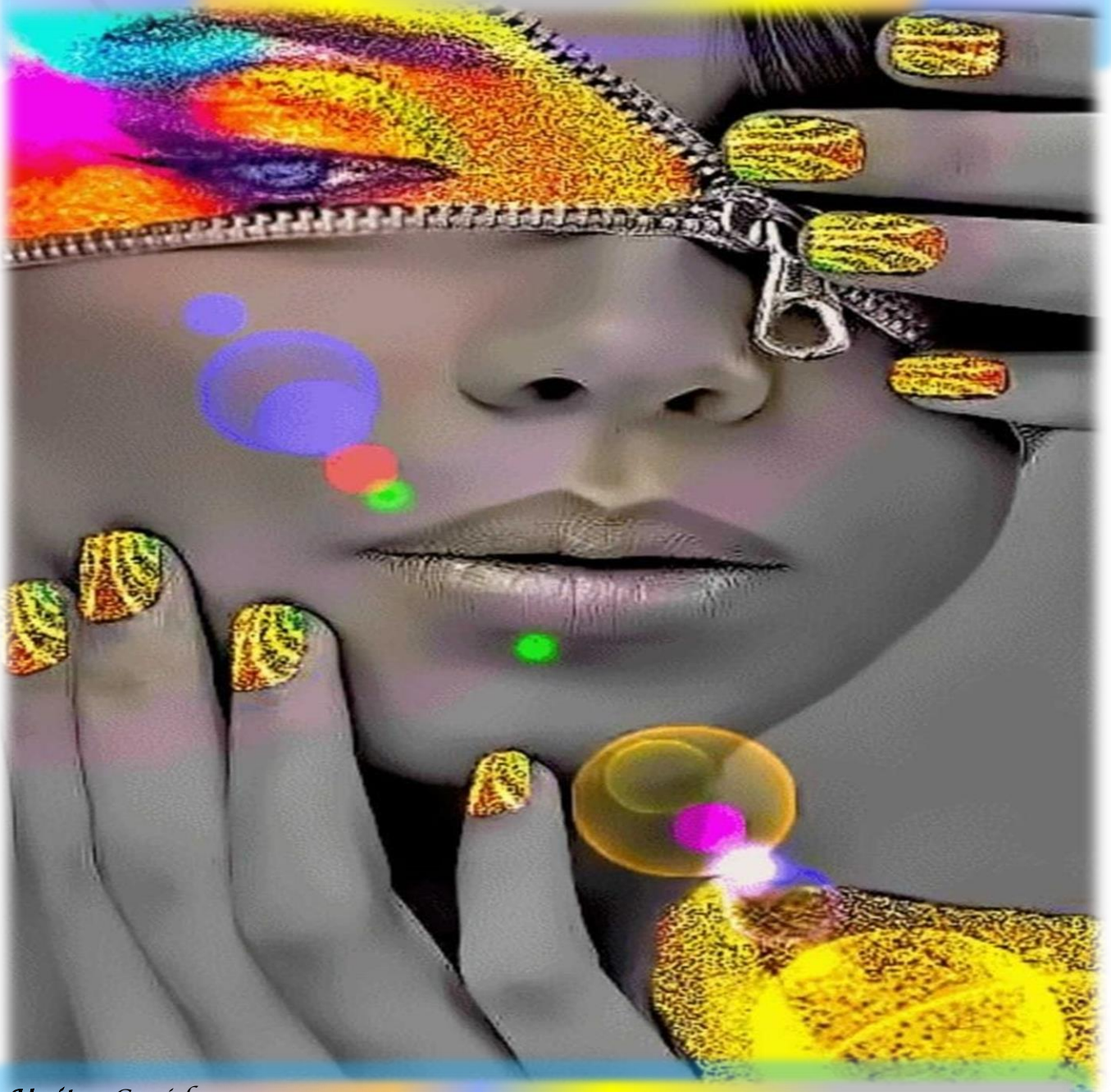
Name		Picture	Used for
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			



Hairdressing Equipment		
NAME	PICTURE	USED FOR
1.		
2.		
3.		
4.		
5.		

# *Chapter 2*

## *Safety in the Hairdressing, Nail and Beauty Industry*



*Unit 1: Covid - 19*

*Unit 2: Identify hazards and evaluate the risk in*

*Unit 3 a safe and healthy working environment your work place*

*Unit 4: Risks to health and safety*

## *Introduction to Health and safety*

The ways in which you and your work colleagues go about daily duties have a direct effect upon the general health and safety of every one with in the workplace. Poor hygiene or preparation not thinking for others or cleaning up properly and not noticing potential hazards an all have a disastrous impact on the safety and wellbeing of others

You should be able to both identify and reduce risks within the working environment. It looks at the types of hazards that you might find in your work and the second looks at how you should go about eliminating them.

### *Unit 1 Covid 19*

“CO” stands foe corona, “VI” for virus, and “D” for disease. Formerly, this disease referred to as “2019 novel corona virus” or “2019-nCoV”.

The COVID-19 virus is a new virus linked to the same family of viruses as Severe Acute Respiratory Syndrome (SARS) and some types of common colds.

### *What is covid?*

The 2019–20 corona virus pandemic is an ongoing pandemic of corona virus disease 2019 (COVID-19) caused by severe acute respiratory syndrome corona virus 2 (SARS-CoV-2).

### *What are the symptoms of the corona virus?*

- + Most common symptoms:
- + Fever
- + Dry cough
- + Tiredness
- + Less common symptoms:
- + Aches and pains
- + Sore throat
- + Diarrhoea
- + Conjunctivitis
- + Headache
- + Loss of taste or smell
- + A rash on skin, or discolouration of fingers or toes

### *How can the corona virus be transmitted?*

- + Current evidence suggests that transmission of SARS-CoV-2 occurs primarily between people through direct, indirect, or close contact with infected people through infected secretions such as saliva expelled when an infected person coughs, sneezes, talks or sings.

### *Virus prevention.*

- + Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- + Maintain a safe distance from anyone who is coughing or sneezing.
- + Wear a mask when physical distancing is not possible.
- + Don't touch your eyes, nose or mouth.
- + Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze.
- + Stay home if you feel unwell.
- + If you have a fever, cough and difficulty breathing, seek medical attention.



## Unit 2 Identify hazards and evaluate the risk in your workplace

### Keywords

#### Hazard

Something with a potential to cause harm

#### Risk

The likelihood of the harm occurring

#### Control

The ways risks identified eliminated or reduced to an acceptable level.

### Hazard and Risk

Almost anything may be a hazard but may not become a risk. For example:

- ✚ A trailing electric cable from a piece of equipment is a hazard if it is trailing across a passageway as there is a high risk of someone tripping over it but if it lies along the wall out of the way the risk is much less
- ✚ Poisonous or flammable chemicals are hazards and may present a high risk. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people the risk is much less than if they are left about for anyone to use
- ✚ A failed light bulb is a hazard. If it is just one of many in a room, it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may be a high risk. If it is up high or if the power has been left on or a low risk if it is in a table lamp which has been unplugged
- ✚ A box of heavy materials is a hazard. It presents a higher risk to someone who lifts it incorrectly, rather than someone who uses the correct manual handling techniques

#### Activity 1

Complete the safety checklist

#### Activity 2

Complete the worksheet of colour allocation for safety signs and the meaning of safety signs in a salon

#### Activity 3

Create a poster of the different types of hazards that can occur in a salon



#### Note to the teacher :

**Activity 1 and Activity 2** worksheets and memorandum are provided on the next page



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

	YES	NO
1. Has your salon have a written health and safety policy		
2. Check all electrical cords		
3. Check all electrical plugs		
4. Check if any mirrors are broken or chipped		
5. Check if everybody got there safety gear on (PPE)		
6. Check if all workstations are clean and sterilized		
7. Check if the taps are closed and in a working condition		
8. Check if there is any spills		
9. If there were a spill was it cleaned and reported		
10. Did you check if the floors are swept and clean		
Learner signature :		



You share a responsibility with your work colleagues for the safety of all the people within the salon (clients, visitors and staff) so you need to be aware of the types of hazards that could exist. You need to be aware:

**1. Environmental hazards** such as:

- ✚ Wet or slippery floors
- ✚ Cluttered passageways or corridors
- ✚ Hair clipping left on the salon floor
- ✚ Trailing electrical flexes

**2. Hazards to do with equipment and materials** such as:

- ✚ Worn or faulty electrical equipment
- ✚ Incorrectly ladled materials
- ✚ Mishandling or inaccurately measuring chemicals.

**3. Hazards connected with people** such as:

- ✚ Bad posture
- ✚ Handling and moving stock
- ✚ Poor health cross infection diseases



**S** Search for Hazards  
**A** Analyse the risk  
**F** Find the cause  
**E** Eliminate the cause  
**T** Tell others  
**Y** You are safe

**Recognition of Hazard**

- Slippery floors
- Untidy work areas
- Cluttered walkways
- Insecure handrails
- Defective tools
- Spilled chemicals
- Inadequate lighting
- Poor ventilation
- Lack of equipment
- Excessive noise

**Unsafe  
Environmental  
Condition**









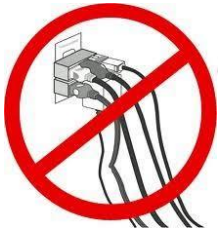



## Safety signs

### What is a safety sign?

A safety and health sign defined as information or instruction about health and safety at work on a signboard

<p><b>RED</b> <b>NOT ALLOWED</b></p>	<p>SHAPE &amp; COLOUR</p>  <p><b>RED</b> means <b>STOP</b></p>	 
<p><b>BLUE</b> <b>YOU MUST DO</b></p>	 <p><b>BLUE</b> means <b>OBEY</b></p>	 
<p><b>YELLOW</b> <b>WARNING</b></p>	 <p><b>YELLOW</b> means risk of <b>DANGER</b></p>	 
<p><b>GREEN</b> <b>SAFTY CONDITIONS</b></p>	 <p><b>GREEN</b> means <b>GO</b></p>	 

Surname Name \_\_\_\_\_ Date \_\_\_\_\_

RED			 
YELLOW			 
GREEN			 
BLUE			 
1. 	1.	2.	2. 
3. 	3.	4.	4. 



## NOTE TO THE TEACHER

### Activity 3 the following criteria is marked

- |  |   |
|--|---|
| 1. Wet or slippery floors                | 2. Mishandling or inaccurately measuring chemicals. |
| 3. Cluttered passageways or corridors    | 4. Worn or faulty electrical equipment              |
| 5. Hair clipping left on the salon floor | 6. Incorrectly ladled materials                     |
| 7. Trailing electrical flexes            | 8. Bad posture                                      |
| 9. Handling and moving stock             | 10. Poor health cross infection diseases            |

### *Working with electricity*

Electricity can kill. Although deaths from electric shock are very rare in hairdressing salons, even a non-fatal shock can cause severe and permanent injury. An electric shock from faulty or damaged electrical equipment may lead to a fall for example down a stairwell.

Those using electricity may not be the only ones at risk. Poor electrical installations and faulty electrical appliance can lead to fires, which can also result in death or injury to others.

Get into the habit of looking for loose cables and plugs on tongs straighteners and hairdryers before plugging them in for use. If you think that a piece of electrical equipment is faulty or damaged, tell your supervisor immediately and they will label it, making sure that no one else tries to use it.

Because you work in public service, all of your day-to-day routine will have some form of impact on someone. You must be aware of things that could harm yourself or others or other people. You must stay alert all times when you are working.

Simply being aware of potential hazards is not enough. You have a responsibility to contribute to a safe working environment so you must take steps to check and deal with any sources of risk



You can fulfil your role in two ways:

1. You deal directly with the hazards means that you have taken individual responsibility. This will properly apply to obvious hazards such as:



Trailing flexes – roll them up and store them safely  
Cluttered doorways and corridors – remove objects and store them safely or dispose of them appropriately  
Sweep the floor to remove loose hair clippings

2. You inform a responsible person e.g. your manager or supervisor of the hazard that means that it becomes an organisational responsibility. This applies to hazards that are beyond your responsibility to deal with such as:

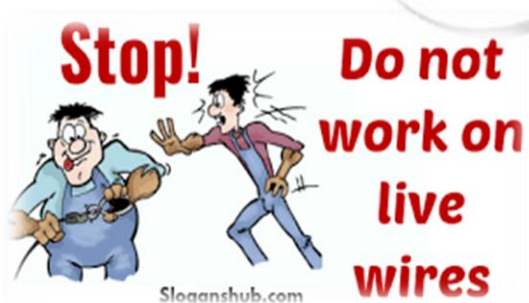


Faulty equipment such as dryers, tongs, straightening irons, kettles, computers.  
Worn floor covering or broken tiles  
Loose or damage fittings such as mirrors shelves or basins  
Obstructions too heavy for you to move safely  
Fire- follow the correct procedures to raise the alarm and help with the salon's evacuation procedure

#### Activity 4

Find out the following information see your classroom as the place of work then complete the details

1. Who has overall responsibility for health and safety?
2. What is this person's role in the workplace?
3. If you find something that felt was not safe at work that will you report it to.
4. What sort of unsafe things do you think you might find? (list as many as what you can think of)
5. In relation to product use, why are manufacturer's instructions important?
6. What is the salons (school) policy in respect to maintaining a healthy and safe work environment?





## NOTE TO THE TEACHER

### Activity 4

Find out the following information see the class room as the place of work then complete the details

**1. Who has overall responsibility for health and safety?**

- a. In the class room it will be the teacher's responsibility and in the workplace the salon manager

**2. What is this person's role in the work place?**

- a. You share a responsibility with your work colleagues for the safety of all the people within the salon  
b.

**3. If you feel not safe at work, whom will you report it.**

- a. To the teacher /salon manager

**4. What sort of unsafe things do you think you might find? (list as many as what you can think of**

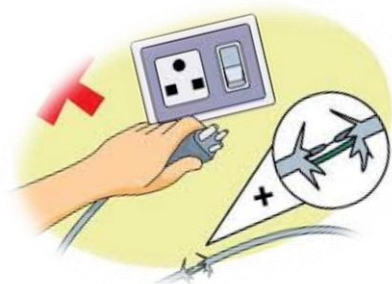
- |  |   |
|--|---|
| 1. Wet or slippery floors                | 2. Mishandling or inaccurately measuring chemicals. |
| 3. Cluttered passageways or corridors    | 4. Worn or faulty electrical equipment              |
| 5. Hair clipping left on the salon floor | 6. Incorrectly ladled materials                     |
| 7. Trailing electrical flexes            | 8. Bad posture                                      |
| 9. Handling and moving stock             | 10. Poor health cross infection diseases            |

**5. Why are manufacturer's instructions important?**

It is important as they develop the product and then give us as consumers the guidelines to use the products

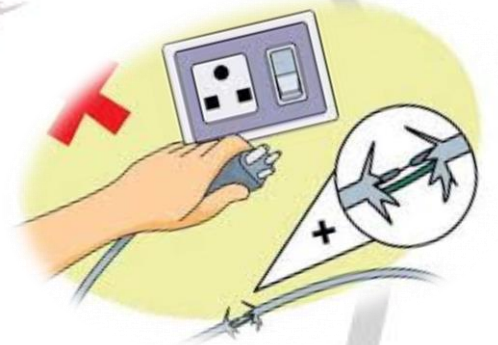
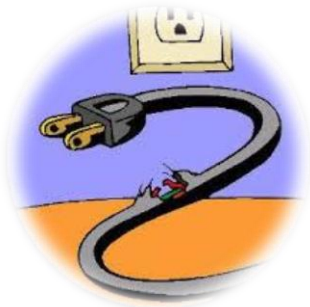
**6. What is the salons (school) policy in respect to maintaining a healthy and Safe work environment?**

Policy states that all persons in the work place (school) have the responsibility of safety



## Use electrical equipment safely

- ✚ Read the instructions before using any electrical equipment.
- ✚ Disconnect electrical equipment when you are finished using them.
- ✚ Never pull the cord, pull the plug when removing from socket.
- ✚ Keep all wires and plugs in a good condition.
- ✚ Inspect all electrical equipment frequently.
- ✚ Repair all worn cords to prevent electrical shock or fire.
- ✚ Do not overload sockets.
- ✚ Do not clean electrical equipment while they still plugged in.
- ✚ Do not wet electrical equipment, as you could get shocked.
- ✚ When using electrical equipment, protect the client at all times.
- ✚ In an emergency turn off the main switch to cut off the electrical current.
- ✚ If you do not know anything about electricity, do not attempt to repair, use an electrician.



### *Unit 3: A safe and healthy working environment*

People exposed to all kinds of hazardous substances at work. These can include chemicals that people make or work with directly and dust fumes and bacteria that is in the workplace. Exposure can happen by breathing them in contact with the skin splashing them into the eyes or swallowing them. If exposure prevention is not properly controlled it can cause serious illness including cancer, asthma, dermatitis and even death.



#### *Obstructions*

Passageways and corridors are dangerous regardless of whether the obstruction is in doorways and corridors on stairs or in a fire exit. In an emergency people might have to leave the salon in a hurry perhaps even in the dark if the electricity has gone off. It could be disastrous if someone injured.



Always be on the lookout for any obstructions in these areas  
If you see something that could present risk tell your teacher

#### *Spillage and breakages*

You do need to act quickly in the event of a spillage or breakage but stop and think before doing anything

- ✚ First, what spilled or dropped?
- ✚ Do you know what it is?
- ✚ Should you report the situation
- ✚ Can you handle the situation yourself?

**NOTICE**  
 **AISLES MUST BE  
KEPT CLEAR AT  
ALL TIMES**





## *Disposal of waste*

General waste like daily salon waste in an enclosed waste bin fitted with suitably plastic bin liner. Remove liner from bin sealed using a wire tie and placed ready for refuse collection. If bin liner punches put the damaged liner into a second bin liner. Wash out the inside of the bin with hot water and detergent.

Being environmentally aware requires us to be more responsible in the ways in which we dispose of our waste items. Take particular care in the procedures for the safe disposal:

- ✚ Aluminium foil and cans, glass bottles, and plastic waste
- ✚ Paper cardboard and other biodegradables
- ✚ Chemical hairdressing products (not down drain and sinks)
- ✚ Aerosol and other pressurised items

## *Have knowledge of a consistent application of safe work practices and emergency procedures*

- ✚ Maintain a safe and well-organized reception area, cubicles, workstation and walkways.
- ✚ Ensure that all routines performed safely, effectively and efficiently.
- ✚ Equipment, tools, materials and products are organised and prepared, as the salon requires.
- ✚ The workstation is cleaned and sanitised.
- ✚ Waste is promptly removed and disposed according to occupational health and safety Regulations.
- ✚ Spills, waste and other harmful chemicals are removed from floors and cubicles as stated by the health and safety manual.
- ✚ Equipment, linen and consumable materials maintained and stored properly.
- ✚ Furniture, tools and equipment are arranged, cleaned, disinfected before use.
- ✚ Types of products to be used in the service are arranged and prepared in according to Manufacturer's instructions.

Disposal of sharp items used razor blades into a safe container (sharps box)





If your class or workplace does not have a sharp box, wrap the blade in tissue and place in bin.



## *Lifting and handling large objects*

As manual handling is an everyday part of the salon possesses is also places here as a range of skeletal and muscular disorders can occur if safe lifting processes are not practice Bad posture resulting from the incorrect handling of large and / or heavy items can result in low back pain/problem repetitive strain injuries and strain disorders.

Think about the situation that can occur in a salon environment:

-  Moving stock into storage
-  Unpacking heavy or awkward items
-  Lifting equipment and moving salon furniture
-  Working heights – chairs trolleys dryers



### **Activity 5**

Create a poster to illustrate the different colours of waste bins.

### **Activity 6**

Create a poster it illustrates safe working with electricity.



### **Note to the teacher**

#### **Activity 5**

Learner can use own discretion but say in the frame work of example given in learner guide

#### **Activity 6**

Learner can use own discretion but say in the frame work of example given in learner guide



## Unit 4 Risks to health and safety

### *Emergencies fire:*

There are situations such as fire, where the building must be evacuated immediately inform staff and clients for assembly at designated point.

All places of work must have adequate firefighting equipment and means of escape. All fire exits have to be clearly marked with appropriate signs and it must be possible to open all doors easily and immediately from the inside.

### *Fire can occur in many situations:*

- ✚ Electrical faults: faulty wiring, overloading power sockets with multi-way adapters.
- ✚ Badly maintained equipment within the salon or staff only areas.
- ✚ Gas appliances left unattended.
- ✚ Badly positioned portable heaters – bottle gas space heaters, electrical convactor or fan heaters.

#### TIP

Do not attempt to carry out any electrical repairs at work. Only those with appropriate technical knowledge and experience should do this.

### *Evacuation procedure*

#### *Fire evacuation*

- ✚ Remember safety of staff/client is the most important.
- ✚ Evacuate the building as quickly as possible.
- ✚ Call the fire brigade.
- ✚ Switch off the lights and electrical equipment.
- ✚ Take the clients to the nearest fire exit and close the door behind you.
- ✚ Never use the lift.
- ✚ Remain calm.
- ✚ After evacuation report to the person in charge.
- ✚ Do not enter the building.
- ✚ Make sure all the clients and staff are out of the building.

#### TIP

Always dry your hands before removing plugs or any other electrical equipment. The water on your hands will conduct the electricity from the live plug terminals and you will get an electrical shock.

### *List the emergency numbers for the following:*

- ✚ Hospitals – 10177.
- ✚ Police – 10111.
- ✚ Ambulance – 1022.
- ✚ Fire department -

## *Firefighting equipment*

Firefighting equipment must be available and located in specific areas and operated by trained people. It is very important that right equipment used. Using the wrong could make the fire worse and endanger the person using it.

### TIP

Do not attempt to carry out any electrical repairs at work. Only those with appropriate technical knowledge and experience should do this.

### Valve Assembly

### Hose

Release Lever

Tamper Seal

Pull Pin

Handle

**Extinguishing Agent**  
(Inside Tank)

**Propellant**  
(Inside Tank)

**Cylindrical Tank**



*Content and use for the different types of fire extinguishers.*

Colour	Contents	Use for each
1. Red.	<ul style="list-style-type: none"><li>• Water filled</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Paper fabric</li><li>• Wood</li></ul>
2. Blue.	<ul style="list-style-type: none"><li>• Dry powder-filled</li></ul>	<ul style="list-style-type: none"><li>• Burning liquid</li><li>• Paper</li><li>• Wood and fabric</li></ul>
3. Black.	<ul style="list-style-type: none"><li>• Carbon dioxide (co2 gas filled)</li></ul>	<ul style="list-style-type: none"><li>• Electrical</li><li>• Burning liquid</li></ul>
4. White	<ul style="list-style-type: none"><li>• Foam filled</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Burning liquid</li><li>• Wood, paper, textiles and cooking oils and fats</li></ul>
5. Yellow	<ul style="list-style-type: none"><li>• Wet chemical-filled</li></ul>	<ul style="list-style-type: none"><li>• Wood, paper, textiles and cooking oils and fats</li></ul>

**Activity 7** Write your answers to these questions in your portfolio

1. Find out where is the fire extinguishers in the salon or classroom
2. Name the content of a red-labeled extinguisher
3. Name what kinds of fire will a foam-filled extinguish
4. What color label extinguisher used for electrical fire?
5. Name the content of a blue-labeled extinguisher
6. Name what kinds of fire a yellow-labeled extinguisher used for



**Note to the teacher:**

### **Activity 7 MEMORANDUM**

1. Find out where the fire extinguishers are kept in the salon or classroom

**At the exits and entry points**

2. Name the content of a red labeled extinguisher

**Water filled**

3. Name what kinds of fire will a foam filled extinguisher is used for

**Burning liquid, Wood, paper, textiles, cooking oils and fats**

4. What color label extinguisher will be used for electrical fire

**Black label**

5. Name the content of a blue labeled extinguisher

**Dry powder-filled**

6. Name what kind of fire will a yellow labeled extinguisher be used for

**Wood, paper, textiles and cooking oils and fats**

### *Accidents*

Accidents can occur at any time and most of the time these will not be too serious.

However, all accidents recorded in an **accident book** kept in the salon. It should contain all the details of the accident, who was involved, how it happened, what action taken, details of any witnesses, etc.

### *Accidents caused by:*

- Carelessness
- Tiredness
- Misuse of substances
- Faulty equipment
- Poorly stored chemicals
- Untidy and dirty work area
- Poor salon layout

The salon must have a first aid box that contain all necessary items needed to deal with minor accidents. The regulations also cover the need to provide qualified first aiders.

### **Activity 8** Fire knowledge quiz

Write the letter of the correct answer next to the question number e.g. 1 e

**1. What is the main colour of a fire exit sign?**

- |          |           |
|----------|-----------|
| a. green | b. blue   |
| c. red   | d. yellow |

**2. What should you do first when you hear a fire alarm?**

- |                                   |                            |
|-----------------------------------|----------------------------|
| a. phone the fire brigade         | b. evacuates the building  |
| c. check to see where the fire is | d. waits in the staff room |

**3. What colour are fire extinguishers?**

- |          |          |
|----------|----------|
| a. red   | b. green |
| c. black | d. blue  |

**4. Water-filled extinguishers used on electrical fires?**

- |         |          |
|---------|----------|
| a. true | b. false |
|---------|----------|

**5. Fire exits kept locked:**

- |         |          |
|---------|----------|
| a. true | b. false |
|---------|----------|

### **Activity 9**

Complete the fire extinguisher worksheet



### **Note to the teacher**

### **Activity 8 MEMORANDUM**

**1. C   2. B   3. A   4. B   5. B**



## Activity 9

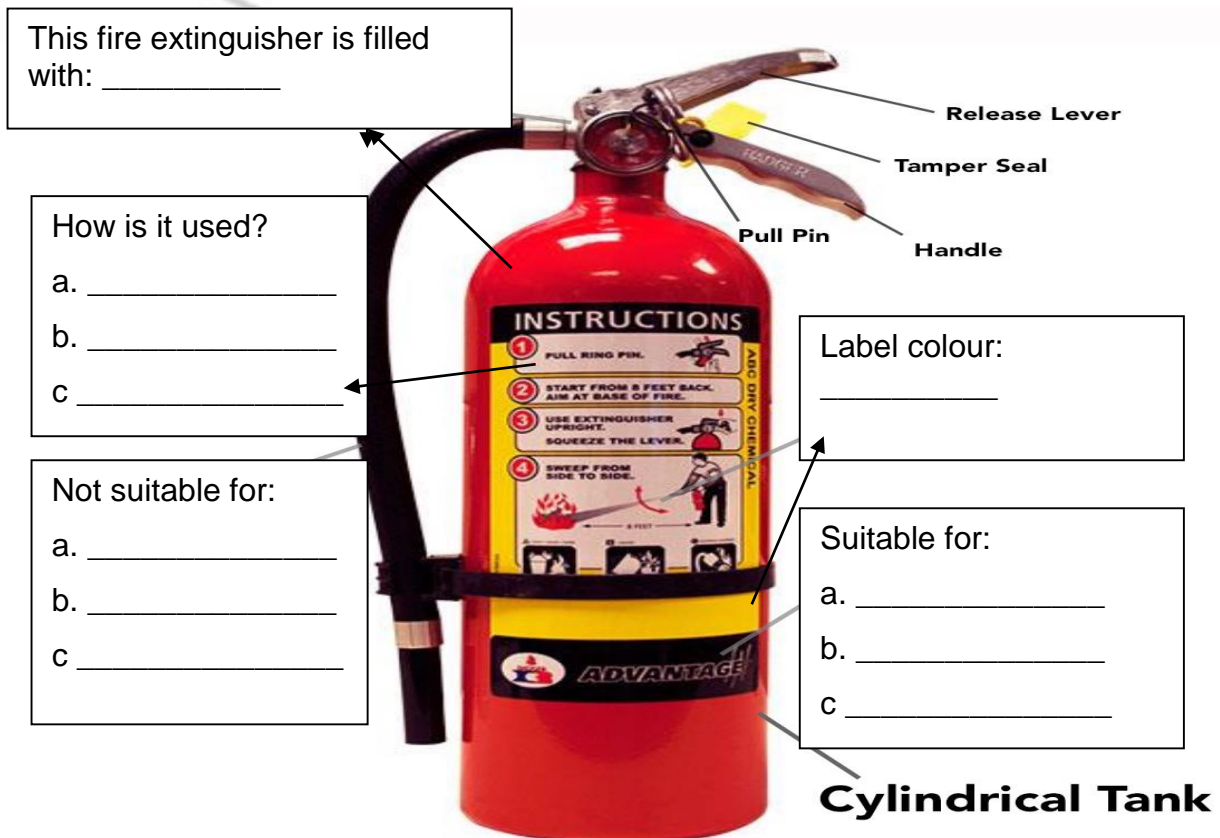
## FIRE EXTINGUISHER

YEAR2

Name \_\_\_\_\_

Date \_\_\_\_\_

Fill in the missing information.



## *Chapter 3*

### *Working together in a team*



*Unit 1: Building professional relationship.*  
*Unit 2 Personal effectiveness*

## *Introduction to Working together in a team.*

No matter where some people harder to get along with than others. It is not always possible to understand what people need, even if you know them well. Though you think you understand what people want, you cannot always satisfy their wishes. This can lead to misunderstandings. The ability to understand people is the key to operating effectively in many professions. It is especially important in cosmetology, where customer service is central to success. Most of your interactions will depend on your ability to communicate successfully with a wide range of people: supervisors, co-workers, clients, and various vendors who come into the salon to sell products. When you understand the motives and needs of others, you will be in a better position to do your job professionally.

People all have the same basic needs, and the best way to understand others is to begin with a clear understanding of you. When you know and understand your own motivations, it is easier to appreciate others and to help them meet their goals. When people treat us with respect and listen to us, we feel good about them and about ourselves. By treating others with respect, you create an environment in which customers and staff develop confidence in you. Mutual respect transforms a good stylist into a trusted adviser and colleague

Term 1 Week 5

### *Unit 1 Building a professional relationship*

Practical tips for dealing with situations that you are likely to encounter:

- Human beings are social animals. We like to interact with other people. As human beings, we enjoy giving our opinion and take pleasure in having people help us. In addition, we feel proud when we use our abilities to help others.
- A fundamental factor in human relations involves a person's sense of security. When people feel secure, they are happy, calm, and confident. When people feel secure, they are joyful. On the other hand, when people feel insecure, they can become worried, anxious, and overwhelmed.
- No matter how secure you are as an individual and a professional stylist, there will be times when you encounter people and situations that are difficult to handle. Some people create conflict wherever they go. Try to remember that these people are feeling insecure;
- To become skilled in human relations, learn to make the best of any situation.





## Good ways to handle human relations:

- ✿ Respond instead of reacting. Believe in yourself. When you do, you trust your judgment, uphold your values, and stick to what you believe is right. It is easy to believe in yourself when you have a strong sense of self-worth. Believing in yourself makes you feel strong enough to handle almost any situation in a calm, helpful manner.
- ✿ There is an old saying “two ears and one mouth for a reason”. Listen more than you talk. When you are a good listener, you are fully attentive to what other people are saying.
- ✿ Be attentive. Each client is different. Some are clear about what they want, some are demanding, and still others may be hesitant. If you have an aggressive client, ask your manager for advice. What usually calms difficult clients down is agreeing with them. Follow up by asking what you can do to make the service more satisfactory.
- ✿ Take your own temperature. If you are tired or upset, your interactions with clients may be affected. An important part of succeeding in a service profession is taking care of yourself and your own personal conflicts first so that you can take the best possible care of your clients.
- ✿ Human relations can be rewarding or demoralizing. The result you achieve will depend on how much you are willing to give and how well you have prepared yourself for that day’s services.

## The Golden Rules of Human Relations

- ✿ Communicate from your heart problem-solve from your head.
- ✿ A smile is worth a million times more than a sneer.
- ✿ It is easy to make an enemy; it is harder to keep a friend.
- ✿ See what happens when you ask for help instead of just reacting.
- ✿ Show people you care by listening to them and trying to understand their point of view.
- ✿ Compliment people even if they are challenging or unpleasant.
- ✿ For every service you do for others, do not forget to do something for yourself.
- ✿ Laugh often.
- ✿ Show patience with other people’s flaws.
- ✿ Build shared goals; be a team player and a partner to your clients.
- ✿ Always remember that listening is the best relationship builder.



To earn trust and loyalty, you should:

- ✿ Always approach the client with a smile on your face. If you are having a difficult day, keep it to yourself. The time you spend with your client is for his or her needs, not yours.
- ✿ Always introduce yourself. Names are a powerful communication tool
- ✿ Set aside a few minutes to take new clients on a quick tour of the salon.
- ✿ Introduce clients to people they may interact with while in the salon, including potential providers for other services, such as skin care or nail services.
- ✿ Be yourself. Do not try to fool clients by representing yourself as someone or something you are not.

Points to keep in mind as you interact and communicate with co-workers:

- ✿ **In a work environment**, you will not have the opportunity to handpick your colleagues. There will always be people you like or relate to better than others.
- ✿ Treat everyone with respect. Regardless of whether you like someone, your colleagues are professionals who deserve respect.
- ✿ **Remain objective.** Different types of personalities working together over long and intense hours can breed some degree of dissension and disagreement. Make every effort to remain objective.
- ✿ **Be honest** and sensitive. Many people use the excuse of being honest as a license to say anything to anyone. While honesty is always the best policy, using unkind words or actions at work is never a good idea. Be sensitive, and think before you speak.
- ✿ **Remain neutral.** Do whatever you can in order to avoid taking sides in a dispute.
- ✿ **Avoid gossip.** Gossiping never resolves a problem; it only makes it worse. Participating in gossip can be just as damaging to you as it is to the object of your gossip.
- ✿ **Seek help** from someone you respect. If you find yourself at odds with a co-worker, seek out someone who is not involved and can be objective, such as the manager. Ask for advice about how to proceed, and then really listen.
- ✿ **Do not take things personally.** How many times have you had a bad day, or been thinking about something totally unrelated to work, when a colleague asks you what is wrong, or if you are mad at her? Just because someone is behaving in a certain manner, and you happen to be there, does not mean his or her behaviour involves you.
- ✿ **Keep your private life private.** There is a time and a place for everything, but the salon is never the place to discuss your personal life and relationships.

#### Activity 1

What are the golden rules of human relations?

What is the definition of effective communication?

List five points when communicating with your co-workers





## NOTE TO THE TEACHER:

### Activity 1 MEMORANDUM

1. What are the golden rules of human relations?

- ✿ Communicate from your heart, problem-solve from your head.
- ✿ A smile is worth a million times more than a sneer.
- ✿ It is easy to make an enemy; it is harder to keep a friend.
- ✿ See what happens when you ask for help instead of just reacting.
- ✿ Show people you care by listening to them and trying to understand their point of view.
- ✿ Compliment people even if they are challenging or unpleasant.
- ✿ For every service you do for others, do not forget to do something for yourself.
- ✿ Laugh often.
- ✿ Show patience with other people's flaws.
- ✿ Build shared goals; be a team player and a partner to your clients.
- ✿ Always remember that listening is the best relationship builder.

2. What is the definition of effective communication?

#### **Good working environment**

3. List five points when communicating with your co-workers

- **In a work environment,**
- **Remain objective.**
- **Be honest**
- **Remain neutral.**
- **Avoid gossip.**
- **Seek help**
- **Do not take things personally.**
- **Keep your private life private.**

## Activity 2

Chose from the list of statements and match it with your level of ability

Example: I can do this very well A, G, H, and P

### Level of ability

I can do this very well

I can do this OK

I think I am getting there

I find this a bit tricky

I cannot do this at all

### Statements

**A** I recognise situations where there may be a potential hazard

**B** I notice when things need doing

**C** I monitor the usage of stock and materials

**D** I thoroughly clean and prepare the working surfaces

**E** I am particular about my appearance

**F** I am always on time for class

**G** I shampoo client hair

**H** I blow dry client's hair

**I** I make appointments over the phone

**J** I recommend treatments to clients

**K** I recommend products to client

**L** I help assist and communicate with clients on a routine basis

**M** I make appointment for all services

**N** I handle payments by card at reception



### Note to the teacher

**Activity 2** Learner answer is aimed at personal progression and no set memorandum

## *Unit 2 Personal effectiveness*

### *Introduction*

This unit is about your responsibility at work to improve your performance achieve personal target and get along with your colleague's doing well in your job really makes a big difference to the whole team. Everyone must take their responsibilities as a valued team member .But the most effective hairdressers are those that are self-motivated they are eager to learn and find the opportunity to learn them self's by watching others keeping in touch with fashion and eager in providing assistance to fellow members

### *Improve your personal performance at work*

You should have a clear understanding of what you should be doing and what you are aiming to achieve at work

What you do and say affect others the positive and helpful way that you assist colleagues in their work and the way in which you relate to them is teamwork

Your ability to meet the expected standards at work referred to as personal effectiveness and this is the result of care interest, respect and ongoing training



You should be able to

- ✿ Make use of opportunities to learn
- ✿ Work towards the industry standards
- ✿ Identify your own strengths and weaknesses
- ✿ Work to achievable mutually agreed personal and salon targets
- ✿ Review your progress towards targets

### *Make use of opportunities to learn*

Everything that you doing the salon provides a learning opportunity. Each task that you have been able to carry out yourself before provides you with a target for the future.

It is never the case of “I’ll never be able to do that”, it is ok, or “you’ve been doing it for ages “It’s also about continual improvement. In order to learn something, lots of practice and that means several times in different situations before it can be done every time to the correct standard.

### *Identify your own strengths and weaknesses*

Being able to spot your own mistakes is a starting point. We all know that if we do things the right way, we gain the personal satisfaction of getting it right.

Low self-esteem needs to be avoided is negative and does nothing for our self-motivation.

## List of strenghts & weaknesses

### Strenghts :

- 1 Creativity
- 2 Versatility
- 3 Flexibility
- 4 Focused
- 5 Taking Initiative

### Weaknesses :

- 1 Self-criticism
- 2 Insecure
- 3 Too detail oriented
- 4 Public Speaking
- 5 Presentation Skills

### *Work to achievable mutually agreed personal and salon targets*

It is accentual for a hairdresser to set her self-targets (goals) to achieve a successful career and to develop and for that self-assessment it important

### *Set realistic goals for tasks and activities*

- ✿ Set goals using **SMART** criteria
- ✿ Consider factors that will prevent goal setting
- ✿ Differentiate between short, medium- and long-term goals

### *Prioritise tasks and activities*

- ✿ Time available
- ✿ Time allocated
- ✿ Task rating according to urgency and importance

### *Draw up a plan for tasks and activities*

- ✿ List the steps
- ✿ Use different time schedules

### *Carry out tasks and activities as planned*

- ✿ Checklist
- ✿ Compile a 'to do' list and tick

### *Evaluation (Use the smart criteria)*

**S** – Specific - be specific to what you want to achieve

**M** – Measurable - don't aim to big

**A** – Achievable - do not set targets (goals) to high

**R** – Realistic – be realistic we all want a lot out of life but keep your situation in mind

**T** - Time - it will be wise to set some short term and long-term targets (goals)



## *Solution*

Contingency measures (have a plan B)

### **Activity 3**

#### **Strength and weaknesses chart**

This activity provides a way for you to study and assess you your strengths and weaknesses

#### **Personal skills**

#### **my strengths**

#### **my weaknesses**

Communicating with clients and fellow students

Dealing with clients and teachers

Organise my own work

Helping others in their work

Sorting out things myself

### **Activity 4**

Create a personal target (goal) list using the SMART principles under the following headings

#### **Short-term**

#### **Long term**

### **Activity 5**

Create a workplace target (goal) list using the SMART principles under the following headings

#### **Short-term**

#### **Long term**



# *Chapter 4*

## *Anatomy of the hands feet*



*Unit 1 Hands and feet muscles and skeletal bones*

*Unit 2 Structure of the nail plate*

*Unit 3 Physical properties of the nail*

*Unit 4 Diseases and disorders*

## Unit 1 Hand and foot muscles and skeletal bones



The human hand, the most distal part of the upper limb, is a remarkable feat of engineering and evolution. It is strong enough to allow climbers to tackle any mountain, but also sufficiently precise for the manipulation of some of the world's smallest objects and the performance of complex actions.

The hand itself consists of specific bones that various muscles attached, and a collection of neurovascular structures responsible for drainage and innervation. However, the intrinsic muscles of the hand are only partially responsible for all its range of motion. The other major contributors are actually the forearm muscles, which project tendons towards the hand via an equally complex and flexible anatomical structure, called the wrist.

The hand and wrist are composed of **29** bones. There are 14 finger bones called phalanges three in each finger and two in the thumb.

The bones, muscles and joints are responsible for the various movements of the hands.

A solid understanding of the hand requires good grasp of its entire anatomy,

The bones of the hand divided into three distinct groups:

- Carpals
- Metacarpals
- Phalanges

Each group of hand bones is important in its own right, but the eight carpals are especially interesting because they arrange in two distinct rows and are direct contributors to the formation of the wrist.

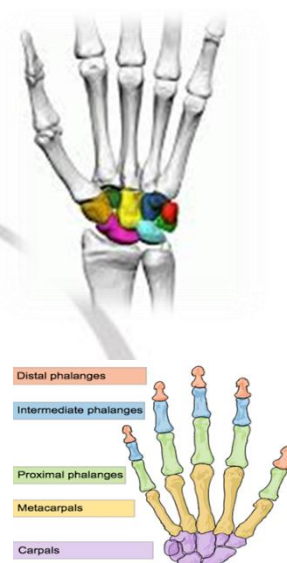
### *The muscles tendons, ligaments, and sheaths of the hand*

**Muscles** are the red fleshy structures that contract and relax to move the joints of the hand and wrist. Most of the muscles that move the hand and wrist are in the forearm, although there are a few small muscles in the hand

The **tendons** connect muscles in the arm or hand to the bone to allow movement. Each muscle connects to a white cord-like structure called a tendon. There are many tendons running through the wrist and out into each finger. They may be irritated by overuse (tendinitis) or cut due to sharp injuries to the hand or wrist

**Ligaments** are the thick white “straps” of sturdy tissue that holds the joints together and allow for joint movement. When ligaments are injured (sprains), the joints may become too loose and dislocate, or too tight and stiff.

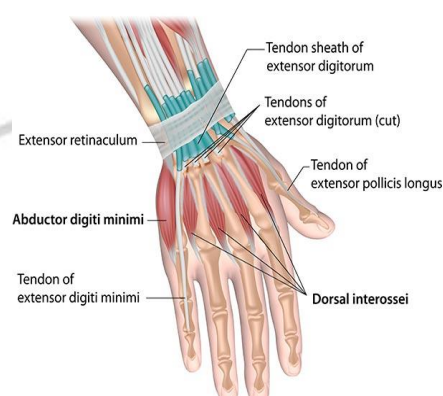
The **sheaths** are tubular structures that surround part of the fingers.



*Key facts about the anatomy of the hand*

<b>Bones</b>	<p><b>Carpals:</b> scaphoid, lunate, triquetrum, pisiform, trapezium, trapezoid, capitate, hamate</p> <p><b>Metacarpals:</b> base, shaft, head</p> <p><b>Phalanges:</b> proximal, middle, distal phalanges</p>
<b>Muscles</b>	<p><b>Thenar group:</b> abductor pollicis brevis, adductor pollicis, flexor pollicis brevis, opponens pollicis</p> <p><b>Hypothenar group:</b> abductor digiti minimi, flexor digiti minimi, opponens digiti minimi, palmaris brevis</p> <p><b>Metacarpal group:</b> lumbircals, palmar interossei, dorsal interossei</p> <p><i>Mnemonic: 'Rule of 3s'</i></p>
<b>Nerves</b>	<p><b>Median nerve</b> and its branches (common and proper palmar digital nerves) predominantly supply the thenar muscles.</p> <p><b>Radial nerve</b> provides cutaneous innervation along the outside of the thumb.</p> <p><b>Ulnar nerve</b> and its branches (superficial, deep and dorsal) innervate the hypothenar and metacarpal groups</p> <p><i>Mnemonic: Ulnar nerve supplies all intrinsic muscles of the hand except the LOAF muscles (Lateral two lumbircals, Opponens pollicis, Abductor pollicis brevis, Flexor pollicis brevis)</i></p>
<b>Arteries</b>	<p>All the branches originate from the radial and ulnar arteries. They include palmar arches (superficial, deep), palmar digital arteries (common, proper), dorsal carpal arch, dorsal metacarpal arteries, dorsal digital arteries, principal artery of the thumb.</p>
<b>Veins</b>	<p>Dorsal venous network of hand: predominant drainage route of the hand (also receiving palmar venous return via perforating veins). Gives rise to cephalic and basilic veins.</p> <p>Palmar venous arches: Receives palmar metacarpal and digital veins. Drain into radial and ulnar veins.</p>
<b>Wrist</b>	<p>It is capable of various movements like flexion, extension, abduction and adduction. It also facilitates the passage of tendons and various neurovascular structures from the forearm to the hand.</p>

Muscles of the Hand  
(right hand, dorsal view)



## *Anatomy of the foot*

It may surprise you to know that the foot is one of the most complicated structures of the body.

It contains a lot of moving parts

- 26 bones,
- 33 joints and
- Over 100 ligaments.

Such complexity is necessary because the foot is required to do many different activities such as walking, running and climbing. Between them, the two feet need to balance the weight of the body, redistributing it in response to position changes.

The foot divided into three sections

- Fore foot,
- Mid foot
- Hind foot.

### *The fore foot*

This consists of five long metatarsal bones and five shorter bones that form the toes (phalanges).

### *The mid foot*

This is approximately pyramid-shaped and is comprised of three cuneiform bones, the navicular bone and the cuboid bone. These form the arches of the feet. They are actually quite a miracle of engineering, forming a structure that is both flexible and sturdy.

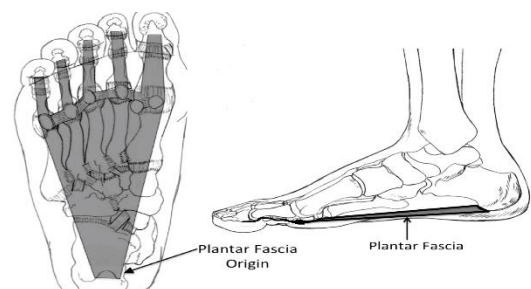
### *The hind foot*

This is comprised of the talus bone and the calcaneum. The talus connects with the tibia and fibula to form the ankle joint, and the calcaneum is the bone that forms the heel. The calcaneum is the largest bone in the foot

## *Bones of the foot*

a diagram showing the bones of the foot, which will give an insight about bones, muscles, ligaments, and tendons make up the foot. The bones of the foot divided into:

- Anterior Region,
- Posterior Region,
- Dorsal Region,
- Plantar Region,
- Distal Region,
- Proximal Region,
- Medial Region
- Lateral region.





## *The different muscles of the foot*

There are a large number of smaller muscles deep inside the foot. They help move the toes and stabilize the foot. Collectively they refer to as the *intrinsic* muscles of the foot because they are entirely contained within the foot.

### *Function of foot muscles*

Foot muscles contribute to eversion and inversion of foot, movements of the toes, as well as plantar flexion and dorsiflexion. We encourage you to go through this study unit to learn all about the foot muscles. The foot muscle divided into plantar and dorsal groups. Only two of these muscles are located on the dorsal aspect (top) of the foot: the *extensor hallucis brevis*, and the *extensor digitorum brevis*. Their primary purpose is to help extend the toes.

This is in contrast to the *flexor hallucis brevis* and *flexor digitorum brevis*.

These muscle tendon units are located deep in the plantar arch assist in flexing the big toe and the four lesser toes.

### *Plantar Fascia*

The plantar fascia is not a nerve, tendon or muscle, but rather a strong fibrous tissue this tissue originates deep within the plantar surface of the calcaneus (heel bone) and covers the distance to the base of each of the five toes.

When the foot rolls off the ground during walking, the toes flex and pull on the plantar fascia. This motion tends to tighten the plantar fascia, and thereby supports the arch of the foot, by maintaining the distance between the calcaneus and the metatarsals.

The foot muscles divided into plantar and dorsal groups.

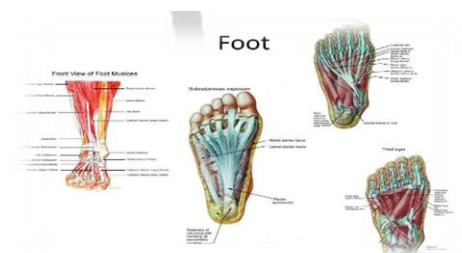
<i>Plantar</i>	<i>Dorsal</i>
<ul style="list-style-type: none"><li>▪ Lateral,</li><li>▪ Central,</li><li>▪ Medial</li></ul>	<ul style="list-style-type: none"><li>▪ Dorsum they extend the toes</li></ul>

## *The muscles, tendons and ligaments*

The **muscles** are located mainly in the sole of the foot and divided into a central (medial) group and a group on either side (lateral). The muscles at the top of the foot fan out to supply the individual toes.

The **tendons** are thick bands that connect muscles to bones. When the muscles tighten (contract) they pull on the tendons, which in turn move the bones. Arguably, the most important tendon is the Achilles tendon, which allows the calf muscles to move the ankle joint.

The **ligaments** are fibrous bands - imagine very strong rubber bands - which bind the bones together to give shape, flexibility and strength to the foot. There are many ligaments in the foot. Some run together to form complex webs around areas that need extra support, such as the sole of the foot, the top of the foot and the ankle joint.





## Unit 2 Structure of the nail plate

### Structure of the nail

Structures that made from skin cells called skin appendages.

The part that we call the nail known as the “*nail plate*.” The nail plate is made of a hard substance called keratin. The structure measures half a millimetre thick and slightly curved.

The nail firmly attached to the nail bed beneath it. The nail and nail bed separate at the tip of the finger or toe, where the end of the nail sticks out. This allows us to use our nails as tools, for example for scratching. The nails are also an important part of the sense of touch.

The nail framed by the lateral nail folds on the left and right side of it. The skin bordering the lower end of the nail called the proximal nail fold. A thin layer of skin, known as the cuticle, grows over the nail there.

### Function of nail bed.

The function of the nail bed is to supply nourishment and protection to the nail. This portion of skin that the nail plate rests on. It has very rich supply of blood and lymph vessels to keep nail healthy.

### What is the Hyponychium of the nail?

The **Hyponychium** is the area of epithelium, particularly the thickened portion, underlying the free edge of the nail plate on the nail. Its proximal border is immediately distal to distal limit of nail bed

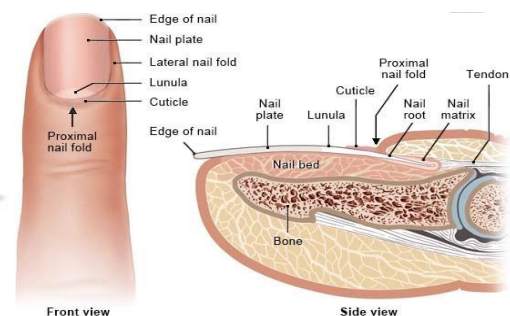
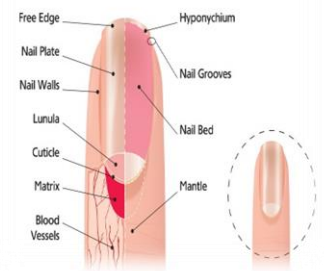
### Growth of nails

All nail growth occurs at the nail base, where specialized cells that make up the nail plate produced; these cells pushed forward as new cells form behind them.

At the proximal, nail fold, the nail tucked into a pouch in the skin. This area refers to as the matrix. If you look at a nail, you will see a light half-moon-shaped area shimmering through the nail plate at the base of the nail. This is the visible part of the matrix known as the lunula (Latin for “small moon”) because of its shape.

The matrix constantly produces new keratin that gathers at the nail plate and slowly pushes the nail forward, causing it to grow. Fingernails grow at a rate of about 3 millimetres per month. Toenails grow a little slower.

### STRUCTURE OF NAILS



The nail takes between 5-6 months to grow from the matrix to the free edge if you lose your nail.

What affects the growth of the nail?

- Age
- Ill health
- Crash diets
- Malnutrition
- Medication
- Alcohol
- Anaemia

The nail grows quicker -

- In the summer than in winter.
- In younger people than in older people.
- On hands rather than on feet.
- On the dominant hand.
- On men than on women.
- During pregnancy.

Did you know **your nails** could reveal clues to **your** overall **health**? A touch of white here, a rosy tinge there, or some rippling or bumps may be a sign of disease in the body. Problems in the liver, lungs, and heart can show up in **your nails**

*Why do we have nails?*

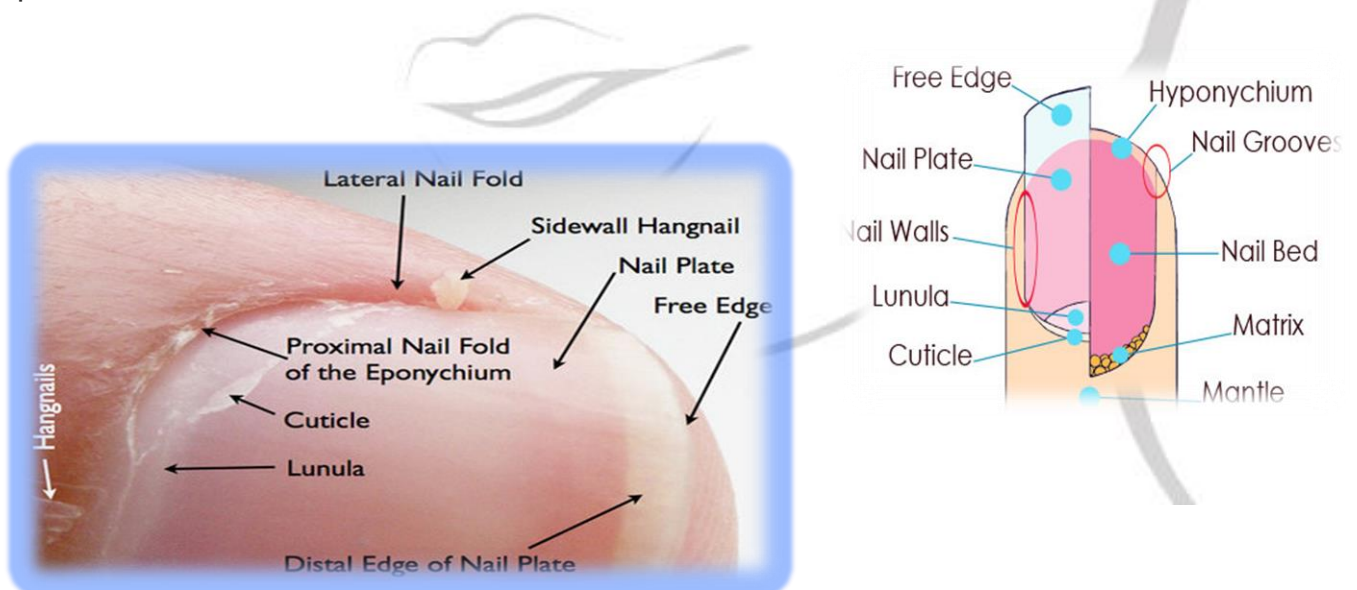
The short answer is we have evolved to have nails because they help us pick things up and hold tightly onto things. Early humans who had these type of nails (instead of claws) tended to live long enough to have babies and pass on the fingernails gene to their kids.

Term 2 week 3

### *Unit 3 Physical properties of the nail*

#### *The Physical Properties of Nail*

The nails and claws of mammals contain  $\alpha$ -type fibrous protein filaments. In the human nail, the filaments are aligned perpendicular to the growth. Studies of water content and diffusion suggest that nails are similar in structure to hair and quite different from epidermis.



Nail Terminology	Definitions
<b>The Free Edge</b>	The end of the nail plate that is shaped during Manicure & Pedicure
<b>The Nail Plate</b>	The nail plate is the hard, keratin coating on the fingertip visible part of the nail that sits on top of the nail bed. Keratinisation; the transformation of living cells to hard, dead cells, and it consists of carbon, hydrogen, oxygen, sulphur and nitrogen.
<b>The Lanula</b>	The half-moon shaped point where the matrix and nail bed meet.
<b>The Cuticle</b>	The overlapping skin surrounding the nail protect the matrix from invaded by bacteria and physical damage. Since this tissue is dead, most of it can be safely cut or filed off
<b>The Mantle</b>	The skin covering the matrix and the base of the nail plate.
<b>The Hyponychium</b>	The hyponychium is the skin that forms the seal between the nail plate and the nail bed where the free edge begins. This area is vascular and sensitive, so avoid aggressively cleaning under the free edge with implements this will be painful and bleed damaging the hyponychium can cause onycholysis, or the lifting of the nail plate from the nail bed, leaving the area susceptible to infections.
<b>The Nail Grooves</b>	These are the grooves on the skin at the sides of the free edge, and the nail follows them as a guideline when it grows
<b>The Nail Walls</b>	The skin on both sides of the nail plate
<b>The Nail Bed</b>	This is the part of the finger underneath the nail plate. Has a pink colour due to the blood circulation.
<b>The Matrix</b>	Located beneath the skin at the nail base, the matrix contains nerves; blood, lymph vessels that produce nail cells and pushed forward toward the fingertip resulting in nail growth. Damage to this important and sensitive area can result in nail plate irregularities, which can sometimes be irreversible. Be sure to avoid excessive pressure when pushing back the cuticle



**Question 1**

Answer the following questions:

1.1 Name any three things that affect the growth of nails.

1.) .....

2.) .....

3.) .....

1.2 How long does it take the nail to grow from matrix to free edge?

.....

**Question 2**

Say whether the following are True or False:

1. The nail grows more quickly in winter than in summer. ....
2. The nail grows more quickly in older people than in younger people. ....
3. The nail grows more quickly on the hands than on the feet. ....
4. The nail grows more quickly on the dominant hand. ....
5. The nail grows more quickly on women than on men. ....
6. The nail grows more quickly during pregnancy. ....

**Question 3:**

Draw and label the structure of the nail plate and give the definition of each label.

## Unit 4 Diseases and disorders

### *What are nail diseases and disorders?*

The following list of nail disorders will help explain certain conditions affecting the finger and toenails. Nail diseases include conditions leading to nail deformities, infections, inflammation and breakage of nails. Nail diseases and deformities generally called onychosis.

### *What are the most common toenail problems?*

Toenail fungus, ingrown toenail, and toenail trauma are three of the most common toenail problems. Each one traced to various causes, which in turn leads to varying treatment options.

### *Nail fungus*

Nail fungus is a common condition that begins as a white or yellow spot under the tip of your fingernail or toenail. As the fungal infection goes deeper, nail fungus may cause your nail to discolour, thicken and crumble at the edge. It can affect several nails. When the condition is mild and not bothering, no treatment needed. When the nail fungus painful and has caused thickened nails, self-care steps and medications may help even if treatment is successful, nail fungus often comes back. Nail fungus known as onychomycosis (on-ih-koh-my-KOH-sis). When fungus infects the areas between your toes and the skin of your feet, it is known as athlete's foot (tinea pedis).



### *What are toenail fungal infections?*

Fungal infections usually occur underneath the nail and begin at the end of the nail, where trimmed. The most common changes that occur with toenail fungal infections include

### *Why do I have fungus under my fingernails?*

They grow when a crack or break traps fungi between the nail and the nail bed. Sweat, athlete's foot, and salon manicures and pedicures can put people at higher risk of nail fungal infections. Fungus under the nails often is not painful.

### *What do fingernails look like with disease?*

Nails that are entirely white except for a small band of pink or brown at the tip known as Terry's nails. Most often seen in people with severe liver disease. Nails that are half-white and half-dark known as Lindsay's nails. Most often associated with kidney disease.

### *Does lack of vitamin D cause nail problems?*



Deficiencies specifically in vitamins A, D, E, and K typically will cause nails to be softer, termed hapalonychia.

Yellow discoloration of the nails, not to be confused with onychomycosis, can occur with vitamin E deficiencies.

## *Common Nail Disorders*

### **Beau's lines:**

Deep grooved lines that run from side to side on the fingernail or the toenail. They may look like indentations or ridges in the nail plate.



### **Bruised nail beds:**

Medical term for bleeding and bruising under the nail. This is usually the result of some kind of injury to the blood vessels under the nail bed



### **Eggshell nails:**

A condition of the nails that causes them to appear thin, white, and brittle like that of an eggshell



### **Hangnail:**

A tiny, torn piece of skin, more specifically eponychium or paronychia, next to a fingernail or toenail. Hangnails are typically caused by having dry skin, or by trauma to the fingers, such as paper cuts or nail biting



### **Koilonychia**



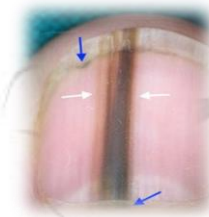
### **Leukonychia spots:**

A condition where white lines or dots appear on your finger or toenails. This is a very common issue and entirely harmless



### **Melanonychia:**

A condition of either the fingernails or the toenails. Melanonychia is having a brown or black line on the nails. The decolourization is usually in a stripe that starts at the bottom of the nail bed and continues to the top. It may be in one nail or several.



### **Onychophagy:**

An oral compulsive habit of biting one's fingernails



## *Infectious Nail Diseases*

### **Onychia:**

**Inflammation of the nail folds (surrounding tissue of the nail plate) of the nail with formation of pus and shedding of the nail. Onychia results from the introduction of microscopic pathogens through small wounds**



### **Onychomycosis:**

A fungal infection of the nails that causes discoloration, thickening, and separation from the nail bed.



### **Paronychia:**

Infection of the skin around the fingernails and toenails. Bacteria or a type of yeast called *Candida* typically cause this infection. Redness, pus, and swelling are usually seen in the skin fold adjacent to the nail plate.



### **Tinea pedis:**

**Known as athlete's foot; red, itchy rash on the skin on the bottom of feet and or between toes**



# *Chapter 5*

## *Reception*



*Unit 1 Maintain the reception area*  
*Unit 2 Attend to clients and enquiries*

## *Introduction Reception*

The reception is the most important area of the salon as it is where the clients makes their first contact with the business. With clients and visitors arriving, incoming calls, stock deliveries, appointments and payments being made. It is a busy place.

Because of all daily duties that they perform, the receptionist needs a variety of skills: good communication, good organisational abilities accuracy and above all attention to detail.

### *Unit 1 Maintain the reception area*

Apart from the receptionist tasks, the reception area is equally important creating the overall professional impression. The waiting area retail displays, reception desk should always be clean organised, and welcoming it is the job of the reception staff to maintain the area throughout the day as thing constantly changing.

### *A professional salon reception*

Customer service is at the heart of the hairdressing industry and it is good customer service that brings the clients back repeatedly. Clients want to feel that their custom are valued and that you and the rest of the staff will respond to their needs and problems with efficiently and with empathy.

Your job in reception is to receive clients and make them feel welcome which means greeting them properly responding to their needs and dealing with them in a professional and friendly way. You need good communication skills for this type of work, as you will have to deal with a wide range of people who expect the best from you.

### *Greeting and meeting clients*

Your greeting of the client is the next way beyond the first impression. New customers entering the salon need to feel welcome as they are walking into an unknown environment. They do not know what to expect and may not know anyone who works within the salon. Similarly, the regular client needs to feel part of the business too they expect the familiar faces whom they see regular basis to recognise them and welcome them too.

We can show people that we remember them by the way that we great them

- Stop what you are doing
- Make eye to contact
- Say "Good morning (or afternoon) Mrs /Mr xxxxxxxxxx
- Ask "How can I help today
- Show the client the waiting area
- Offer the client a beverage
- Indicate to client where the rest room
- To randomly check on client while he /she is waiting



## *Handling enquiries*

We want visitors to become clients and there are ways to make this happen. An important part of this process and one that effects the conscious decision people make about us is communication. We want people to see us as professional communicators. Professional communicators occur when we handle or anticipate the needs of others in a prompt and business manner

Effective communication takes place in the following ways:

- Speech – what you say and how you say it
- Listening – hearing the request of others properly
- Writing – recording information correctly and clearly
- Body language – the way you communicate your posture expression and mannerisms.

Handle enquiries made by a client either in person or on the telephone very promptly and politely.

## *Late arrivals*

Hardly a day will go by where is not someone who is late for his or her appointment. People are not deliberately late it's just one of those things put down to modern living transportation hold ups last minute duties and trying to mush into a busy day. All have an impact on time. Unfortunately, it is not your time they are using in most cases it is the next clients. In a situation where the client has arrived late above all you need to be sympathetic and understanding.

## *'Unscheduled arrivals and' walk- ins "*

Clients without an appointment accommodated if possible as someone else recommends them.

### **Activity 1**

Explain in your own words how you will improve the daily tasks of a receptionist.



### **Note to the teacher : Memorandum**

**Activity 1** No set criteria ( information relevant to what question requests )

**Activity 2** No set criteria ( information relevant to what question requests )



## Unit 2 *Attend to clients and enquiries*

### *What is good customer service?*

Good client service means making the client your number one priority. Quite simply it is looking after their individual needs and making sure that their visit to the salon is both a pleasurable and enjoyable experience.

### *Paying respect*

We are familiar with being told that you cannot demand respect you have to earn it but it is different for customer they can expect it. So why is that? Simply they are paying for it.

### *Contentious and controversial issues*

People like to talk, and the hairdressing salon is one of those places where conversations are not only expected but also good fun too. However, you must always be a professional be careful what you say and to whom you are saying it to.

Never get down into conversations that lead to gossip. It is ok to talk about TV programmes music interest celebrities and the reported things that they have done. However, there are conversations that you do not have in a salon like politics and religion.

### *Identify customer needs and expectations*

If Client's needs are understood physical, social, emotional, and intellectual to be helped in the right manner. Displaying sensitivity when dealing with people who are different is one of many aspect of customer service.

Good customer service means making the client your number one priority. Quite simply it is looking after their individual needs and making sure that their visit to the salon is both a pleasurable and enjoyable experience.

### *Client's specific needs such as:*

- a higher seat as they are short
- disability – blindness deafness
- children – they can't sit still or maybe scared of scissor and clippers
- different cultures – as they are treated differently, requires different services and there might be language barriers

**Activity 2** Choose one of the topics and write a dialog between a hairdresser and client

1. Client received bad serves
2. Gratefully client



#### **Note to the teacher:**

**Activity 2** No set criteria see that conversation flows and make sense and stays relevant to the topic

## Products and services are correctly identified and offered to customers

One aspect of the professionalism that clients expect is that you should know all about the facilities and services on offer in the salon.

To be able to tell clients about the salon and its services you need to know:

- What services the salon offer
- What department there are in the salon
- The role of each department
- The range of products on sale

## Questions and queries addressed appropriately

The question is what attitude we should take when faced with an objection or complaint. We'll show consideration for the person's susceptibility. Quieten her potential aggressiveness by remaining calm and friendly. Listen and respect what she says. Do not forget that we are seeking a suitable solution and not a conflict. Above all, try to have the objection or complaint explained in terms to which you can relate.

- If it is a client, what is it that she fears?
- What has she not understood?
- Give her all the information that she needs.
- If there is aggressiveness, keep smiling and stay relaxed. Maintain a soothing attitude.

She will be grateful. **Let the client speak, listen attentively and do not interrupt.** The more she speaks, the more she gives us the keys to understanding what is troubling her.

To deal with an objection or complaint always use careful wording, try to think along the same lines as the person to whom you are talking to. Reformulate with positive words what she has said.

Here are a few phrases that enable us to tone down a client's objection.

*"Yes, I understand perfectly what you mean ....."*

*"I understand your point of view....."*

*"Actually, your remark is quite right..."*

*"It's a good thing you told me about that....."*

We should never use a confrontational "No!" We must be positive! In no way can we prevent objections or complaints they actually indicate interest in us and our products



## *Asking questions to find out what the client wants*

The main types of questions styles are:

**Open questions** – These are good to use if you want to gain more in-depth information from the client they start with ‘who’ ‘what’ ‘when’ ‘why’

- What products do you use on your hair?
- When did you last wash your hair?
- How often do you use the straightening irons on your hair?

**Close questions** – These are useful for a quick “Yes” or a “No”

- Have you coloured your hair before?
- Would you like me to help you in your lunch hour?
- Are you against moving your parting to the other side?

**Feeling questions** – These questions focus upon the client

- How do you feel about cutting your hair short?
- How do you feel about a total colour change?

**Choice questions** – They considered as leading questions

- Would you prefer a leave in conditioner or one to rinse out?
- Shall we see if there is time to day to do all services or split them up?
- Where do you like to wear your parting?

### **Customer relationships to L.A.S.T.**

**L = Listen**

**A = Apologise**

**S = Solve**

**T = Thank**

Whatever pattern of questioning you choose to use you must make sure:

- You identify influencing factors
- The client understands what you are saying
- You allow the client to consider the options provided
- You urge the client to give you as much information possible
- You listen and understand the client request
- You confirm what you hear before moving on to the next step of styling.

Visual aids are important role as pictures they can speak a thousand words the term is an old overworked cliché but very true. Pictures convey aspects of hairstyles or effects that are very difficult to put into words. They cut straight through technical jargon and establish a basis for things that you and the client can see and confirm.

- Colour charts is also a visual aid but can be easily misunderstood by clients and that what they see as a result





# *Chapter 6*

## *Eyebrow treatments*



*Unit 1 Preparation for a tinting and shaping service*  
*Unit 2 Tinting and shaping service*



## *Unit 1 Preparation for a tinting and shaping service*

### *Actually Shaping Your Brows*

Now that you have selected your ideal shape, you can get started actually refining your brows!

### *What you will need to Shape Your Brows*

- Brow or lash comb
- Eyebrow pencil
- Tweezers or eyebrow razor
- Scissors
- A ruler
- Cotton swab
- Makeup remover

## *Unit 2 Tinting and shaping service*

### *What is eyebrow tinting?*

Eyebrow tinting is the shaping, defining and enhancing of the eyebrows using semi-permanent dye. With eyebrow tinting, a professional can control the brow's appearance by darkening the fine hairs that surround the outer part of the eyebrows, as well as the little hairs at the inner and outer corners of it.

Brow colour made from a semi-permanent vegetable dye or henna formulated to match your natural eyebrow colour. Eyebrow tinting done in a salon or at home with a DIY kit, and can make the eyebrows look thicker, and shapelier.

### *Benefits and risks*

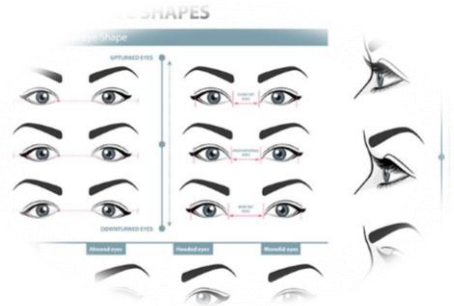
Like most cosmetic procedures, eyebrow tinting has benefits, as well as risk factors and potential side effects. It's important to do proper research and planning before having any procedure — even a minimally invasive one like eyebrow tinting — done to your face. Before tinting your eyebrows — either at home or at a salon — check the label and ingredients list of the dye being used and make sure it's been FDA-approved. Doing a patch test on an area besides your face to ensure it will not cause irritation.

### *Benefits of eyebrow tinting*

- Pain-free process
- Eyebrows appear fuller, better defined and more symmetrical
- Immediate difference in brow appearance
- Smudge-proof results remove the need for “filling in”
- Results last up to six weeks

### *Side effects and risks of eyebrow tinting*

- Allergic reaction
- Burning and irritation
- Skin or eye infection
- Contact dermatitis (rash)



### *How do you know your eye shape?*

Eye shape is an important facial feature that is typically overshadowed by the colour of the eye its framing. While there are many types of eye shapes, including monoid, downturned and almond-shaped, people rarely know how to categorize their particular eye shape.

Below, the different types of eye shapes listed, along with celebrity examples and makeup tips to accentuate your beautifully unique eyes.

### *Round eye shape*

According to psychological research, round eyes (often mistaken for “big” eyes) seen as more trustworthy than other eye shapes.

A tell-tale sign of round eyes is that the whites of the eyes called the sclera are visible all the way around the coloured part of the eye, known as the iris.

### *Celebrities with round eyes*

- Mary Kate and Ashley Olsen
- Hasan Minhaj
- Zooey Deschanel

### *How to know if you have round eyes*

To determine whether you have round eyes, check to see if your eyes have the following characteristics:

- The inner and outer corners of the eyes rounded, not slanted upward or downward.
- The eyes themselves appear large and circular.
- The whites of your eyes are visible around the edge of the iris.



## *Monolid eye shape*

Having monolid eyes means there is no crease in the eyelid, whereas a double eyelid means a crease is present.

Monolid eyes are commonly associated with Asian eye shapes; however, it is important to understand that not all Asian people have monolid eyes. Eyelid anatomy varies among different Asian populations, all of which are beautiful.

### *Celebrities with a monolid eye shape*

- Lana Condor
- Awkwafina
- Sandra Oh



### *How to know if you have monolid eyes*

Someone with monolids will have eyes with these features:

- Little to no crease in the lid
- Smooth or shallow eyelids

## *Almond eye shape*

People with almond-shaped eyes will have a visible crease in the lid, and the iris will touch the top and bottom eyelid. Almond-shaped eyes also appear longer in width than in height.

### *Celebrities with almond-shaped eyes*

- Beyoncé
- Harry Styles
- Eva Longoria

### *How to know if you have almond-shaped eyes*

Look for these traits:

- The eyes taper to a point at the inner and outer corners.
- The eyelids are relatively small and have a noticeable crease.
- The iris touches the top and bottom eyelid.



## *Downturned eye shape*

For people with a downturned eye shape, the outer corners of the eyes will be lower than the inner corner of the eyes.

### *Celebrities with downturned eyes*

- Anne Hathaway
- Joe Jonas
- Katie Holmes



### *How to know if you have downturned eyes*

To find out if you have downturned eyes, try these helpful tips:

- Imagine drawing a horizontal line through the middle of your eye. If the outer corners of your eyes fall below that imaginary line, you likely have downturned eyes.
- Your upper eyelid dips to meet the lower lash line

## *Upturned eye shape*

On the opposite end of the spectrum from a downturned eye shape, upturned eyes have a natural lift in the outer corners. Also known as the cat eye shape, upturned eyes give an exotic appearance.

### *Celebrities with upturned eyes*

- Rihanna
- Kendall Jenner
- Megan Fox



### *How to know if you have upturned eyes*

- Use the same method suggested for downturned eyes. If the outer corners of the eyes are higher than the imaginary horizontal line, you have upturned eyes.
- The lower lash line curves upward to meet the top lashes in the outer corner of the eye

## *Hooded eye shape*

Those with hooded eyes have a strong brow bone with a deep crease that makes it difficult to see the eyelid.

### *Celebrities with hooded eyes*

- Gabrielle Union
- Brad Pitt
- Emma Stone



### *How to know if you have hooded eyes*

- Your eyelids have a deep crease that is not visible when the eyes are open.
- Skin from your upper eyelid (closer to the brow) appears heavy and covers the lower part of your eyelid.

### *Other common eye features associated with shape*

While the following characteristics do not have to do with eye shape, they are common features related to the appearance of the eyes.

### *Close-set eyes*

People who have close-set eyes will have less than one eyeball's width of distance between their eyes.

### *Celebrities with close-set eyes*

- Sarah Jessica Parker
- Tracee Ellis Ross
- Ryan Gosling

### *Wide-set eyes*

People who have wide-set eyes will have more than one eyeball's width of distance between their eyes.

### *Celebrities with wide-set eyes*

- Amanda Seyfried
- Will Smith
- Anya Taylor-Joy



### *Deep-set eyes*

If you have a prominent brow bone and your eyes seem to sit further back in the skull, you have deep-set eyes.



### *Celebrities with deep-set eyes*

- Jennifer Aniston
- Emma Watson
- Kim Kardashian



### *Protruding eyes*

Eyes that appear to bulge slightly from the eye socket, causing the eyelids to project outward, known as protruding eyes.

### *Celebrities with protruding eyes*

- Octavia Spencer
- Rami Malek
- Nicole Richie



### *The effect of eye shape on vision*

While the shape of the eyeball itself can cause certain refractive errors, such as myopia, the outward aesthetic shape of an eye will not affect vision.

However, a condition called ptosis characterized by a drooping eyelid may sometimes interfere with vision. Ptosis may affect one or both eyes and varies in severity.

Though most cases are mild and are barely noticeable, serious instances of ptosis can cause the eyelid to droop so that the pupil is covered, which affects one's ability to see. Treatment for ptosis depends on several factors including age, cause and severity.

### *What is Eyebrow Shaping?*

Eyebrow shaping is a type of **personal grooming** that involves plucking and trimming the eyebrow hairs for a desired shape. Though both women and men may shape their eyebrows, it is a more common practice for women. There are various methods of eyebrow shaping e.g. waxing, tweezing, threading or lasers.

### *Eyebrow Shape Guide*

Before you can start tweezing or shaving, it is important to identify which of the five main eyebrow shapes will fit you best.

Your eyebrows will naturally gravitate towards one of these shapes, so that is the best one to choose. It will be the most harmonious and flattering to our face shape and it will be the easiest to maintain.

## *Classic*

If your brows have a naturally high arch, then it is best to refine them into a classic eyebrow shape. The classic eyebrow shape is a timeless look where the arch is just slightly away from the centre of the brow. This look opens up the eyes quite beautifully, but it can look odd if you try to force your brows into this shape.



## *Modern*

Nowadays, a back-arched eyebrow shape is much more common and popular. The diagonal front section of the brow is a little longer. When compared to a classic brow, the arch starts a little further back, closer to the tail. This results in a softer look and a less dramatic arch.



## *Straight*

An arch is not mandatory at all! Many women have naturally straight eyebrows, with little-to-no arch. If your eyebrows are naturally straight, you may occasionally find yourself wishing for more of an arch. You can create a brow arch with a pencil, but the truth is that straight eyebrows are incredibly beautiful! They can make you look more youthful, while overly arched brows can age the face.



## *Round*

With a round eyebrow shape, your brows simply do not have any sharp edges or hard arches. Round eyebrows can still have an arch, but it is rounded rather than angular. The arch can show up a little closer to the middle, like in a classic brow shape, or it can be a little closer to the tail like in the modern style. If your arch is barely there, then it is a straight-round hybrid. In general, round brows look better when they have a softer, less dramatic arch. Kendall Jenner is a great example!

## *Foxy*

Fox eyebrows are the newest trend when it comes to eyebrow shapes. Fox brows have a much-lifted look since they rely on removing a few millimetres off the tail of the brow. This leads to the brow ending on an upward angle, which gives an elf-like or fox-like look.

Bella Hadid first popularized this look, and I predict that it will keep going strong for a few more years. If you want to give the fox brow shape a try, I recommend achieving it with an eyebrow razor, so that you don't get stuck with short brows if the look goes out of style.



Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Eyebrow Tint

#### Furniture, Tools & Products

- |               |                  |                     |
|---------------|------------------|---------------------|
| * Plinth      | * Eyebrow tint   | * Oil free cleanser |
| * Towel       | * 10vol Peroxide |                     |
| * Dampen dish | * Cotton Wool    |                     |
| * Spoolie     | * Vaseline       |                     |

### SETTING UP FOR EYEBROW TINT SERVICE



- \* Towels
- \* Wearing apron
- \* Dampen dish
- \* Eyebrow tint
- \* 10vol Peroxide
- \* Cotton Wool
- \* Vaseline
- \* Oil free cleanser

### PREPARE AND EXECUTE BACK AND NECK MASSAGE

- \* Wash and sanitise hands
- \* Put apron on
- \* Meet and greet client make her feel welcome
- \* Conduct consultation
- \* Cleanse eyebrow area
- \* Apply Vaseline (barrier cream)
- \* Mix eyebrow tint and peroxide
- \* Apply eyebrow tint to eyebrow
- \* Development 3 min
- \* Wet cotton wool
- \* Remove tint from eyebrows

## TEST Back and neck Massage

Number the Massage steps in order

1. Wash and sanitise hands
2. Conduct consultation
3. Wet cotton wool
4. Meet and greet client make her feel welcome
5. Development 3 min
6. Apply eyebrow tint to eyebrow
7. Mix eyebrow tint and peroxide
8. Apply Vaseline (barrier cream)
9. Remove tint from eyebrows
10. Put apron on
11. Cleanse eyebrow area


**TOTAL: 5 MARKS**

## RUBRIC Eyebrow tint

Preparation	Meet & Greet Client	Consultation	Eyebrow Tint	TOTAL	Comments
				20	
Washing of hands	Appearance & friendliness	Ask questions to discover client needs	Cleanse eyebrow area		
Wearing apron	Specific	Analyse client's skin where product will be applied	Apply Vaseline (barrier cream)		
Nail station clean	Body language	Assess client record card and use given information to make an informed recommendation regarding service	Mix eyebrow tint and peroxide		
Layout: materials & implements	Empathy	Explain your recommended solution	Apply eyebrow tint to eyebrow Development 3 min		
Nail station organised	Engaging		Wet cotton wool Remove tint from eyebrows		



**Note to the teacher**  
**Criteria for mark allocation out of**

**5**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
Work achieved	5	
Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_



Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Personal Care**

**Grade 8**

**PRACTICAL LESSON**

Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### **Eyebrow Shape**

#### **Furniture, Tools & Products**

- \* Plinth
- \* Towel
- \* Tweezer
- \* Spoolie
- \* Cotton Wool
- \* Vaseline

### **SETTING UP FOR EYEBROW TINT SERVICE**



- \* Towels
- \* Wearing apron
- \* Tweezer

### **PREPARE AND EXECUTE EYEBROW SHAPE MASSAGE**

- \* Wash and sanitise hands
- \* Put apron on
- \* Meet and greet client make her feel welcome
- \* Conduct consultation
- \* Shape eyebrows

## TEST EYEBROW SHAPE

Number the Massage steps in order

1. Meet and greet client make her feel welcome
2. Conduct consultation
3. Put apron on
4. Shape eyebrows
5. Wash and sanitise hands


**TOTAL: 5 MARKS**

## RUBRIC Eyebrow shape

Preparation	Meet & Greet Client	Consultation	Eyebrow Shape	TOTAL	Comments
				20	
Washing of hands	Appearance & friendliness	Ask questions to discover client needs	Identify facial shape		
Wearing apron	Specific	Analyse client's skin where product will be applied	Identify eyebrow shape		
Nail station clean	Body language	Assess client record card and use given information to make an informed recommendation regarding service	Hold tweezer correctly		
Layout: materials & implements	Empathy	Explain your recommended solution	Client comfortable		
Nail station organised	Engaging		Client satisfied		



**Note to the teacher**  
**Criteria for mark allocation out of 5**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

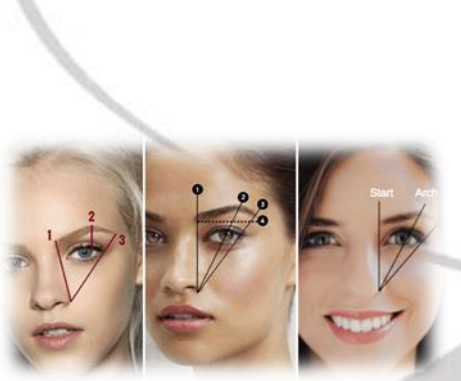
	POSSIBLE MARK	MARKED ACHIEVED
Work achieved	5	
Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

## *How to Shape Eyebrows*

**Step one:** Brush eyebrows upward  
Using an eyebrow brush, brush your eyebrows upward.



**Step two:** Trim eyebrows with scissors  
Trim the tops of your eyebrows with scissors. This will make them look more kept and neat.

**Step three:** Find where your eyebrows should start and pluck accordingly  
Find where your eyebrows should start. No unibrows! In my opinion, too many women pluck TOO much. When starting to pluck your eyebrows for the first time, go EASY. You can always pluck more afterwards.  
Hold a pencil brush to the edge of your nose nostril and go straight up. That is where your eyebrows should start

**Step four:** Find where your eyebrows be arched and pluck eyebrows as needed  
This step is a bit trickier. If you plucking eyebrows for the first time, I would not worry about this step! Move on to step 5.  
Too many women overdo it and then their eyebrows are uneven and too thin.  
If you want to try creating an arch, take the eyebrow pencil and go from the edge of your nose through your pupil. This is where the arch should be.

**Step five:** Pluck under the eyebrows to create thinner brows at the ends  
Step five is to pluck at the ends of the eyebrows. Having long eyebrows is key to looking longer, so do not touch the ends too much! Just pluck 3-5 hairs under the eyebrows at the end. Do not worry about the eyebrows being "too long."

**Step six:** Step away! Don't pluck anymore  
After completing steps, 1-5, STOP!



# *Chapter 7*

## *Manicure and Pedicure*



*Unit 1 Preparation for a Manicure and Pedicure*

*Unit 2 Manicure and Pedicure procedure*

*Unit 3 Paraffin hands and feet treatment*

*Unit 4 Hands and feet massage*

*Unit 5 After care advice*



## *Unit 1 Preparation for a Manicure and Pedicure*

### **Manicure Preparation:**

- Clean nail table with disinfectant
- Place fresh soaking solution to the left of the client on the nail service table, near the technician
- Clean, disinfect and place the correct nail service implements on the nail table
- Review and arrange the products needed conveniently in order of use.



### **What You Will Need**

- Anti-Bacterial Spray/Soap
- Fine Emery Board
- Nail Cutter (Optional)
- Cuticle Cream
- Orange Wood Sticks
- Cotton Wool
- Disinfecting Fluid e.g. Barbicide (Optional)
- Hand Lotion
- Nail Polish Remover
- Lint Free Wipes
- Base Coat
- Nail Polish
- Top Coat

## *Unit 2 Manicure and Pedicure procedure*

### *The Manicure process*

The purpose of a manicure is to beautify the hands and nails and to keep the nails in an immaculate condition. As the appearance of the nails form an integral part of a good groomed appearance. A manicure is the cosmetic care of the hands and fingernails.

A manicure is the process of filing, shaping, and painting your nails with nail polish or other products that will make them look good. A perfectly done manicure should survive for a few days to about three weeks before you budget for another treatment.

Manicures are a shorter treatment, usually lasting around 30 minutes to one hour, and are a great way to treat your hands after a long week at work.

In the manicure process, the manicurist or nail technician will file your nails and buff them before shaping them into your desired shape and length. They will use manual tools or electrical ones that will give you a more professional look.

After the filing and buffing, the nail technician will apply a coat of base and the second coat of colour for a more finished look.

The manicurist will then coat your nails with topcoats and allow them to dry before moving on to the next step. After the topcoats are dry, the manicurist will use a hand file to smooth out any imperfections, followed by cuticle removal tool and lotion application. The manicure process ends with the nail technician applying the polish of your choice on all nails using an applicator brush, and then finishing it off with another topcoat.

Once you are done with the manicure and need to remove them, you can use some acetone-free nail polish remover to take them off.



### *What is the gel technique for manicure and pedicure?*

The Gel technique for manicure and pedicure involves similar processes and steps for mani-pedi treatments; however, a gel polish or a colored gel similar to the regular nail polish is used for applying on the nails with three coats, i.e. a base coat, main coat and a top or final coat



### *How do you apply a manicure to your nails?*

Basic Manicure. Apply cuticle solvent to cuticle area of all nails of left hand. Push back cuticles of each nail with metal pusher. Hold pusher parallel to the nail, and use small, gentle circular motions. Wipe away any excess cuticle remover with a nail wipe or the corner of your table towel.

#### **REMEMBER** ✓

Always file the nails in a manicure before they are soaked, as water will absorb into the nail plate. Making it softer and more easily damaged during filing.



### *What are the basics of a manicure and pedicure?*

A manicure done with artificial nails. The basics of a manicure and pedicure include nail trimming and shaping, cuticle maintenance, hand and foot moisturizing, and nail polishing, if preferred.

## *The Pedicure Process*

If you have dry skin on feet or cracked heels that need extra attention and care, a pedicure treatment will work wonders for you.

Pedicures usually consist of filing nails, scrubbing the feet with a pumice stone, buffing the calluses on your heels using an electronic drill or manual grater, followed by exfoliation.

The pedicurist or nail technician will use a warm footbath to soak your feet in before applying moisturizers or lotions for deep hydration. After that, the technician will start the nail polish process.

Once your toes are finished, it's time to let them dry for a few minutes before moving on with other steps of the pedicure process like cuticle care and foot massage.

You should expect a pedicure treatment to last 45 minutes to an hour and a half. A perfectly done pedicure treatment should expire after about two weeks.

Once you are done pampered at the spa, it is essential to take good care of your nails by wearing protective nail polish and avoiding anything that may damage your nails.



## *Unit 3 Paraffin hands and feet treatment*

### *Paraffin wax used for hands*

Paraffin treatment is applied after a hand massage, which you will learn in the next section. The benefits of a paraffin treatment are: Relaxation; improved blood supply to the treated area; improved skin texture and colour; increased absorption of chamber of oil; and soothing arthritis pain.

Paraffin treatment uses warm oil-based wax to provide pain relief to hands, feet and sore joints and muscles.

Paraffin wax helps relieve pain in the hands. It acts like a form of heat therapy and can help

- ❖ Increase blood flow,
- ❖ Relax muscles,
- ❖ Decrease joint stiffness.

Paraffin wax can also minimize muscle spasms and inflammation as well as treat sprains.

### *Benefits of paraffin foot treatments*

Everyone who have tried a warm paraffin treatment can tell you that this procedure is incredible. It is great and relaxing feeling when you dip your feet and hands into a paraffin bath with a pleasant scent. This procedure will help you reduce sore, and tired

- ❖ Muscles
- ❖ Joints
- ❖ Moreover, soften your skin.
- ❖ It can be helpful for chronic skin disorders such as eczema and psoriasis

## *Paraffin wax application*

The most usual body parts to receive paraffin wax treatments are the hands, ankles, and feet, back, and shoulders for therapeutic purposes, and the hands, elbows, feet, and face for cosmetic reasons. To apply paraffin wax, a beautician or therapist can follow overall the same steps. Prepare the paraffin wax in a special warming unit. Using this method, you need to dip your client's hands into the melted paraffin wax for a few seconds. You need to repeat these steps for 3-4 times and make sure that the hands are well-covered with the wax. Wrap the hands with a towel or a plastic liner and place a mitt if necessary.

Paraffin Wax Treatments



## *Paraffin Wax Safety*

Paraffin wax is completely safe and beneficial for the skin and the body. Since it does not need heated to a high temperature to melt, you can apply it to your skin without worrying about the risk of being burned.

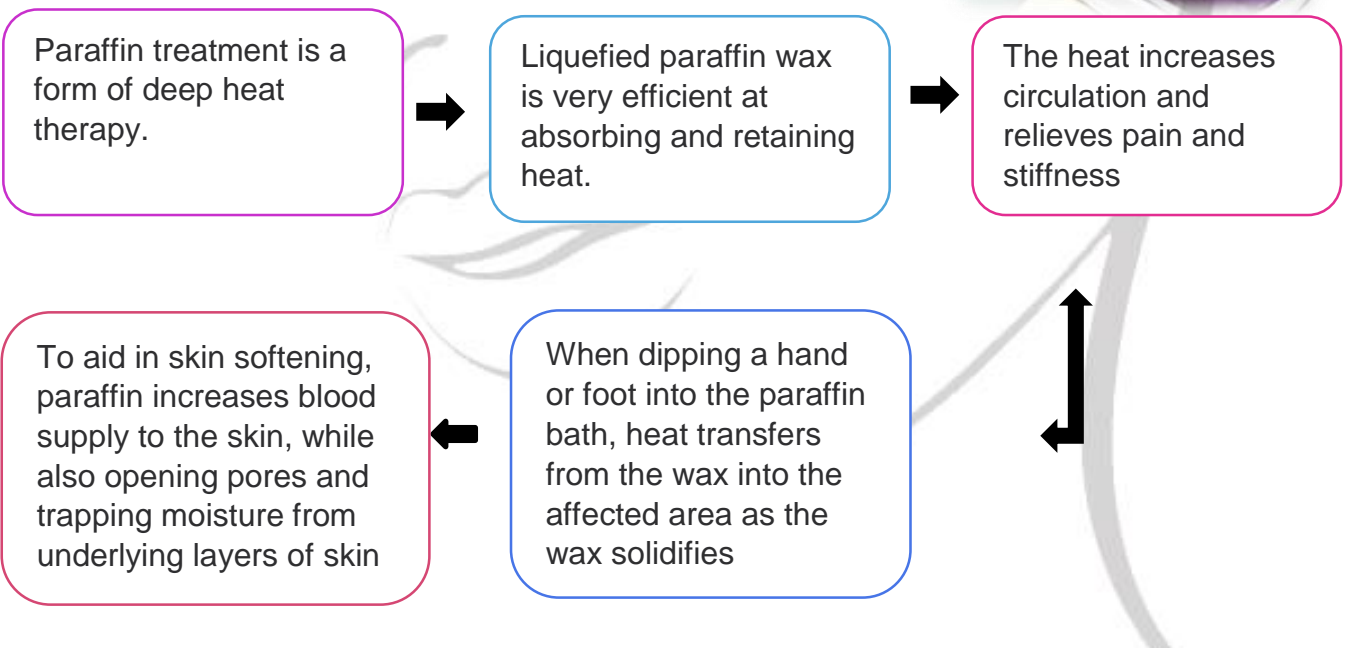
For people with sensitive skin, paraffin wax may be cautionary and could result in a heat rash. Additionally, paraffin wax needs application to portions of the skin without any open sores or cuts.

## *Paraffin Wax for Pain*

Paraffin wax treatment is an excellent option to combat pain from serious and debilitating illnesses. It is comforting and calming and can help you manage your pain safely.



## *How does it works*





## *Products and equipment needed for the treatment:*

- ✓ Paraffin bath      ✓ Paraffin wax      ✓ Plastic Liners
- ✓ Plastic wraps      ✓ Sanitizing Spray      ✓ Insulated Mitts (or Boots)

## *General Guidelines for all paraffin treatment*

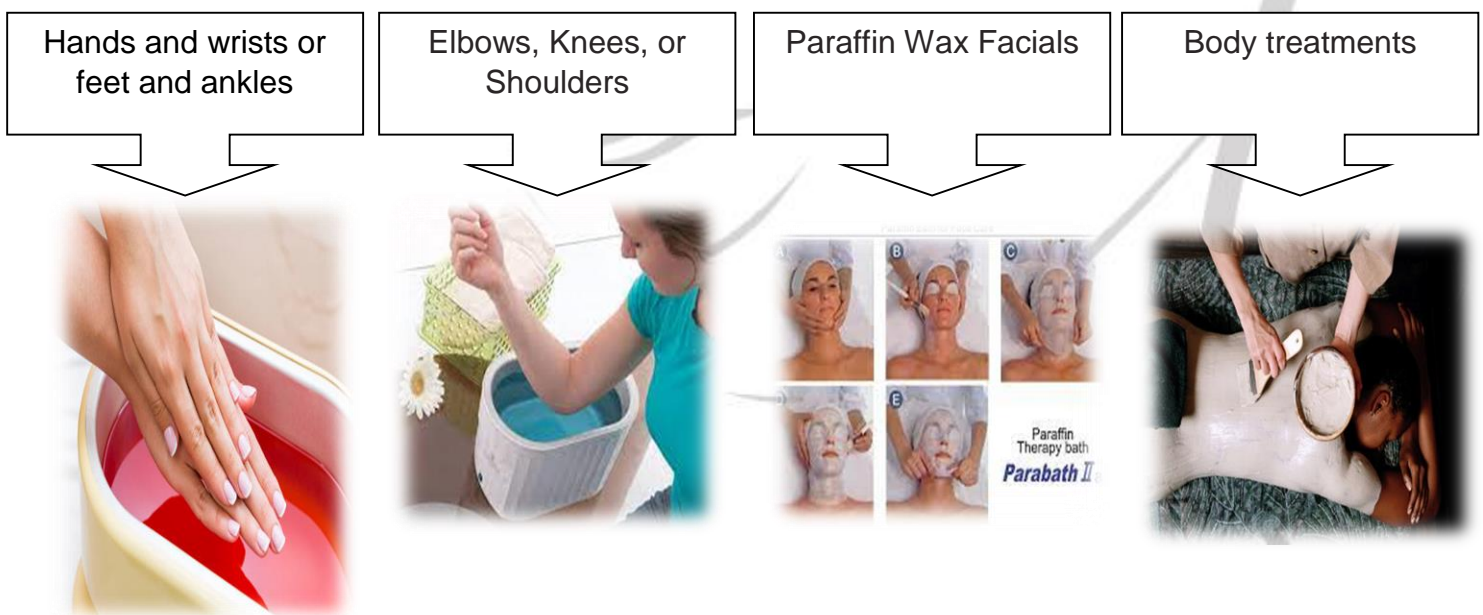
- 1 Thoroughly wash and dry the area to be treated. Remove jewellery
- 2 To test the temperature, dab a small amount on the inside of your wrist. The paraffin will feel warm, but it will not burn
- 3 The internal thermostat of the unit ensures that the bath is kept at a safe, medically accepted temperature and that the paraffin will not be too hot
- 4 Discard used paraffin. Do not reheat used paraffin.



## *Important Hygiene notes for public use of a paraffin bath:*

✓	<b>Wash and dry the skin before applying paraffin</b>
✓	Spray the skin with sanitizing spray
✓	Follow all paraffin application instructions.
✓	Discard used paraffin. Do not reheat used paraffin
✓	Except for personal units, use separate units for hands and feet.
✓	Place the units lid on the bath when it is not in use
✓	Clean the bath after every 25 treatments, when paraffin is cloudy

## *Different paraffin treatments:*





## *Unit 4 Hands and feet massage*

### *Hand and feet massage*

Hand and foot, massage is a way of helping someone to relax and feel better. The caregiver uses light-to-medium pressure or strokes on the person's hand and foot. The movements not intended to relieve muscle tension as in a massage done by a trained and licensed professional

### *Benefits of hand and foot massage.*

The main benefit of massage is to comfort the person and help them relax. How do I safely use massage? Hand and foot, massage done at home, in the hospital, or almost anywhere. Make sure you and the person are both in a comfortable position. You can change the pressure of the massage based on the person's needs and condition, age, and comfort level.



### *Risks with a massage?*

There are a few risks with hand and foot massage. Hand and foot, massage not recommended for anyone who has wounds, broken bones, cancer, or an IV in the hands and feet. Deep or firm massage may bruise the skin and not recommended for anyone who has a bleeding disorder, low blood platelet counts, or is taking blood thinners. Only use soft, gentle strokes when giving a hand or foot massage. If you are not sure if massage is the right choice, talk with a healthcare provider.

## *Unit 5 After care advice*

### *Manicure Aftercare Advice*

To make the best of newly manicured hands, follow these simple guidelines:

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

## *Pedicure Aftercare*

To make the best of newly pedicure, follow these simple guidelines:

- Leave adequate time after the treatment to allow the nails to dry
- For pedicures wear open toe shoes if possible
- Change socks daily
- Apply moisturising lotion daily to the feet after bathing
- Dry feet thoroughly after washing, especially between toes
- Apply talc or special foot powder between the toes to help absorb moisture
- Foot sprays containing peppermint or citrus oil are useful to refresh the feet during the day



Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Paraffin wax Manicure****Furniture, Tools & Products**

- |                 |                           |                       |
|-----------------|---------------------------|-----------------------|
| ☁ Nail station  | ☁ Cuticle Pusher          | ☁ Nail Polish Remover |
| ☁ Towels        | ☁ Derma Spray             | ☁ Nail polish         |
| ☁ Files         | ☁ Mittens/Booties         | ☁ Top Coat            |
| ☁ Soaking bowls | ☁ Disposable plastic wrap |                       |

**SETTING UP FOR PARAFIN WAX MANICURE SERVICE**

- ☁ Towels
- ☁ Wearing apron
- ☁ Nail station
- ☁ Towels
- ☁ Files
- ☁ Soaking bowls
- ☁ Cuticle Pusher
- ☁ Nail Polish Remover
- ☁ Top Coat
- ☁ Derma Spray
- ☁ Mittens/Booties
- ☁ Disposable plastic

**PREPARE AND EXECUTE PARAFIN WAX MANICURE**

- ☁ Wash and sanitise hands
- ☁ Put apron on
- ☁ Meet and greet client make her feel welcome
- ☁ Soak clients hands in soaking bowls
- ☁ Dry of hands and push cuticles back
- ☁ Rome loose or thick cuticles
- ☁ Shape nails
- ☁ spray derma spray
- ☁ dip hands in paraffin wax
- ☁ wrap with plastic
- ☁ place hands in mittens
- ☁ leave for 5-10 min
- ☁ remove paraffin wax

## TEST Paraffin wax Manicure


Number the Massage steps in order

1. Wash and sanitise hands
2. Soak client's hands in soaking bowls
3. Remove loose or thick cuticles
4. Meet and greet client make her feel welcome
5. Leave for 5-10 min
6. Shape nails
7. Remove paraffin wax
8. Wrap with plastic
9. Dry of hands and push cuticles back
10. Spray derma spray
11. Dip hands in paraffin wax
12. Place hands in mittens
13. Put apron on


**TOTAL: 5 MARKS**

## RUBRIC Paraffin Manicure

Nail station Preparation	Meet & Greet Client	Manicure	Paraffin wax	TOTAL	Comments
				20	
Washing of hands	Appearance & friendliness	Soak clients hands in soaking bowls	spray derma spray		
Wearing apron	Specific	Dry of hands and push cuticles back	dip hands in paraffin wax		
Nail station clean	Body language	Remove loose or thick cuticles	wrap with plastic		
Layout: materials & implements	Empathy	Shape nails	place hands in mittens		
Nail station organised	Engaging		leave for 5-10 min remove paraffin wax		

 <p><b>Note to the teacher</b> <b>Criteria for mark allocation out of 5</b></p>	0	Not done
	1	Poor attempt
	2	Attempted
	3	Good
	4	Very good
	5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
Work achieved	5	
Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_



Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Paraffin wax Pedicure****Furniture, Tools & Products**

- |                |                           |                       |
|----------------|---------------------------|-----------------------|
| ☁ Nail station | ☁ Cuticle Pusher          | ☁ Nail Polish Remover |
| ☁ Towels       | ☁ Derma Spray             | ☁ Nail polish         |
| ☁ Files        | ☁ Mittens/Booties         | ☁ Top Coat            |
| ☁ Foot bath    | ☁ Disposable plastic wrap |                       |

**SETTING UP FOR PARAFIN WAX PEDICURE SERVICE**

- ☁ Towels
- ☁ Wearing apron
- ☁ Nail station
- ☁ Towels
- ☁ Files
- ☁ Foot Bath
- ☁ Cuticle Pusher
- ☁ Nail Polish Remover
- ☁ Top Coat
- ☁ Derma Spray
- ☁ Mittens/Booties
- ☁ Disposable plastic

**PREPARE AND EXECUTE PARAFIN WAX PEDICURE**

- ☁ Wash and sanitise hands
- ☁ Put apron on
- ☁ Meet and greet client make her feel welcome
- ☁ Soak clients feet in foot bath
- ☁ Dry of hands and push cuticles back
- ☁ Rome loose or thick cuticles
- ☁ Shape nails
- ☁ spray derma spray
- ☁ dip feet in paraffin wax
- ☁ wrap with plastic
- ☁ place feet in booties
- ☁ leave for 5-10 min
- ☁ remove paraffin wax

## TEST Paraffin wax Pedicure

Number the steps in order

1. Wash and sanitise hands
2. Soak client's feet in foot bath
3. Remove loose or thick cuticles
4. Meet and greet client make her feel welcome
5. Leave for 5-10 min
6. Shape nails
7. Remove paraffin wax
8. Wrap with plastic
9. Dry of feet and push cuticles back
10. Spray derma spray
11. Dip feet in paraffin wax
12. Place feet in booties
13. Put apron on


**TOTAL: 5 MARKS**

## RUBRIC Paraffin Pedicure

Preparation	Meet & Greet Client	Pedicure	Paraffin wax	TOTAL	Comments
				20	
Washing of hands	Appearance & friendliness	Soak clients feet in foot bath	spray derma spray		
Wearing apron	Specific	Dry of hands and push cuticles back	dip feet in paraffin wax		
Nail station clean	Body language	Remove loose or thick cuticles	wrap with plastic		
Layout: materials & implements	Empathy	Shape nails	place feet in booties		
Nail station organised	Engaging		leave for 5-10 min remove paraffin wax		



of 5

**Note to the teacher**  
**Criteria for mark allocation out**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
Work achieved	5	
Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Hand and foot massage

#### Furniture, Tools & Products

- ☁ Nail station
- ☁ Towels
- ☁ Mani/Pedi Balm

### SETTING UP FOR HAND AND FOOT MASSAGE SERVICE



- ☁ Towels
- ☁ Wearing apron
- ☁ Nail station
- ☁ Towels
- ☁ Mani/Pedi Balm

### PREPARE AND EXECUTE HAND AND FOOT MASSAGE PEDICURE

- ☁ Wash and sanitise hands
- ☁ Put apron on
- ☁ Meet and greet client make her feel welcome
- ☁ Apply Manicure Balm
- ☁ Massage hands
- ☁ Apply Pedicure Balm
- ☁ Massage feet

## TEST HAND AND FOOT MASSAGE

Number the steps in order

1. Put apron on
2. Meet and greet client make her feel welcome
3. Massage feet
4. Wash and sanitise hands
5. Apply Pedicure Balm
6. Massage hands
7. Apply Manicure Balm


**TOTAL: 5 MARKS**



## RUBRIC HAND AND FOOT MASSAGE

Preparation	Meet & Greet Client	HAND MASSAGE	FOOT MASSAGE	TOTAL	Comments
				20	
Washing of hands	Appearance & friendliness	Apply Manicure Balm	Apply pedicure Balm		
Wearing apron	Specific	Massage hands	Massage feet		
Nail station clean	Body language	Massage techniques	Massage techniques		
Layout: materials & implements	Empathy	Client satisfied	Client satisfied		
Nail station organised	Engaging				



of 5

**Note to the teacher**  
**Criteria for mark allocation out**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
Work achieved	5	
Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

## *Salon Practice*



## *Manicure with massage and polish procedure:*

Wash and sanitize your own and your client's hands and nails. Apply a topical antiseptic.



Remove any polish on the nails. Use polish remover and cotton



Annalise the skin and nails thoroughly for any noticeable diseases or disorders. Consult with your client about the shape and length of nails desired.



Nail prep: File and shape the nails with an emery board.

- a. Begin with the little finger on one hand and shape from the outer edge of the nail toward the centre to avoid splitting. **NO ZIGZAG FILING!**

Use 2 or 3 strokes on each side of the nail and one longer stroke per side to blend. Round the top of the nail gently



Massage: Apply massage lotion or cream from elbow to forearm and down to the fingertips to prepare for the massage.



Perform massage techniques on both hands using long rhythmic strokes. Rotate in a circular motion to loosen the wrist

Massage fingers using circular motion called joint movements.



Knead palm, moving thumbs in a circular motion from wrist to fingers



Remove all traces of massage lotion or cream from nails before applying polish. Use a cotton-wrapped orangewood stick soaked in polish



---

remover underneath and on the surface of the nail.

**Polish:** Apply base coat, beginning with the little finger of one hand and working towards the thumb. Repeat on opposite hand



Apply two coats of polish. Using light sweeping strokes.



Apply polish at the free edge to help prevent chipping. Remove excess polish from skin with orangewood stick, wrapped in cotton and soaked with polish remover. Apply topcoat and a quick-drying product.





## *Pedicure procedure:*

**1. Wash and sanitize your own hands.**



**2. Sanitize your client's feet by spraying each foot with antiseptic.**



**3. Place client's feet in the foot bath and allow soaking for 5 to 10 minutes.**



**4. Apply foot scrub to entire foot and massage to remove dead skin cells.**



**5. If needed, use a foot file / paddle to soften and remove calluses.**



**6. Remove client's feet from the foot bath, dry them. Remove any polish with polish remover and cotton.**



**7. Examine the feet for any abnormalities. Use disposable spatulas to separate toes. If there are no problems, continue service.**



**8. Trim and file toenails. If nails are too long, use a toenail clipper.**



**9. File the nails in one direction.**



**10. Apply cuticle remover cream to each toe. Push back cuticles with a cotton wrapped orangewood stick.**





## *Hands and wrists, or feet and ankles procedure:*

1. Cleanse hands (or feet) with warm water and soap, and then mist with Sanitizing Spray

2. Apply a light coat of Intensive Hydrating Cream, working into cuticles and dry areas.



3. Slowly immerse the hand (or foot) in the paraffin wax. For the hand, fold fingers slightly apart so that the paraffin surrounds each finger



4. Slowly remove the hand (or foot) and wait about five seconds before re-dipping.

5. Repeat three to five times. For relief of pain and stiffness, dip up to 15 times

6. To enhance the heat benefit, cover the hand (or foot) with a plastic liner and then slip on an insulated mitt (or boot).



7. Rest for 10 to 15 minutes.

8. To remove, first slip off the mitt or boot. Then wiggle the fingers or toes slightly to loosen the paraffin, and slide the paraffin off together with the plastic liner. Discard the used paraffin and plastic liner.



9. If desired, apply lotion to dry areas.

## *Pedicure Massage*

- . Massage foot and calf with lotion. Massage is similar to hand massage but firmer

Massage top of each foot and toe



Massage the top of toes



Remove excess lotion from the nail surface with a cotton wrapped



Orangewood stick soaked in polish remover.



Polish:  
Apply powder with cotton to the feet, then position toe separators.



Apply base coat to the nails of both feet. Start at the little toe and work to big toe



Apply two coats of polish to both feet



Apply topcoat, followed by a quick drying product. Allow drying time up to one hour. Remove the toe separators when polish is dry.

Massage cuticles with cuticle cream or oil

### **Activity 1**

**Complete the worksheet on paraffin treatment**

## Activity 1

## Paraffin Treatment

Grade 8

### Question 1

Name any two (2) products or equipment that is needed for a paraffin treatment:

1. ....

2. ....

### Question 2

Name the four (4) different paraffin treatments:

1. ....

2. ....

3. ....

4. ....

### Question 3

Name any two (2) benefits of a paraffin service:

1. ....

2. ....

### Question 4

Name the seven (7) important hygiene notes for public use when using a paraffin bath:

1. ....

2. ....

3. ....

4. ....

5. ....

6. ....

7. ....

# *Chapter 8*

## *Shampooing and Conditioning hair*



- Unit 1 Preparation for shampooing and treating the hair and scalp.*
- Unit 2 Shampoo the hair and scalp*
- Unit 3 Conditioning procedure*
- Unit 4 After care advice*



## *Introduction Shampooing and Conditioning hair*

Shampooing and conditioning are an integral part of 90% of hairdressing processes. If done properly these services are personal invigorating and stimulating therapeutic experience. When they are not the client is felt leaving that they are part of a production line in a salon where the staff take no interest in their jobs.

### *Unit 1 Preparation for shampooing and treating the hair and scalp*

Health and safety of staff and clients are vitally important. The basin area must always clean and tidy. Shampoo and conditioner are some form of chemical and there for you must wear protection to reduce the risk from skin conditions such as dermatitis always wear personal protective equipment (PPE) in shampooing it will be your apron

Client comfortable at the basin with their back and neck fully supported .The client is correctly seated the basin forms a supportive barrier so water cannot run down her back.

Your standing position is equally important from your safety point of view too. You should be standing close enough to the basin to be upright when either in a side, front or back wash position





## Unit 2 Shampoo the hair and scalp

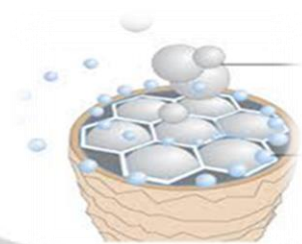
### *The function [purpose] of shampoo*

The action of shampooing cleans the hair by removing dirt, grease skin scales sweat, and product build up leaving the hair ready for blow-drying setting or any chemical service

### *Choosing a shampoo*

Shampoos come in a variety of forms:

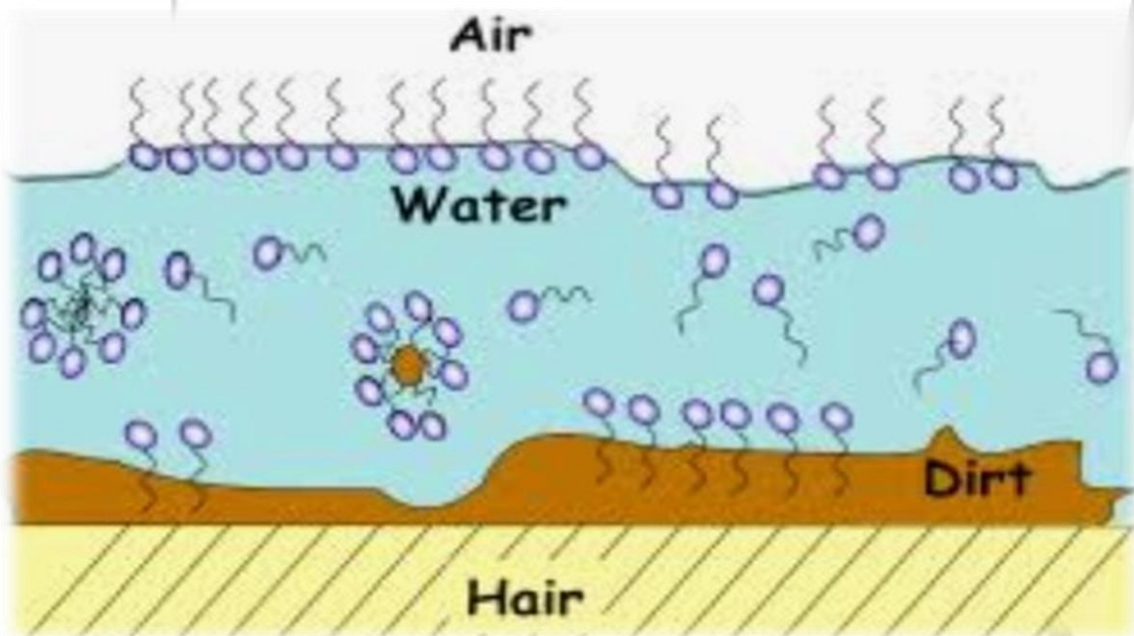
- + Creams
- + Semi liquids
- + Gels



There are many types of shampoos some are gentler on the skin. The balance of these various shampoo ingredients is important for example, the detergent content in shampoo differentiate.

### *Different types of shampoos*

- + Protein shampoo: To keep the hair healthy
- + Herbal shampoo: It contains natural ingredients like Aloe Vera
- + Medicated shampoo: Deals with problems of the scalp
- + Powder dry shampoo: Wash the hair that cannot be shampooed with water



## *The function [purpose] of conditioner*

Conditioning treatment are applied to smooth the cuticle layer provide protection for the hair improve handling and combing make the hair look healthier and help the hair to resist external elements.

## *Different types of conditioners*

- + Surface conditioner - do not enter the cuticle but remain on the hair surface
- + Penetrating conditioner – they do enter the cuticle and repair the hair from inside
- + Scalp conditioner - they feel like conditioner but are formulated to target scalp conditions like dandruff and dry scalp

## *Preparing the client for a shampoo*

- + Assemble all material before starting the shampoo process
- + Place a clean towel over her shoulders, then the cape
- + Fold the towel a little collar
- + Brush the hair before shampoo process
- + Look for any scalp problems or sicknesses
- + Remove her earrings and necklace
- + Take the client to the basin

**A good shampoo will win the confidence of the client.**

## *Shampooing process*

1. Take client to shampoo area
2. Adjust the water temperature. Test the water temperature on the wrist
3. Wet the hair thoroughly
4. Apply chosen shampoos do massage movements: effleurage, rotary, tap movement and stroking movement.
5. Rinse the hair thoroughly
6. Apply the Condition, comb through
7. Rinse thoroughly
8. Towel dries the hair and wrap a towel skilfully to avoid client getting wet
9. Assist client back to the workstation



### **Note to the teacher**

### **MEMORANDUM**

#### **Activity 1** Criteria

Protein shampoo, Herbal shampoo, Medicated shampoo, Powder dry shampoo


#### **Activity 2**







Worksheet and memorandum is provided on the next page

**Activity 1** Find pictures of the different types of shampoos

**Activity 2** Complete the shampooing process work sheet

Surname Name \_\_\_\_\_ Date \_\_\_\_\_

	1. Take client to shampoo area
	2. Adjust the water temperature. Test the water temperature on the wrist
	3. Wet the hair thoroughly
	4. Apply chosen shampoo do massage movements: effleurage, rotary, tap movement and the stroking movement.
	5. Rinse the hair thoroughly
	6. Apply the Condition, comb through
	7. Rinse thoroughly
	8. Towel dry the hair and wrap a towel skilfully to avoid client getting wet
	9. Assist client back to the workstation



Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

Shampooing and conditioning the hair and scalp	
<b>FURNITURE, TOOLS &amp; PRODUCTS</b> <ul style="list-style-type: none"> <li>▪ Basin</li> <li>▪ Workstation</li> <li>▪ Chair</li> <li>▪ Trolley</li> <li>▪ Apron</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shampoo</li> <li>▪ Conditioner</li> <li>▪ Shampoo comb</li> <li>▪ Towel x2</li> <li>▪ Cape</li> </ul>
<b>SETTING UP FOR SHAMPOOING AND CONDITIONING</b> Make sure basin is in working order and clean X2 Clean Towels Cape ready and clean Make sure work station and mirror is clean Wearing apron Trolley with all tools needed Organised workstation	
<b>PREPARE AND EXECUTE THE SHAMPOOING AND CONDITIONING</b> <ul style="list-style-type: none"> <li>▪ Wash and sanitise hands</li> <li>▪ Shampoo clients hair with claw like hands using fingertips and not palm of hand</li> <li>▪ Rinse hair properly</li> <li>▪ Apply shampoo for second wash and repeat movements ensuring scalp and hair is clean</li> <li>▪ Rinse hair properly</li> <li>▪ Put conditioner in hand</li> <li>▪ Distribute between two hands</li> <li>▪ Apply conditioner to the hair</li> <li>▪ Rub conditioner with claw like hand in to scalp and hair</li> <li>▪ Rinse conditioner properly</li> <li>▪ Place towel around clients hair dry excess water off</li> <li>▪ Wrap towel around her head</li> <li>▪ Take client to workstation</li> <li>▪ Comb clients hair out</li> </ul>	



## TEST Shampooing and conditioning

Circle the correct answer

**Question 1 Products used for shampooing and conditioning?**

1

Chair Shampoo and conditioner Towel Mirror Analysis Sheet Workstation

**Question 2 a form of shampoo?**

1

Creams Semi liquids Mousse Gels

**Question 3 Circle following questions true or false**

1. Medicated shampoo: Deals with problems of the scalp True False

1

2. The function [purpose] of conditioner : To clean the hair True False

1

3. Protein conditioner is a type of conditioner True False

1

**TOTAL: 5**

**MARKS**

## Rubric Shampooing and conditioning

PREPARATION		MEET & GREET CLIENT		CONSULTATION		SHAMPOOING AND CONDITIONING PROCEDURE		TOTAL	Comments
5		5		5		5		20	
Washing of hands		Appearance & friendliness		Place a towel around her shoulder		Water temperature is tested			
Wearing apron		Specific		Place a cape around her		Shampooing			
Workstation clean		Body language		Communication		Rinse thoroughly			
Layout: materials & implements		Empathy		Confidentiality		Conditioning			
Workstation organised		Engaging		Brush clients hair out		Rinse thoroughly			



**Note to the teacher**  
**Criteria for mark**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

### PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
3. Work achieved	5	
4. Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

## *Unit 3 Treat the hair and scalp*

### *Type of heat used for scalp treatments*

- Steamer – a steamer looks like a hood dryer with a water tank heating element boils the water and the steam distributed through the hood.
- Hot towel – Immerse towel in hot water ringed out and folded around the client head.

### *Types of scalp treatments*

- + Treatment for sensitive scalp
- + Treatment for dandruff
- + Treatment for hair loss

### *Scalp massage*

The scalp is often the most neglected part of the body. It gets dirtier than any other part of the body because it is literally the catch of dirt dust germs from the air scales from the skin itself secretion from the sebaceous glands and excretion from the sweat glands as well as hair cosmetics which have been used. That is why it is important for the scalp to be clean and moveable.

### *The purpose of scalp massage*

The purpose of scalp massage is to restore the hair and scalp to a healthier condition by correcting physiological deficiencies in the scalp  
Scalp disorders such as dandruff and loss of hair a scalp massage used as treatment.

### *The benefit of scalp massaging*

- + Help soothe the nerves
- + Stimulate muscles
- + Stimulates the blood circulation of the scalp
- + Render a tight scalp more flexible
- + Promote the growth and health of hair

### *Contra indication to scalp massage*

Scalp massage can be therapeutic and stimulating service to clients but every client will benefit from it like the sensation that massage provides .Look for signs to see if the service provided is safe ask the client if they have reasons that they know of that would not permit the service to be conducted.

### *Do not provide a massage when:*

- + Signs of cuts abrasions
- + Signs of reddening and sensitivity
- + Client feels unwell and has a headache
- + The client's scalp is naturally oily

## Massage movements

- ✚ **Petrissage** - A slow firm, kneading massage movement used during the conditioning process
- ✚ **Effleurage** - A gently stroking massage movement used during the shampooing and conditioning process
- ✚ **Rotary** A slow firm circular movement used during the shampooing and conditioning process



### Shampooing massage movements

#### Rotary

#### What is its function?

- To massage shampoo into the hair and scalp.
- To remove dirt, products and sebum and clean the hair and scalp

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### Shampooing massage movements

#### Effleurage

#### How is it performed?

Slow, smoothing, stroking massage movements done with the palms of the hands to make sure the shampoo is applied evenly throughout the hair.

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### Conditioning massage movements

#### • Petrissage

#### • How is it performed?

- Large, circular, slow, deep kneading massage movements used to stimulate the scalp when conditioning the hair and scalp.

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## NOTE TO THE TEACHER

### MEMORANDUM

#### ACTIVITY 3

Name and explain the three massage movements.

#### Activity 3

Name and explain the three massage movements.

- ✚ **Petrissage** - A slow firm, kneading massage movement used during the conditioning process
- ✚ **Effleurage** - A gently stroking massage movement used during the shampooing and conditioning process
- ✚ **Rotary** A slow firm circular movement used during the shampooing and conditioning process



## Unit 4 *Provide after care advice*

After care advice, it is important that you take services provided in mind and according give products to use at home

- ✚ Suitable shampoo and how often to be used
- ✚ Suitable conditioner and how often should be used
- ✚ Suitable treatment if necessary and how to use
- ✚ Suitable styling products
- ✚ Styling methods





## *Salon practice*



## STEP-BY-STEP: SHAMPOOING



**1. Ensure your client is wearing the correct personal protective equipment: a gown and a towel to protect their clothing. Detangle the hair before you begin. Analyze the hair and scalp to make the correct product choice, making reference to the hair type, texture and condition of the hair and scalp (see the information at the end of this guide for more detail about choosing the correct shampoo)**



**2. Ask the client to lean back into the washbasin and make sure they are sitting comfortably. Remove any hair from their face and ask the client to remove any accessories, such as glasses or jewelry.**



**3. Run the water and check the water temperature on your wrist. Once ready, apply water to the client's scalp and ask them if the temperature is ok. Starting at the front hairline, cup the hand to direct the water towards the washbasin as you wet the hair so that you do not wet the client's face. Take extra care around the hairline.**



**4. Choose a suitable shampoo for the client's hair type and any other factors identified during the hair and scalp analysis. Depending on the hair length and density, dispense the correct amount either of shampoo, one pump or about the size of a two pence piece. Distribute the product evenly between your hands then use 'effleurage' techniques to apply the product evenly through the hair.**



5. Rotary' techniques are applied utilizing small, firm, circular massage movements, using the pads of the fingers. 'Friction' techniques, with quick, rubbing movements, will remove any build up or debris from the hair, if the hair is not too long. Repeat the rotary massage technique until the shampoo and water emulsify



6. When the hair is ready for rinsing, turn the water back on, check the temperature on your wrist and then rinse the hair using the same cupping technique used at the beginning, checking the temperature with the client. Work from the front hairline to remove the shampoo. Make sure both hands and hair are free from any suds. Squeeze out any excess water.



7. Apply a second shampoo if necessary, repeating the shampoo application and massage techniques. The second shampoo may lather more than the first



8. Rinse until all the shampoo removed. Turn off the water and gently squeeze the hair to remove excess water.



9. Wrap a towel around the hair to stop any drops from entering the eyes or face.



## Application of treatment and execution of scalp massage

Apply the cream on the scalp into the four sections with a tint brush.  
Use the web sectioning method

1. Place hands under hair on the scalp
2. Fingers should be held "claw like" only the pads of the fingers
3. Should touch the scalp
4. The elbows raised, thus lifting the hands and ensuring even pressure.
5. Start with petri sage movement on the hair line follow through to
6. The ear slide back to the top of head continue this movement till
7. Crown area it reaches change pressure now to the tombs and
8. Start in the nape move out to the ear slide back continue this
9. Till crow area is retched do a effleurage movement and star
10. Again, with petri sage repeat this 3 times
11. Stand with the feet slightly apart.
12. Movements should be smooth and not jerky



## *Chapter 9*

### *Style, set and dress hair*



*Unit 1: Working effectively when styling and finishing hair*

*Unit 2: Pin curl and finger wave hair*

*Unit 3 Thermal styling*



## *Introduction Style and finish hair*

This chapter covers all the things associated with this service you will be learning how to style hair with different types of brushes and heated equipment and the products that used to help create the desired effect and maintain healthy hair.

Blow-drying has been the most popular styling technique for several of decades easy effects achieved, and hair maintenance is low.

### *Unit 1: Working effectively when styling and finishing hair*

#### **Basic hair science**

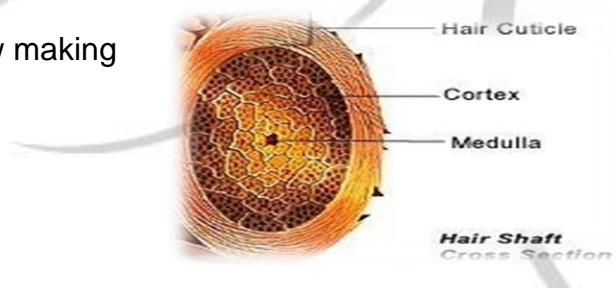
If we look at the basic structure of the hair in the diagram, we can see that there are three distinctly different layers

1. **The Cuticle** -is the outer layer of colourless cells that form the protective surface of the hair and looks like tiles of a roof

Properties of the cuticle

- It regulates the chemicals entering and damaging the hair and protects the hair from excessive heat and drying
- Cells overlap like tiles on a roof with the three edges pointing towards the tips of the hair
- Has layers that effect the hair texture -hair with fever layers of cuticles is finer than coarser hair types which have several layers
- In good condition is tightly closed and resists the entry of moisture e.g. when shampooing or hairdressing chemicals when colouring or perming
- In poor condition will be dry or porous and have damaged or missing cuticle layers this allows moisture and chemicals to saturate and overload the hair
- In good condition will allow the hair to dry more quickly than damage porous hair because porous hair absorbs moisture and will take longer to dry
- Surface conditioners coat the cuticle to add moisture shine and increase the hair's flexibility

Hair in good condition has a smooth flat cuticle layer tightly closed along the hair shaft with the three edges pointing towards the end of the hair. Hair in poor condition has a raised cuticle the edges are not flat and feel roughened this can expose the cortex below making the hair very dry and damaged



2. The **Cortex** is the middle and largest layer made up of long “rope like” fibres twisted together. Inside these fibres are long spiralled structures called *polypeptides*.

Properties of the cortex

- It forms the largest part or area of the hair
- All permanent hairdressing chemical processes take place within the cortex
- Hair elasticity is directly proportional to the condition of the cortex
- Naturally occurring colour pigments are scattered throughout the cortex to give hair its natural colour appearance
- Condition and quality of the hair is related to the condition of the cortex
- Penetrating conditioning treatments help to “lock in” moisture in order to improve the condition or rebuild the cortex structure

3. The **medulla** is the central inner part of the hair

Properties of the medulla

- It only exists in medium to coarser hair types
- It is often intermittent in different parts throughout the length
- Is not involved in hairdressing services chemical processes or treatment

### *Alpha and beta keratin the principles of heat styling*

Hair that is shampooed and left to dry naturally is known as alpha keratin, or in its alpha keratin state. When you shampoo hair and then dry it into a style stretching it is known as beta keratin. This will go back to alpha keratin when the hair is moistened perhaps by moisture in the air such as a “steamy” bathroom.

This is the principle of heated styling and the reason why hair stays in a blow-dried or set position. Before hair is shampooed the hydrogen bonds hold the polypeptide chain close together.

After shampooing, many of the hydrogen bonds are broken. This allows the hair to stretch around a roller or brush. During styling, the hair stretches and is allowed to cool in the new shape. The hair is now in a beta keratin state. The hair will stay in this new (beta keratin) shape until it is made wet or absorbs moisture from the atmosphere.

**Activity 1** Draw a diagram to show the basic structure of the hair. On the diagram, show the positions of the cuticle, cortex and medulla

**Activity 2** Answer the following questions

1. What is alpha keratin?
2. What does the cuticle layer look like?
3. What are the indicators of hair in good condition?
4. What are the indicators of hair in poor condition?
5. What effect does humidity have on a finished hairstyle?

## *Elements of Hair Design*

To begin to understand the creative process involved in hairstyling, it is critical to learn the five basic elements of three-dimensional design.

These **elements** are

- Line,
- Form,
- Space,
- Design Texture,

**Line** defines form and space. The presence of one nearly always means that the other two are involved. Lines create the shape, design, and movement of a hairstyle.

The eye follows the lines in a design. They can be straight or curved.

**There are four basic types of lines:**

**Horizontal** lines create width in hair design. They extend in the same direction and maintain a constant distance apart—from the floor or horizon

**Vertical** lines create length and height in hair design. They make a hairstyle appear longer and narrower as the eye follows the lines up and down.

**Diagonal** lines positioned between horizontal and vertical lines used to emphasize or minimize facial features and create interest in hair design

**Curved lines**, moving in a circular or semi-circular direction, soften a design. They can be large or small, a full circle, or just part of a circle—curved lines may move in a clockwise or counter-clockwise direction. Curved lines repeating in opposite directions create a wave.

**Form** is the mass or general outline of a hairstyle. It is three-dimensional and has length, width, and depth. The silhouette is usually the part of the overall design that a client will respond to first. Generally, simple forms are best to use and are more pleasing to the eye. The hair form should be in proportion to the shape of the head and face, the length and width of the neck, and the shoulder line.

**Space** is the area surrounding the form or the area the hairstyle occupies. We are more aware of the (positive) form than the (negative) spaces. In hair design, with every movement the relationship of the form and space change. A hairstylist must keep every angle in mind of the forms created, but of the spaces surrounding the forms as well. The space may contain curls, curves, waves, straight hair, or any combination.





**Design Texture** refers to wave patterns that considered when designing a style for your client. All hair has a natural wave pattern straight, wavy, curly, or extremely curly.

## *Organise and prepare the workstation for a salon service*

Always treat the salon materials in the same way that you would look after you own equipment minimise waist. Keep your area tidy and clean do not let towels and brushes lie around. Keep your eye on the clock that you do not make you client late nor the next client wait for you. Make sure that you wear you apron as it is your (PPE) for styling.

- Make sure that the workstation and all surface areas are clean and sanitised.
- Set up the work area with the relevant linen, tools and implements that are required for the service.
- Ensure that all the tools and implements are clean, sanitised and in proper working order.
- Ensure that the floors are free of loose hair or water spillage to avoid slipping.
- Consider the client's safety and convenience for every service performed.
- Use protective wear when working with chemicals and taking the necessary precautions when working with sharp tools.
- Prepare products according to the manufacturer's instruction.
- Make sure that all products, tools and equipment are properly stored after use.
- Make sure that waste products are properly disposed of.

## *Styling and finishing products*

	<b>Wax</b>		<b>Hairspray</b>
	<b>Oil Sheen</b>		<b>Mousse</b>
	<b>Silicon</b>		<b>Hair Food</b>
	<b>Gel</b>		<b>Styling lotion</b>

## *Unit 2: Pin curl and finger wave hair*

### *What a finger wave is?*

A finger wave defined as two oblongs moving in opposite directions and connected with a ridge. It is the art of shaping wet hair into waves using fingers and comb to produce a series of S shaped movements in the hair.

A finger wave movement or at least part of it is contained in all hairdressing designs. If finger waving not understood and mastered difficulty experienced when styling hair. It must be born in mind that a finger wave only contains of TWO movements made up of TWO directions and used in a Two-dimensional form.

Finger waving is a basic exercise in hairdressing. Finger waving helps you to:

- Exercise the fingers making them supple and flexible
- Work with fingers and comb at the same time
- Develops an awareness of movement clockwise and counter (anti) clock wise

**The pleasure of mastering the technique is one of the most satisfying experiences good hairstylist may have**

### *Oblong*

Finger waves use the oblong that is the most popular shape used in hairdressing as it applied to roundness of the head easily. The oblong is "C" shaped

### *The principles of wet styling*

- Thorough wetting of the hair – Wet the thoroughly with warm water and apply styling lotion
- Stretching of the hair - hair can stretch it is called elasticity. When the hair is combed smooth and moulded it is stretch and this is what makes finger waving possible
- Drying of the hair - After the hair has been set into a new shape it must dry thoroughly.
- It will retain its new shape until it washed again.





## *Pin curls*

Pin curls create flowing designs that rollers cannot achieve. Pin curls provide bases for all the lines, waves, patterns, curls and rolls used in a hairstyling.

Pin curls create special effects such as:

- Flat movement
- Wave movement
- Varying degrees of curl movement
- Volume movement

Pin curl rounded without twists in the hair, or a buckled effect. When a pin curl is, formed:

- Done under enough tension to give a firm lasting curl.
- Correct stem and curl shape

Clips placed carefully so that they do not interfere with the formation or placement of other curls.

Combing and pinning the curl shape destroyed.

### *A Pin Curl Consists of Four Parts*

**The base** - which is the scalp area of the hair, forming the curl, and which is the stable and immovable foundation of the curl that gives the circle its direction, and mobility.

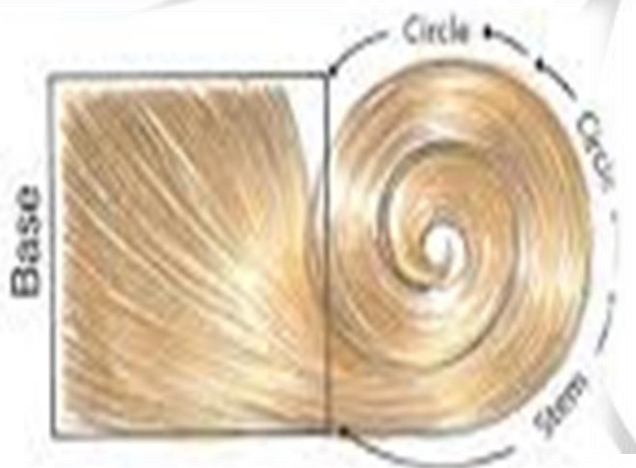
**The circle** - which is the part forming the completed circle, and which governs the width and strength of the curl movement.

**The end** - which relates to the size of the 'hole' in the curl (there may be none at all, in which event it is known as a clock spring curl), which governs whether it is an open center curl or a closed center curl.

**The stem** - is the most important part of a pin curl. It helps to govern the mobility of the curl and helps to determine the curl and stem direction.

#### • Parts of a Curl

- Base
- Stem
- Circle



## *Basic types of pin curls*

- The flat pin curl (Clockwise or anticlockwise)
- The stand-up pin curls

### *Flat pin curls (clockwise)*

To create a flat pin curl, a clockwise oblong is first molded. Flat pin curls begin at the inwards curve of the shape. A tail comb used to part the hair from the center of the shape in the second direction or toward the curve end. The hair then smoothed to create a ribbon like effect.

The base remains flat while the stem curved, and the circle formed. The flat pin curl secured in the second direction. This technique repeated until the remaining shape is completed.

### *Flat pin curls (anti clockwise)*

To create an anticlockwise pin curl, an anti-clockwise oblong molded. The pin curls begin at the outward curve of the shape. A tail comb used to part the hair toward the first direction or outward curve.

### *Stand-up pin curls*

Once the sections made, use the two index fingers to form the stand-up pin curl. Take the hair at the end and form it like a ribbon. Create the ends of the hair into a circle. Using the two index fingers and role the hair down until you reach the base of the pin curl.



#### **Activity 3**

Explain what a finger wave is

#### **Activity 4**

Draw a diagram of the parts of a pin curl and name it

Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### FINGER WAVE

#### FURNITURE, TOOLS & PRODUCTS

- Workstation
- Chair
- Trolley
- Apron
- Moulding wax
- Cutting comb



#### SETTING UP FOR FINGER WAVE SERVICE

1. Towels
2. Cape ready and clean
3. Make sure work station and mirror is clean
4. Wearing apron
5. Trolley with all tools needed
6. Organised workstation

#### PREPARE AND EXECUTE FINGER WAVES

- Wash and sanitise hands
- Put apron on
- Meet and greet client make her feel welcome
- Show her to the styling area
- Apply moulding gel
- Get natural parting
- Start forming the first part of "S"
- Form the ridge
- Bottom part of the "S"
- Form next ridge
- Move around the head with the "S" movement
- Continue until you reach the nape area

## TEST 1 Fingerwaves

Circle the correct answer

**Question 1 Products used for a finger wave?**

1

Chair Dreadlock wax Moulding gel Mirror Analysis Sheet Workstation

**Question 2 Circle the one which is not a Principle of wet styling?**

1

Thorough wetting of the hair Stretching of the hair Comb the hair Drying of the hair

**Question 3 Circle following questions true or false \*Space and aligned**

1. A Finger wave only contains of TWO movements made up of TWO directions and used in a TWO dimensional form.

True

False 1

2. Finger waving is a basic exercise in hairdressing

True False

1

3. Finger waves use the square which is the most popular shape used in hairdressing

True False

1

**TOTAL: 5 MARKS**

## Rubric Finger wave

PREPARATION		MEET & GREET CLIENT		CONSULTATION		FINGERWAVE PROCEDURE		TOTAL	Comments
5		5		5		5		20	
Washing of hands		Appearance & friendliness		Place a towel around her shoulder		Apply moulding gel			
Wearing apron		Specific		Place a cape around her		Find natural parting			
Workstation clean		Body language		Communication		Form on top of head an "S"			
Layout: materials & implements		Empathy		Confidentiality		Ridges are formed			
Workstation organised		Engaging		Brush clients hair out		Completed finger wave			

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good

**Note to the  
Criteria for mark**

**teacher**

### PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
Work achieved	5	
Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Unit 3: Thermal styling

### Blow-dry hair into shape

#### Styling equipment

The blow dryer is the most commonly use item of equipment in the salon

A good professional hair dryer should:

- Have at least two speeds and two heat settings
- Have a lead long enough
- Be powerful enough be not to long that it is balanced in your hand
- Not to heavy
- Be quiet enough



Choosing the right tools to get the desired effect is essential. Different brushes do different jobs if you use the wrong type of brush it may have a detrimental effect on the finished look. The length of hair and the desired effect dictates the type of brushes you need to use.

Blow-drying is the most popular ways of styling hair it involves the tensioning drying and positioning of hair into place with just a hand dryer and a brush



When your dry hair from roots to points you should only work on relatively small areas at any one time ideally these sections should not be any larger than the “footprint” area of any size brush that you will be using. If the section is too large, you will not be able to dry each mesh of hair properly and this will affect the durability of the finished look.

Be careful not to overheat any section of hair while you are drying the effects will be long term and very detrimental to the condition of the hair.

Start to blow dry at the lower back sectioning out of the way any surplus hair and securing it with a clip. When taking your dryer in one hand offer the dryer across to the section so that you can see whether the angel of the nozzle will create a parallel jet stream of air to the angel of the hair



Take your brush in the other hand and introduce the bristles to the hair near the roots follow the brush downwards hold the dryer 10-150cm away from the hair

#### Activity 8 Give the answers to the following questions

1. Why hair dried from roots to tips?
2. Why is it important to keep the dryer moving during blow-drying?
3. What size mesh of hair should you work with when drying
4. Why should your dry hair before you start blow waving?
5. Why should you section before blow-drying

## *Hair Wrapping*

Hair wrapping is a technique used to keep curly hair smooth and straight while retaining a beautiful shape. Curly hair wrapped around the head to give it a smooth, rounded contour, resulting in an effect that is similar to that attained with rollers. When wrapping hair, very little volume because the hair at the scalp is not lifted. When height desired, you can place large rollers directly at the crown, with the remainder of the hair wrapped around the head. Wrapping done on wet or dry hair. On curly hair, wet wrapping creates a smooth, sleek look. When working with very curly hair, press it first, and then do a dry hair wrapping

## *Iron and toning service*

### *Overview*

- Thermal styling of hair is historically one of the first forms of processing the hair.
- It has been popular since the early nineteenth century when the first thermal iron care products were provided to straightening hair temporary.
- Thermal ironing and curling are only temporary process and in the 1970's and 1980's become less popular, due to their poor durability in moist, humid conditions, which would make the hair revert to its natural curl.
- By mid-1980's thermal styling had regained its popularity
- Thermal styling now used on chemically processed hair to smooth and even out the cuticle.
- Curling irons create a range of looks and shapes from curly, through wavy to smooth.
- The heat from the curling irons courses the curls formed and the finished style to be more durable.
- Although thermal irons remained essentially the same over the years, curling tongs have evolved manufactured in a variety of sizes and shapes.
- Thermal styling can be a good option for the client whose hair is in a poor condition, or in need of a rest from chemical processing.
- Used on natural or relaxed hair.
- When thermal styling used on natural hair, it straightens out the curl temporarily.
- On chemically relaxed hair, thermal used to either straighten natural regrowth and even out the hair texture, or smooth out evenly relaxed hair.
- **Tip:** Thermal processing is kinder to the hair than chemical processing.

### *Qualities of a good electrical flat iron (ceramic straight)*

- Hair straightener must provide ultra-fast smooth straightening result.
- The ceramic plates must ensure smooth gliding through the hair and obtain optimal results.

### ***Important:***

- Always read manufacturers instruction carefully.
- Put the plug of electrical iron (ceramic straightener) into a suitable socket.
- Temperature capacity maximum 200°C, the appliance gets very hot; prevent the hot surface of the appliance from coming into direct contact with the hands, eyes, ears, face and neck.
- Do not touch the ceramic plates when appliance switched on.
- The plastic parts near the ceramic plates also become very hot during use.
- Keep the ceramic plates clean and free of dust, dirt, styling spray and gel.
- Never use the appliance in combination with any styling product.
- Keep appliance out of reach of children.
- If the cord damaged, the manufacturer or a service center authorized by the manufacturer in order to avoid hazardous situations must always replace it.
- Always unplug the appliance after use.
- Wait until the appliance has cooled down before storing it.

***Warning: Do not use this appliance near bathtubs, showers, basins or other vessels containing water.***

### ***Cleaning***

- Switch the appliance off by pressing the on/off button.
- Unplug the appliance.
- Let the appliance cool down completely on a heat resistant surface.
- Do not dip the appliance into water.
- Clean the appliance with a soft damp cloth.

### ***Storage***

- Make sure the appliance is unplugged.
- Let the appliance cool down on a heat resistant surface before storing it.
- Remember: Keep the appliance out of the reach of children.

### ***Science of thermal processing***

- Thermal processing is a physical process, not a chemical process.
- When the hair is thermally processed, water is removed from the hair.
- This is due to the heat produced by the thermal iron or tong.
- The more water removed, the straighter the hair will remain and the longer the thermal process will last.
- Hydrogen bonds are broken when the hair is pressed.
- The hotter the styling tools, the more hydrogen bonds are broken and a better, longer lasting result achieved.
- When natural hair is thermal ironed or tonged it is a temporary process.
- The hair reverts back to its natural curl once moisture is absorbed from the atmosphere or the hair becomes wet.

## *Thermal styling products*

There are many products on the market which are suitable for use when thermal styling. These products are of two types:

- pre-thermal styling products
- post-thermal styling products

### *Pre-thermal styling products*

- These are used before thermal styling.
- These products are applied to wet hair and protect the hair from the heat of the dryer or thermal styling tool.
- They contain conditions and polymers which coat and protect the hair during processing.
- The hair is then blow dried or allowed to dry naturally.
- Thermal processing can then take place.

### *Post-thermal styling products*

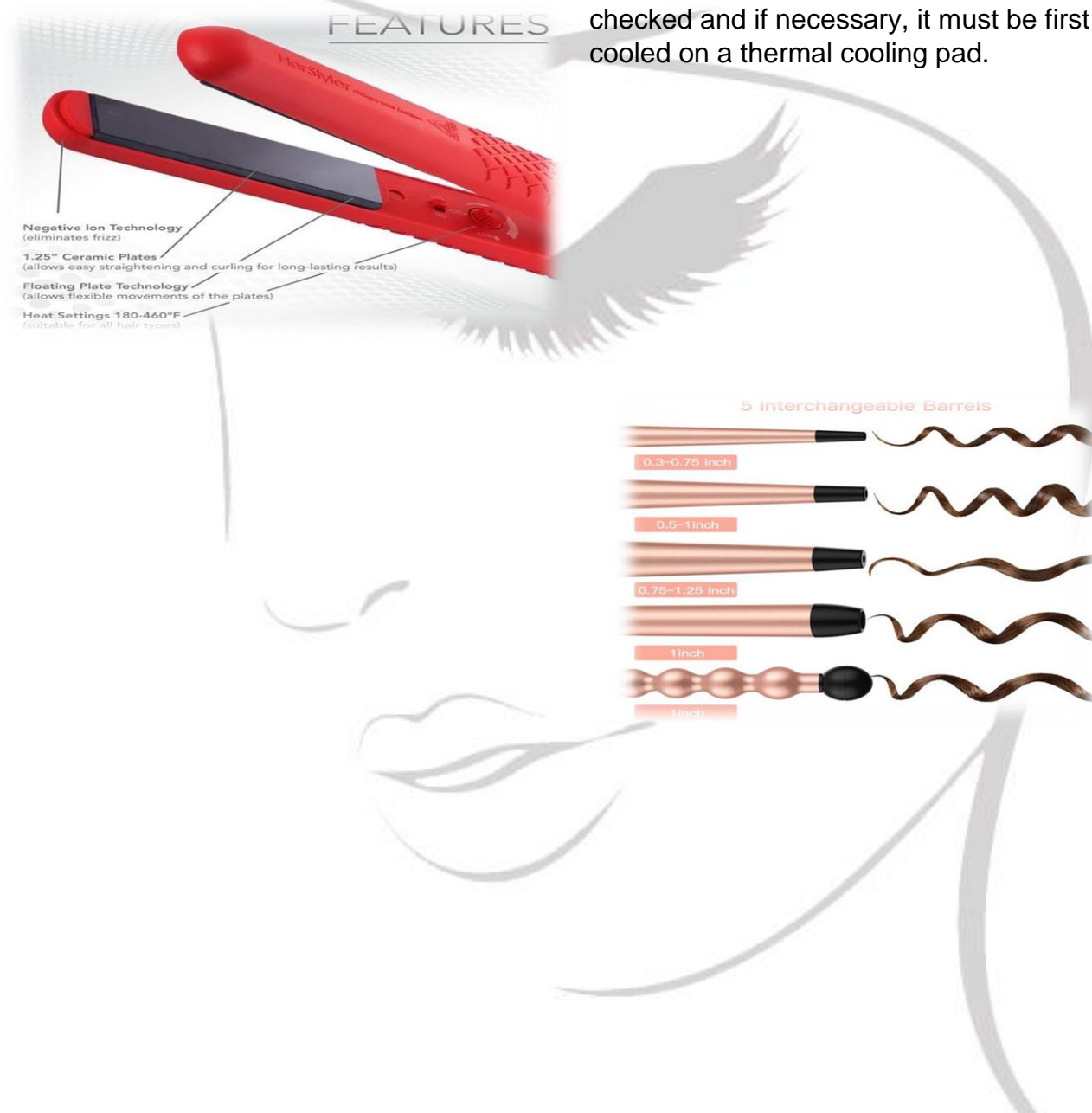
- These are hair lacquers and consist of a synthetic, adhesive polymer dissolved in alcohol to give hold.
- They may also contain small amount of conditioning agents.
- They are sprayed onto finished style to create a solid, firm finish and protect the hair against atmosphere conditions.
- Post thermal styling products can be used on the hair prior to tonging to protect it from the heat of the tongs and create a crisp, smoothly defined curl.

### *Use of thermal curling iron*

- Thermal irons come in a variety of shapes and sizes.
- Some have a curved back for added smoothness like ceramic hair straighteners.
- Some thermal combs have widely spread teeth for thicker, coarser hair, others have closer set teeth for finer hair.
- Like the choice of a pair of cutting scissors, the selection of thermal styling tools is made essentially on their ability to do the job at hand and personal choice of the stylist.

*Thermal irons are of two types:*

- **Electrical irons** – Are plugged into the wall socket and the temperature is controlled by a (ceramic straighteners) thermostats build into the iron (straightener) the disadvantage of using electrical irons (straighteners) is that the element can burn out, also the temperature tends to be lower and may not be sufficient to straighten the hair effectively.
- **Non-electrical combs** - Tend to be hotter than electrical straighteners. These combs are heated to a high temperature on a special electrical heater. Before using the comb on the hair, its temperature must be checked and if necessary, it must be first cooled on a thermal cooling pad.





Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

**BLOW-DRYING****FURNITURE, TOOLS & PRODUCTS**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Workstation</li> <li>• Chair</li> <li>• Trolley</li> <li>• Apron</li> </ul> | <ul style="list-style-type: none"> <li>• Styling lotion</li> <li>• Hairdryer</li> <li>• Round brushes</li> <li>• Tail comb</li> <li>• Sectioning clips</li> </ul> |
|--|---|

**SETTING UP FOR BLOW DRYING**

1. Towels
2. Cape ready and clean
3. Make sure work station and mirror is clean
4. Wearing apron
5. Trolley with all tools needed
6. Organised workstation

**PREPARE AND EXECUTE THE CONSULTATION**

- Wash and sanitise hands
- Put apron on
- Meet and greet client make her feel welcome
- Show her to the styling area
- Apply styling lotion to the hair
- Comb out the hair
- Section the hair so that the nape section is clean and clear
- Hairdryer on and in one hand
- Correct size brush for the length of hair in other hand
- Start to blow dry first section
- If first section is completely dry
- Section next section
- Blow dry hair unto the crown section
- Blow dry side sections
- Section out from the top section blow dry until dry and continue until done
- Make sure all sections are dry
- Comb the hair
- And finish off the style

Circle the correct answer

**Question 1 Products used for shampooing and conditioning?**

1

Chair Shampoo and conditioner Towel Mirror Analysis Sheet Workstation

**Question 2 Circle the one which is not a styling lotion?**

1

Gel Silicon Oil Sheen Shampoo Mousse

**Question 3 Circle following questions true or false**

4. A Curling iron is part of blow drying tools True False

1

5. When blow drying you blow dry from root to ends True False

1

6. It is important to take the same size mesh to blow dry as the size of your brush True False

1

**TOTAL: 5 MARKS**

## Rubric Blow-drying

PREPARATION		MEET & GREET CLIENT		CONSULTATION		BLOW DRYING PROCEDURE		TOTAL	Comments
5		5		5		5		20	
Washing of hands		Appearance & friendliness		Place a towel around her shoulder		Apply styling lotion			
Wearing apron		Specific		Place a cape around her		Comb hair out			
Workstation clean		Body language		Communication		Section hair			
Layout: materials & implements		Empathy		Confidentiality		Blow dry hair			
Workstation organised		Engaging		Brush clients hair out		Finish style off			



**Note to the teacher**  
**Criteria for mark**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

### PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
5. Work achieved	5	
6. Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

# *Salon practice*

Step by step how to form a Finger wave

**1..Drape the client for a shampoo service.**



**2. Shampoo the client's hair, and condition if necessary.**



**3. Towel dry the hair.**



**4.Remove any tangles with a wide-tooth comb, starting at the ends and working up to the scalp**



**5. Part the hair, comb it smooth, and arrange it according to the planned style. using the wide teeth of the comb will allow the hair to move more easily. always follow the natural growth pattern when combing and parting the hair.**



**6. Using an applicator bottle, apply waving lotion to the side of the hair you are working on while the hair is damp. Comb the lotion through the section.**

**7. Begin the first wave on the right side of the head. Using the index finger of your left hand as a guide, shape the top hair with a comb into the beginning of the S-shaping, using a circular movement. Starting at the hairline, work toward the crown in 1½- to 2-inch (3.7 to 5 centimeters) sections at a time.**

**8. To form the first ridge, place the index finger of your left hand directly above the position for the first ridge. With the teeth of the comb pointing slightly upward, insert the comb directly under the index finger. draw the comb forward about 1 inch (2.5 centimeters) along the fingertip.**

**9. With the teeth still inserted in the ridge, flatten the comb against the head in order to hold the ridge in place.**

**10. Remove your left hand from the client's head and place your middle finger above the ridge with your index finger on the teeth of the comb. draw out the ridge by closing the two fingers and applying pressure to the head. do not try to increase the height or depth of a ridge by pinching or pushing with your fingers; such movements will create over direction of the ridge and uneven hair placement.**

**11. Without removing the comb, turn the teeth downward, and comb the hair in a semicircular direction to form a dip in the hollow part of the wave**

**12. Follow this procedure, section by section, until the crown has been reached, where the ridge phases out. the ridge and wave of each section should match evenly, without showing separations in the ridge or in the hollow part of the wave.**

**13. To form the second ridge, begin at the crown area. the movements are the reverse of those followed in forming the first ridge. draw the comb from the tip of the index finger toward the base. all movements are followed in a reverse pattern until the hairline is reached, completing the second ridge.**

**15. Continue alternating directions until the side of the head has been completed**



14. Movements for the third ridge closely follow those used to create the first ridge. However, the third ridge is started at the hairline and is extended back toward the back of the head.

16. Use the same procedure for the left (light) side of the head as you used for finger waving the right (heavy) side of the head. First, shape the hair by combing it in the direction of the first wave.

**17. Starting at the hairline, form the first ridge, and work section by section, until the second ridge of the opposite side is reached.**

**19. Move to the left side and start with the ridge and wave in the back of the head and proceed, section by section, toward the left side of the face**

18. Both the ridge and the wave must blend, without splits or breaks, with the ridge and wave on the right side of the head.

20. Continue working back and forth until the entire head is completed.



**21. Place a net over the hair, secure it with hairpins or clips if necessary, and protect the client's forehead and ears with cotton, gauze, or paper protectors while under the hood dryer. adjust the dryer to medium heat and allow the hair to dry thoroughly**



22. Remove the client from under the dryer and let the hair cool down. remove all clips or pins and the hairnet from the hair.





**23. Comb out or brush the hair into a soft, waved hairstyle. Add a finishing spray for hold and shine. For a retro look, do not comb or brush the hair, but do consider adding a hair ornament such as a rhinestone clip in the hollow portion of a wave.**

24. Finished look





Step by step to form a pin curl

<p><b>1. Drape the client for a shampoo service.</b></p> 	<p><b>2. Shampoo the client's hair, and condition if necessary.</b></p> 
<p><b>3. Towel dry the hair.</b></p> 	<p><b>4. Remove any tangles with a wide-tooth comb, starting at the ends and working up to the scalp.</b></p> 
<p><b>5. Apply a gel or setting lotion and comb the hair smooth.</b></p>	<p><b>6. Part the hair either using the client's natural part, if that works with your hair design, or create a part anywhere on the head if that better suits the final design</b></p>
<p><b>7. Form the first shaping</b></p>	<p><b>8. Start making curls at the open end of the shaping. Slice a strand to create the first curl. Point your left index finger down and hold the strand in place.</b></p>
<p><b>9. Ribbon the strand</b></p>	<p><b>10. Wind the curl forward, keeping the hair ends inside the center of the curl</b></p>
<p><b>11. Hold the curl in the shaping and anchor it with a clip</b></p> 	<p><b>12. To anchor pin curls, start at the open end of the curl. this is the side opposite the stem. The clip should enter the circle parallel to the stem. Open the clip, and place one prong above and one prong below one side of the circle. the upper prong should enter the hair in the center of the circle. the curl should be in the gap between the prongs. To avoid an indentation (dent) in the curl, do not pin across the circle.</b></p>
<p><b>13 If any clips touch the skin, place cotton between the skin and the clip to keep the skin from burning when the client is placed under the hood dryer.</b></p>	<p><b>14 Once the hair is dry, complete the style</b></p> 





# *Salon practice*

## Step by step Roller setting procedure

<p><b>1. Drape the client for a shampoo service.</b></p> 	<p><b>2. Shampoo the client's hair, and condition if necessary.</b></p>
<p><b>3. Towel dry the hair</b></p>	<p><b>4. Remove any tangles with a wide-tooth comb, starting at the ends and working up to the scalp.</b></p>
<p><b>5. Comb the hair in the direction of the setting pattern. Shaping may be used to accent the design.</b></p>	<p><b>6. Starting at the front hairline, part off a section the same length and width as the roller.</b></p> 
<p><b>7. Choose the type of base according to the desired volume. Comb the hair out from the scalp to the ends, using the fine teeth of the comb. Repeat several times to make sure that the hair is smooth</b></p> 	<p><b>8. Hold the hair with tension between the thumb and middle finger of the left hand. Place the roller below the thumb of the left hand. Do not bring the ends of the hair together. Wrap the ends of the hair smoothly around the roller until the hair catches and does not release.</b></p>
<p><b>9. Place the thumbs over the ends of the roller and roll the hair firmly to the scalp</b></p>	<p><b>10. Clip the roller securely to the scalp hair. Roll the remainder of the hair according to the desired style</b></p> 
<p><b>11. Place the client under a hood dryer. Set the dryer at a temperature that is comfortable for the client.</b></p> 	<p><b>12. Then the hair is dry, allow it to cool, then remove the rollers</b></p> 
<p><b>13. Comb out and style the hair as desired</b></p> 	



# *Salon practice*

Step by step blow drying

<b>1. Drape the client for a shampoo service.</b>	<b>2. Shampoo the client's hair, and condition if necessary.</b>
<b>3. Towel dry the hair.</b>	<b>4. Remove any tangles with a wide-tooth comb, starting at the ends and working up to the scalp.</b>
<b>5. place a clean neck strip on the client, and drape with a cutting or styling cape.</b> 	<b>6. Distribute styling product through the hair with your fingers, and comb through with a wide-tooth comb</b>
<b>7. Using the comb, mold the hair into the desired shape while still wet</b>	<b>8. For volume and lift similar to that provided by a roller set, use a small round brush. Apply a mousse or spray volume at the base. Section and part the hair according to the amount of volume desired</b>
<b>9. The degree of lift determines the type of volume you will achieve. Using the techniques that you have learned in roller setting, dry each section either full base or half base. For maximum lift, insert the brush on base and direct the hair section up at a 125-degree angle. Roll the hair down to the base with medium tension. Direct the stream of air from the blow-dryer over the curl and away from the scalp in a back and forth motion.</b>	<b>10. When the section is completely dry, press the cooling button and cool the section to Strengthen the curl formation</b> 
<b>11. Release the curl by unwinding the section from the brush. (Pulling it out could cause the hair to get tangled in the brush.)</b>	<b>12. for less lift at the scalp, begin by holding the section at a 70- to 90-degree angle, following the same procedure.</b> 
<b>13. make sure that the scalp and hair are completely dry before coming out the style, or the shape will not last. Finish with hair spray</b>	<b>14. Finished look</b> 

# Salon practice

Step by step for Thermal ironing

<b>1. Drape the client for a shampoo service.</b>	<b>2. Shampoo the client's hair, and condition if necessary.</b>
<b>3. Towel dry the hair.</b>	<b>4. Remove any tangles with a wide-tooth comb, starting at the ends and working up to the scalp.</b>
<b>5. Dry the client's hair completely.</b>	<b>6. Drape the client for a dry hair service.</b>
<b>7. Heat the iron</b>	<b>8. Before beginning the waves, comb the hair in the general shape desired by the client. the natural growth will determine whether or not the first wave will be a left-moving wave or a right-moving wave. the procedure described here is for a left-moving wave.</b>
<b>9. With the comb, pick up a strand of hair about 2 inches (5 centimeters) in width. Insert the iron in the hair with the groove facing upward</b> 	<b>10. Close the iron and give it a ¼-inch turns forward (away from you). at the same time, draw the hair with the iron about ¼ inch (.625 centimeters) to the left, and direct the hair ¼ inch (.625 centimeters) to the right with the comb</b>
<b>11. Roll the iron one full turn forward and away from you. When doing this, keep the hair uniform with the comb. You will find that the hair has rolled on a slight slant on the prong of the iron. Keep this position for a few seconds in order to allow the hair to become sufficiently heated throughout</b> 	<b>12. Reverse the movement by simply unrolling the hair from the iron and bringing it back into its first resting position. When this movement is completed, you will find the comb resting somewhat away from the iron</b>
<b>13. Open the iron with your little finger and place it just below the ridge or crest by swinging the rod of the iron toward you, and then closing it. The outer edge of the groove should be directly underneath the ridge just produced by the inner ridge.</b>	<b>14. Keeping the iron perfectly still, direct the hair with the comb upward about 1 inch (2.5 centimeters), thus forming the hair into a half circle. Remember that you should not move the comb from the position explained in step</b>
<b>15. Without opening the iron, roll it a half-turn forward and away from you. In this movement, keep the comb perfectly still and unchanged</b>	<b>16. Slide the iron down about 1 inch (2.5 centimeters). This movement is accomplished by opening the iron slightly, gripping it loosely, and then sliding it down the strand.</b>



**17. After completing step 16, you will find the iron and comb in the correct position to make the second ridge. This is the beginning of a right-moving wave, in which the hair is directed opposite to that of a left-moving wave.**



18. After completely waving one strand of hair, wave the next strand to match. Pick up the strand in the comb and include a small section of the waved strand to guide you as you form a new wave. When waving the second strand of hair, be sure to use the same comb and iron movements you used when waving the first strand of hair. this will make the waves match

**19. Finished look.**





## *Chapter 9*

### *Style and dress gents' hair*



**Unit 1:** *Working effectively when styling and finishing hair*

**Unit 2:** *Drying of hair and facial hair*

**Unit 3:** *Facial treatments*

## *Introduction Style and finish hair*

This chapter covers all the things associated with this service you will be learning how to style hair with different types of brushes and heated equipment and also the products that can be used to help create the desired effect and maintain healthy hair.

Blow-drying has been the most popular styling technique for several of decades its popularity\*grown in the belief that effects can quickly be achieved, and that hair maintenance is low.

\*Sentence shifted

### ***Unit 1: Working effectively when styling and finishing hair***

## *Basic hair science*

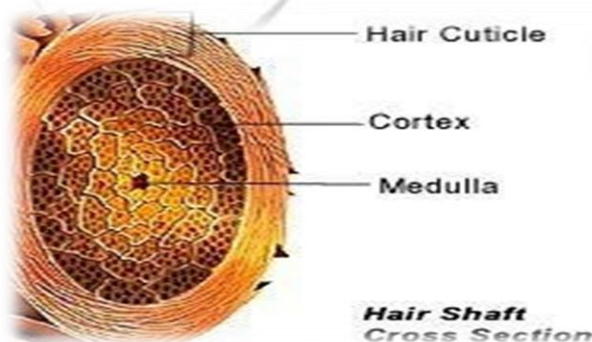
If we look at the basic structure of the hair in the diagram, we can see that there are three distinctly different layers

- 4. The Cuticle** -is the outer layer of colourless cells that form the protective surface of the hair

Properties of the cuticle

- It regulates the chemicals entering and damaging the hair and protects the hair from excessive heat and drying
- Cells overlap like tiles on a roof with the three edges pointing towards the tips of the hair
- Has layers that effect the hair texture -hair with fever layers of cuticles is finer than coarser hair types which have several layers
- In good condition is tightly closed and resists the entry of moisture e.g., when shampooing or hairdressing chemicals when colouring or perming
- In poor condition will be dry or porous and have damaged or missing cuticle layers this allows moisture and chemicals to saturate and overload the hair
- In good condition will allow the hair to dry more quickly than damage porous hair because porous hair absorbs moisture and will take longer to dry
- Surface conditioners coat the cuticle to add moisture shine and increase the hair's flexibility

Hair in good condition has a smooth flat cuticle layer tightly closed along the hair shaft with the three edges pointing towards the end of the hair. Hair in poor condition has a raised cuticle the edges are not flat and feel roughened this can expose the cortex below making the hair very dry and damaged



5. The **Cortex** is the middle and largest layer it is made up of long “rope like” fibres twisted together. Inside these fibres are long spiralled structure called *polypeptides*.

Properties of the cortex

- It forms the largest part or area of the hair
- All permanent hairdressing chemicals processes take place within the cortex
- Hair elasticity is directly proportional to the condition of the cortex
- Naturally occurring colour pigments are scattered throughout the cortex to give hair its natural colour appearance
- Condition and quality of the hair is related to the condition of the cortex
- Penetrating conditioning treatments help to “lock in” moisture in order to improve the condition or rebuild the cortex structure

6. The **medulla** is the central inner part of the hair

Properties of the medulla

- It only exists in medium to coarser hair types
- It is often intermittent in different part throughout the length
- Is not involved in hairdressing services chemical processes or treatment

### *Alpha and beta keratin -the principles of heat styling*

Hair shampooed and left to dry naturally known as alpha keratin, or in its alpha keratin state. When you shampoo hair and then dry it in to a style known as beta keratin. This will go back to alpha keratin when the hair moistened perhaps by moisture in the air such as a “steamy” bathroom.

This is the principle of heated styling and the reason why hair stays in a blow-dried or set position. Before hair is shampooed the hydrogen, bonds hold the polypeptide chain close together. Hair in this natural un-stretched state known as alpha keratin

After shampooing, many of the hydrogen bonds are broken. This allows the hair to stretched around a roller or brush

During styling, the hair stretches, dries and allowed to cool in the new shape. The hair is now in a beta keratin state. The hair will stay in this new (beta keratin) shape until it is made wet or absorbs moisture from the atmosphere

### Activity 1

Draw a diagram to show the basic structure of the hair. On the diagram show the positions of the cuticle, cortex and medulla

### Activity 2

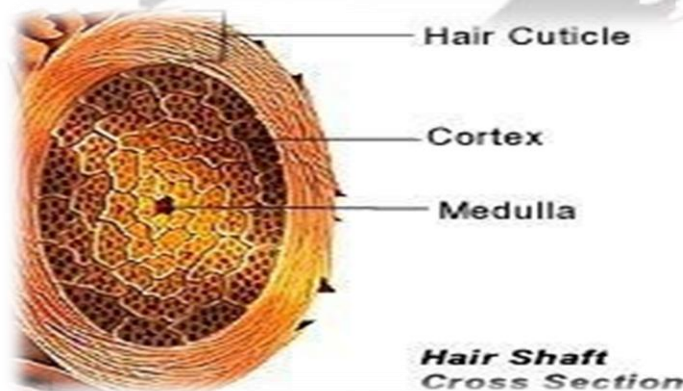
Answer the following questions

6. What is alpha keratin?
7. What does the cuticle layer look like?
8. What are the indicators of hair in good condition?
9. What are the indicators of hair in poor condition?
10. What effect does humidity have on a finished hairstyle?

### NOTE TO THE TEACHER

#### MEMORANDUM

#### ACTIVITY 1



### Activity 2

Answer the following questions

1. What is alpha keratin?  
**Hair that has been shampooed and left to dry naturally known as alpha keratin**
2. What does the cuticle layer look like?  
**It looks like tiles of a roof**
3. What are the indicators of hair in good condition?  
**Hair in good condition has a smooth flat cuticle layer tightly closed along the hair shaft with the three edges pointing towards the end of the hair.**
4. What are the indicators of hair in poor condition?  
**Hair in poor condition has a raised cuticle the edges are not flat and feel roughened**
5. What effect does humidity have on a finished hairstyle?  
**During styling, the hair stretched dried and allowed to cool in the new shape. The hair is now in a beta keratin state. The hair will stay in this new (beta keratin) shape until it is made wet or absorbs moisture from the atmosphere**

## *Elements of Hair Design*

To begin to understand the creative process involved in hairstyling, it is critical to learn the five basic elements of three-dimensional design.

These **elements** are

- Line,
- Form,
- Space,
- Design Texture,

**Line** defines form and space. The presence of one nearly always means that the other two are involved. Lines create the shape, design, and movement of a hairstyle.

The eye follows the lines in a design. They can be straight or curved.

*There are four basic types of lines:*

**Horizontal** lines create width in hair design. They extend in the same direction and maintain a constant distance apart—from the floor or horizon (Figure 14–3)

**Vertical** lines create length and height in hair design. They make a hairstyle appear longer and narrower as the eye follows the lines up and down (Figure 14–4). Diagonal lines are positioned between horizontal and vertical lines. They are often used to emphasize or minimize facial features.

**Diagonal** lines are also used to create interest in hair design

**Curved lines**, moving in a circular or semi-circular direction, soften a design. They can be large or small, a full circle, or just part of a circle. Curved lines may move in a clockwise or counter-clockwise direction. They can be placed horizontally, vertically, or diagonally. Curved lines repeating in opposite directions create a wave.

**Form** is the mass or general outline of a hairstyle. It is three-dimensional and has length, width, and depth. Form or mass may also be called volume. The silhouette is usually the part of the overall design that a client will respond to first. Generally, simple forms are best to use and are more pleasing to the eye. The hair form should be in proportion to the shape of the head and face, the length and width of the neck, and the shoulder line.

**Space** is the area surrounding the form or the area the hairstyle occupies. We are more aware of the (positive) form than the (negative) spaces. In hair design, with every movement the relationship of the form and space change. A hairstylist must keep every angle in mind—not only of the forms being created, but of the spaces surrounding the forms as well. The space may contain curls, curves, waves, straight hair, or any combination.

**Design Texture** refers to wave patterns that are considered when designing a style for your client. All hair has a natural wave pattern: straight, wavy, curly, or extremely curly.

*Organise and prepare the workstation for a salon service*



Always treat the salon materials in the same way that you would look after your own equipment \*always try to minimise waste. Keep your area tidy and clean don't let towels and brushes \*lie around. Keep your eye on the clock that you don't make your client late nor the next client wait for you. Make sure that you wear your apron as it is your (PPE) for styling.

- Make sure that the workstation and all surface areas are clean and sanitised.
- Set up the work area with the relevant linen, tools and implements that are required for the service.
- Ensure that all the tools and implements are clean, sanitised and in proper working order.
- Ensure that the floors are free of loose hair or water spillage to avoid slipping.
- Consider the client's safety and convenience for every service performed.
- Use protective wear when working with chemicals and taking the necessary precautions when working with sharp tools.
- Prepare products according to the manufacturer's instruction.
- Make sure that all products, tools and equipment are properly stored after use.
- Make sure that waste products are properly disposed of.

## Styling and finishing products



**Wax**



**Hairspray**



**Oil Sheen**



**Mousse**



**Silicon**



**Hair Food**



**Gel**



**Styling lotion**

## Unit 2: Drying of hair and facial hair

### Styling equipment

The blow dryer is the most commonly use item of equipment in the salon

A good professional hair dryer should:

- Have at least two speeds and two heat settings
- Have a lead long enough
- Be powerful enough be not to long that it is balanced in your hand
- Not to heavy
- Be quiet enough



Choosing the right tools to get the desired effect is essential. Different brushes do different jobs if you use the wrong type of brush, it may have a detrimental effect on the finished look. The length of hair and the desired effect dictates the type of brushes you need to use.

Blow-drying is the most popular ways of styling hair it involves the tensioning drying and positioning of hair into place with just a hand dryer and a brush



When your dry hair from roots to points you should only work on relatively small areas at any one time ideally these sections should not be any larger than the “footprint” area of any size brush that you will be using. If the section is too large you will not be able to dry each mesh of hair properly and this will affect the durability of the finished look.

Be careful not to overheat any section of hair while you are drying the effects will be long term and very detrimental to the condition of the hair.

Start to blow dry at the lower back sectioning out of the way any surplus hair and securing it with a clip. When taking your dryer in one hand offer the dryer across to the section so that you can see whether the angel of the nozzle will create a parallel jet stream of air to the angel of the hair



Take your brush in the other hand and introduce the bristles to the hair near the roots follow the brush downwards hold the dryer 10-150cm away from the hair

#### Activity 3 Give the answers to the following questions

1. Why is hair always dried from roots to tips?
2. Why is it important to keep the dryer moving during blow-drying?
3. What size mesh of hair should you work with when drying
4. Why should your rough dry hair before you start?
5. Why should you section before blow-drying



**Note to the teacher :**

### **MEMORANDUM**

**Activity 8 Give the answers to the following questions**

- 1. Why is hair always dried from roots to tips**  
So that you can achieve a smooth look
- 2. Why is it important to keep the dryer moving during blow-drying**  
That the hot air don't burn the scalp and hair
- 3. What size mesh of hair should you work with when drying**  
No wider than the "footprint" of the brush
- 4. Why should you rough dry hair before you start**  
That you can get rid of excess water
- 5. Why should you section before blow-drying**  
Sectioning is done before blow drying to keep hair that you done work wit away and work neat

## *Thermal styling*

Thermal waving and curling, also known as Marcel waving are methods of waving and curling straighten or pressed dry hair using thermal irons and special manipulative techniques.

- **Thermal irons-** implements made of quality steel that used to curl dry hair; provide even heat controlled by stylist; can be electrical or stove heated

Electrical curling irons have barrels 1.5 to 2cm Stove heated can be much larger with higher heat capacities-better for curlier hair; heated in specially designed electric or gas stove

All thermal irons have four parts: rod handle, shell handle, barrel (or rod) and shell

- **Flat irons-** have two hot plates ranging in size from 1.5 to 2cm; flat irons with straight edges create smooth, straight styles even on very curly hair,  
Flat irons with a bevelled edge manipulated to bend or cup the ends; the edge nearest the stylist is the inner edge and the edge farthest from the stylist is the outer edge.

## *TESTING THERMAL IRONS*

After heating to the desired temperature, test the iron on a piece of tissue paper or white cloth: clamp the iron over this material and hold for five seconds-if it scorches or turns brown, it is too hot and you must let it cool a little.

## *CARE OF THERMAL IRONS*

Check the manufacturer's directions; you may usually use a damp towel or rag to wipe down the barrel with a soapy solution containing a few drops of ammonia. DO NOT CLEAN WHILE HOT.

## *COMB USED WITH THERMAL IRONS*

7 inches long and made of hard rubber or other non-flammable material; should have fine teeth to firmly hold hair.

### *TEMPERATURE*

There is no set temperature; it depends on:

- the texture of the hair (fine or coarse)
- Chemically treated

### *THERMAL CURLING WITH ELECTRIC THERMAL IRONS*

Straight hair- thermal curling permits quick styling because it eliminates the need for rollers  
pressed hair-permits styling without fear of returning to former extremely curly condition  
wigs and hairpieces (human) - quick and effective method for styling





## *CURLING IRON MANIPULATIONS*

### *OTHER TYPES OF CURLS*

- **Spiral curls**- curling the hair by winding a strand around the rod; creates hanging curls suitable for medium or long hair
- **End curls**- used to give finished appearance to hair ends; curled over or under

### *VOLUME THERMAL IRON CURLS*

- **Volume based curls**- provide maximum lift or volume; curl placed very high on the base; section hair off, hold strand at 135 degree angle, slide iron over strand about 1.5 cm from scalp, wrap strand over rod with medium tension, hold for 5 seconds, roll curl in usual manner and place firmly forward and high on base
- **Full-base thermal curls**- sit in the centre of the base; hold hair at 125-degree angle, slide over strand about ½ inch from scalp, wrap strand over rod with medium tension holds for 5 seconds, roll curl as usual and place firmly in centre of base
- **Half-based thermal curls**- sit half of their base; provide strong curl with medium lift or volume; hold hair at 90 degree angle, slide iron over hair about ½ inch from scalp, wrap hair over rod with medium tension, hold for five sections, roll in usual manner and place half off its base
- **Off-based curls**-offer a curl with slight lift or volume.  
Section off hair, held at 70-degree angle, slide iron over the hair about 1.5cm from scalp. Wrap hair over rod with medium tension, completely off its base hold for 5 seconds. To finish: brush hair up from the neckline and push waves into place as you progress over the entire head; if hairstyle is to be finished with curls, do the bottom curls last

### *USING THERMAL IRONS SAFELY*

- Use only after receiving instruction in use
- Do not **overheat** as this can damage the iron
- Test the temperature of the iron on **white paper or a white cloth**
- Handle carefully to avoid burning yourself or the client
- Place hot irons in a safe place to cool
- Make iron is properly balanced in the heater and the handle is not too close to the heater
- Use only **hard rubber or non-flammable combs**; do not use metal as they can become hot and burn the scalp
- Place a comb between the scalp and the thermal iron to prevent burns
- Only use on clean and completely dry hair
- Do not allow ends to protrude over the iron; this will cause **fishhooks** (hair that is bent or folded)
- When ironing **lightened, tinted, or relaxed** hair, always use a gentle heat setting

## Barbering

### *Unit 3: Gent's Facial Treatments*

No visit to the barbershop or salon is complete without a facial or a hot towel treatment. While many men enjoy this step for the indulgent relaxation alone, a hot towel and facial treatment also has a very practical purpose: these two treatments softens the beard and cleanses the face especially when you follow the systematic guide to facial treatments.



### *Hot towel Treatments*

A hot towel treatment works wonders for skin and hair. Steam and warmth from the towel open up pores, so any treatments you apply absorb better. If you have a few extra minutes, it is a wonderful step to add to your shaving routine. However, it is vital if you are prone to getting ingrown hairs.

Thankfully, this barbershop treatment easily done at home with minimal equipment.

#### **Tools:**

- Hand towel
- Microwave or sink
- Your choice of: Essential oil
- Pre-shave oil
- Skin Food

#### **1. Apply your choice of pre-shave treatment onto the dry hand towel**

Use any essential oil you'd like to create a relaxing scent during the treatment – peppermint, lavender, and eucalyptus are all lovely. You can also select an essential oil based on its skin benefits. Peppermint and eucalyptus, for instance, are both natural antiseptics (peppermint also has skin-cushioning omega-3 fatty acids!), while lavender oil is an antibacterial (great for acne).

Apply only a few drops. Should your face need extra moisture – a common concern in the winter – try pre-shave oil? This pre-shave oil contains moisturizing sunflower oil and soothing aloe to soften your beard.

Alternatively, Skin Food is a good option. Its glycerine base nourishes your face while protecting it from the shave ahead. Experiment to see what works for you.

#### **2. Wet the towel and heat it up:**

**Option 1** Microwave the towel for 20 to 40 seconds in a microwave-safe dish. The towel warm with a comfortable heat.

**Option 2** Run your towel under hot water from your bathroom sink, and then wring it out so it is damp.

### **3. Find a comfortable spot to lean back and enjoy**

Hold one end of the towel in each hand. Wrap the sides of the towel around your face, covering your cheeks, chin, and forehead, leaving out just the nose. Then relax and meditate for a few moments. Once your towel cools down (about 2 to 3 minutes), remove it and begin your shaving routine.

## ***Benefits of facial massage***

### **1. Helps Reduce Stress**

A study found that 45 minutes of facial massage could reduce psychological stress by activating the sympathetic nervous system the massage technique helps reduce anxiety and elevates your mood.

### **2. Helps Improve Blood Flow**

A study found that massaging the face for just 5 minutes with facial massage rollers improved blood circulation in the facial skin. It found that massaging regularly for 5 weeks could dilate blood vessels and increase blood flow.

### **3. May Have Anti-Aging Benefits**

Studies found that massaging regularly could induce changes in skin structure It was shown to alter the facial expression muscles and intra-facial tissues the researchers found evidence for the efficacy of facial massage. The improvement in skin structure may help keep the skin smooth and also minimize the appearance of fine lines

## ***When should you do a facial massage?***

Do facial massages at night. This will help your skin absorb the nutrients from the products and heal it over the course of the night.

### *How often should you do a facial massage?*

You can massage your face every day. You can follow it with a regular skincare routine at night. This takes not more than 5-10 minutes. However, you may indulge in elaborate facial massage sessions once a week.

### *Can I use olive oil for a facial massage?*

Yes, you can use it. Olive oil is suitable for all skin types.



### *Gents Facial Cleansing Treatment*

Facial care for men is more important than you may think. In addition, not just a woman's issue, real men also do facials.

There are a lot of products and procedures for a person's facial care, but a full-on facial is the ultimate. A proper facial at least once a month, however, always complemented by a good daily regimen of cleansing, and deep cleansing from time to time. Consistently use the right moisturizer for your skin type. While the daily routine for men and women are similar, men cannot do exactly the same things. The biggest difference between the two is the fact that a man shaves his face on a regular basis. More often than not, a man's skin is thicker and oilier than a woman's is. Thus, men really should never use products that designed for women.

### *Must-Have Skin Care Products for Men*

- Sunscreen for body.
- Cleanser.
- Toner.
- Moisturizer with SPF/antioxidants for daytime.
- Moisturizer with retinol for nighttime.
- Eye cream.
- Lip balm.
- Light hand lotion.

## **1. Cleanse**

Any treatment that concerns the skin usually begins with getting the dirt or oil off your skin. Thus, the first step to an effective facial is by lightly scrubbing with a cleansing cream. You must leave the product on your skin for at least two minutes to give it time to dissolve dirt and oil. Then, just wipe your face with a clean cloth, cotton wool or facial tissue. As an alternative, wash your face with your choice of facial foam according to your skin type and make sure you rinse thoroughly.

## **2. Exfoliate**

To remove deep-seated dirt and dry skin, you need to moisten your skin with warm water and use a facial scrub, particularly the ones with micro-beads. Gently massage the product onto your face. Just make sure that you avoid the delicate area surrounding your eyes. After a while, rinse off with lukewarm water. Your skin will feel revived instantly, but do not exfoliate too frequently as it can suppress the growth of new skin cells.

## **3. Steam**

This is the part where the hot steam opens your pores. If you have problems with blackheads and whiteheads, you can remove the gunk inside by the tried-and-true pinching. Also, use a 5x zoom, or more, mirror to really see all the blemishes that need to get sorted. When doing this by yourself, place a basin of boiling water in front of you. Then, lean over the basin and cover your head with a towel so that the steam will reach your face, and stay in that position for about five minutes.

#### **4. Mask**

Instant masks are available from a variety of grooming brands, but it's sometimes better to let a spa pro do this for you. If you do it at home, just follow the instructions on the product that you are using. If you have an oily face, it is advised to choose an exfoliating or clay-based mask. If your skin is dry, what you need is a moisturizing mask.

#### **5. Close Your Pores**

When the mask feels stiff and dry, you can now rinse it off completely. It is best to remove the product with warm water. Your pores open up after being in contact with steam or warm water; to prevent dirt from entering your pores, you need to close them. To do this, splash your face with cold water, concentrating on the areas where your pores are quite large. Dry your skin by dabbing with a soft towel.



#### **6. Tone**

Refresh your skin and get rid of excess oil, apply a facial toner on areas that are prone to acne and other blemishes; with special attention given to your nose, forehead and chin. If you have extremely dry skin, you can skip this step, because sometimes toners can make your skin even drier.

#### **7. Treat Your Eyes**

Treating those eye bags is as important as the rest of the facial treatment. Apply a generous amount of eye cream or gel on the areas surrounding your eyes and rub in a circular motion.

#### **8. Moisturize**

After the cleansing, rinsing, steaming and toning, your face is now ready to get moisturized. Considered the most vital step as it is essential to keep your face moist at a considerable level, apply a good amount of moisturizer all over your face and neck while massaging it. This is important in keeping your skin soft and supple and your complexion even.





Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Gent's Facial Massage

#### AREAS PEOPLE FURNITURE

- Hand towel
- Microwave or sink
- Your choice of: Essential oil
- Pre-shave oil
- Skin Food



#### SETTING UP FOR MEN'S FACIAL MASSAGE AND TREATMENTS

Make sure basin is in working order and clean  
Towels x2 and clean  
Cape ready and clean  
Make sure work station and mirror is clean  
Wearing apron  
Trolley with all tools needed  
Organised workstation

#### PREPARE AND EXECUTE RECEPTION

- Wash and sanitise hands
- Put apron on
- Meet and greet client make her feel welcome
- Show her to the styling area
- Massage your forehead
- Massage the Eye Area
- Massage the Cheeks
- Massage the Mouth Area
- Massage the Chin Area
- Massage the Neck
- Massage the Entire Outline of Your Face

## TEST 1 Gent's Facial Massage and Treatments

### Question 1 Circle following questions True or False

1. A hot towel treatment works wonders for skin and hair

TRUE

FALSE

1

2. Steam and warmth from the towel open up pores

TRUE

FALSE

1

3. Peppermint and eucalyptus, for instance, are both natural antiseptics

TRUE

FALSE

1

4. Benefits of facial massage Helps Reduce Stress

TRUE

FALSE

1

5. You can massage your face every day.

TRUE

FALSE


1

TOTAL: 5

MARKS

## Rubric Men's Facial Massage and Treatments

PREPARATION	MEET & GREET CLIENT	CONSULTATION	FACE MASSAGE PROCEDURE	TOTAL	Comments
5	5	5	5	20	
Washing of hands	Appearance & friendliness	Place a towel around	Use an essential oil		
Wearing apron	Specific	Place a cape around him	Application		
Workstation clean	Body language	Communication	Petrissage		
Layout: materials & implements	Empathy	Confidentiality	Effleurage		
Workstation organised	Engaging	Clean client face	Tapotement		

 <b>Note to the teacher</b> <b>Criteria for mark allocation out of 5</b>	0	Not done
	1	Poor attempt
	2	Attempted
	3	Good
	4	Very good
	5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
7. Work achieved	5	
8. Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Gent's Facial

- Hand towel
- Microwave or sink
- Your choice of: Cleansing products
- Steamer
- Cotton pads
- Sink basin



### SETTING UP FOR MEN'S FACIAL TREATMENTS

Make sure your working space is clean  
Towels x2 and clean  
Massage bed is covered with clean linen  
Wearing apron  
Trolley with all products needed  
Steamer  
Facial brush  
Hot water

### PREPARE AND EXECUTE THE FACIAL TREATMENTS

- Wash and sanitise hands
- Put apron on
- Meet and greet client make him feel welcome
- Show him the room and the asked him to lay on the bed
- Cleanse
- Exfoliate
- Steam
- Mask
- Close the pores
- Toner
- Treat the eyes
- Moisturize

## Test 1 Gents Facial Treatment

Circle the correct answer

**Question 1 Which action is used to open up the skin pores when doing a facial?**

Steamer      Mask      Toner      (1)

**Question 2 Which product is used to calm your skin** (1)

Massage      Exfoliate      Mask

**Question 4 Circle following questions is true or false.**

1. Are facials for men just as important for women? True      False  
(1)

2. Are there any side effects having facials      True      False (1)

3. Does massage helps with blood circulation      True      False (1)

**TOTAL: 5 MARKS**



## Rubric Gents facial Treatments

PREPARATION		MEET & GREET CLIENT		CONSULTATION		Gents Facial Treatments		TOTAL	Comments
5		5		5		5		20	
Washing of hands		Appearance & friendliness		Clean the facial workstation for a facial		Cleaning/Preparing the skin for a facial			
Wearing apron		Specific		Place a towel over the client		Exfoliate the face			
Workstation clean		Body language		Communication		Steaming the face with a mild temperature			
Layout: materials & implements		Empathy		Confidentiality		Apply toner and remove all cream from the face			
Workstation organised		Engaging		Taking safety precautions		Moisturise the face with a cream			



**Note to the teacher**  
**Criteria for mark allocation out of**

**5**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
1. Work achieved	5	
2. Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

### THERMAL STYLING - CURLING IRON PROCEDURE

#### FURNITURE, TOOLS & PRODUCTS

- |               |                               |
|---------------|-------------------------------|
| ✚ Workstation | ✚ Heat protective serum/spray |
| ✚ Chair       | ✚ Setting spray               |
| ✚ Trolley     | ✚ Tail comb                   |
| ✚ Apron       | ✚ Sectioning clips            |
|               | ✚ Curling iron                |

#### SETTING UP FOR A CURLING IRON PROCEDURE



1. Towels
2. Cape ready and clean
3. Make sure work station and mirror is
4. Wearing apron
5. Trolley with all tools needed
6. Organised workstation

#### PREPARE AND EXECUTE THE CONSULTATION

- ✚ Wash and sanitise hands
- ✚ Put apron on
- ✚ Meet and greet client make her feel welcome
- ✚ Show him to the styling area
- ✚ Apply styling lotion to the hair
- ✚ Comb out the hair
- ✚ Section the hair
- ✚ Curling iron switched on in one hand and tail comb in the other hand
- ✚ Test the heat of the iron with a white tissue paper and proceed if it does not turn yellow
- ✚ Start at the back of the head and move in the direction of the hairstyle
- ✚ Lift a section of hair, feed into the iron; curl the hair making sure not to bend the ends.
- ✚ Use the tail comb between the scalp and curling iron for protection
- ✚ Once the curl is formed, click and move the curling iron sideways so that the curl remains undisturbed
- ✚ Continue this procedure on top and sides of the head
- ✚ Allow the curls to cool off
- ✚ Apply a styling serum
- ✚ Use a styling comb to lift, loosen and place the curls
- ✚ Finish off the style with a setting spray
- ✚ Show off the style to the client with a back mirror

## TEST 1 Shampooing and conditioning

Circle the correct answer

**Question 1** When ironing lightened, tinted, or relaxed hair, always use a:

1

gentle heat    medium heat    high heat    no heat

Chair    Shampoo and conditioner    Towel    Mirror    Analysis Sheet    Workstation

**Question 2** Circle the one which is used for during a curling iron procedure?

1

Gel    Silicon    Oil Sheen    Heat protective spray    Mousse

**Question 3** Circle following questions True or False

7. A curling iron is part of blow-drying tools

1

True

False

8. Place hot irons in a safe place to cool

1

True

False

9. Volume based curls provide minimum lift or volume

1

True

False

**TOTAL: 5 MARKS**

## Rubric CURLING IRON PROCEDURE

PREPARATION	MEET & GREET CLIENT	CONSULTATION	CURLING IRON PROCEDURE	TOTAL	Comments
5	5	5	5	20	
Washing of hands	Appearance & friendliness	Place a towel around the shoulders	Prepare the work station		
Wearing apron	Specific	Place a cape around her	Switch on the curling iron		
Workstation clean	Body language	Communication	Section hair		
Layout: materials & implements	Empathy	Confidentiality	Curl the hair		
Workstation organised	Engaging	Brush client's hair out	Finish style off		



**Note to the teacher**  
**Criteria for mark allocation out of**

**5**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
3. Work achieved	5	
4. Practical	20	
<b>TOTAL</b>	<b>25</b>	

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

Surname and Name: \_\_\_\_\_ Date: \_\_\_\_\_

**BLOW-DRYING****FURNITURE, TOOLS & PRODUCTS**

- ✚ Workstation
- ✚ Chair
- ✚ Trolley
- ✚ Apron

- ✚ Styling lotion
- ✚ Hairdryer
- ✚ Round brushes
- ✚ Tail comb
- ✚ Sectioning clips

**SETTING UP FOR BLOW DRYING**

7. Cape ready and clean
8. Make sure work station and mirror is clean
9. Wearing apron
10. Trolley with all tools needed
11. Organised workstation

**PREPARE AND EXECUTE THE CONSUTATION**

- Wash and sanitise hands
- Put apron on
- Meet and greet client make her feel welcome
- Show her to the styling area
- Apply styling lotion to the hair
- Comb out the hair
- Section the hair so that the nape section is clean and clear
- Hairdryer on and in one hand
- Correct size brush for the length of hair in other hand
- Start to blow dry first section
- If first section is completely dry
- Section next section
- Blow dry hair unto the crown section
- Blow dry side sections
- Section out from the top section blow dry until dry and continue until done
- Make sure all sections are dry
- Comb the hair
- And finish off the style



## TEST 1 Shampooing and conditioning

Circle the correct answer

**Question 1 Products used for shampooing and conditioning?**

1

Chair Shampoo and conditioner Towel Mirror Analysis Sheet Workstation

**Question 2 Circle the one which is not a styling lotion?**

1

Gel Silicon Oil Sheen Shampoo Mousse

**Question 3 Circle following questions True or false**

10. A Curling iron is part of blow-drying tools True False

1

11. When blow drying you blow dry from root to ends True False

1

12. It is important to take the same size mesh to blow dry as the size of your brush True False

1

**TOTAL: 5 MARKS**

## Rubric Blow drying

PREPARATION	MEET & GREET CLIENT	CONSULTATION	BLOW DRYING PROCEDURE	TOTAL	Comments
5	5	5	5	20	
Washing of hands	Appearance & friendliness	Place a towel around her shoulder	Apply styling lotion		
Wearing apron	Specific	Place a cape around her	Comb hair out		
Workstation clean	Body language	Communication	Section hair		
Layout: materials & implements	Empathy	Confidentiality	Blow dry hair		
Workstation organised	Engaging	Brush client's hair out	Finish style off		



**Note to the teacher**  
**Criteria for mark allocation out of**

**5**

0	Not done
1	Poor attempt
2	Attempted
3	Good
4	Very good
5	Excellent

## PRACTICAL MARK COMPILATION:

	POSSIBLE MARK	MARKED ACHIEVED
5. Work achieved	5	
6. Practical	20	
<b>TOTAL</b>	<b>25</b>	



Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher signature: \_\_\_\_\_ Date: \_\_\_\_\_

# *Salon Practice*

## *Salon practice*

### *Step by step drying gent's hair*

 <p><b>1. Towel dry the hair and apply styling aids as required. The hair should be left quite damp</b></p>	 <p><b>2. Comb hair with widely spaced teeth</b></p>
<p><b>3. Start at the front hairline and follow the natural movement</b></p>	<p><b>4. direct the airflow along the hair direction picking the hair up with the brush or wide tooth comb</b></p>
<p><b>5. keep moving the airflow along the hair until the hair is dry</b></p>	<p><b>6. Finish the style by dressing with the comb</b></p>
<p><b>7. Apply finishing products</b></p>	

#### **Step 1: Massage Your Forehead**

- Place your knuckles on your forehead, right between your eyebrows.
- Gently move them up, towards the hairline, and then sideways towards your temples. Do this in a scraping motion.
- Repeat this movement five times.

#### **Step 2: Massage the Eye Area**

- Place the tips of your middle and index fingers on your temples.
- Glide the fingers under your eye area, towards the nose bridge.
- Continue gliding it over the eyebrows and then come back again under the eye area, following an oval path.
- Repeat this five times.

#### **Step 3: Massage the Cheeks**

- Place your knuckles on your cheeks, near the nose bridge.
- Swipe it gently across your cheeks, towards the ears.
- Repeat the movement five times.

#### **Step 4: Massage the Mouth Area**

- Make a “V” sign with your index and middle fingers (both hands).
- Place the fingers on your mouth area in a way that the index finger is above the upper lip and the middle finger is below the lower lip.
- Gently press and pull the fingers towards your ears.
- Repeat five times.

#### **Step 5: Massage the Chin Area**

- Place your knuckles on your chin in a way that the jawline rests between the knuckles.
- Gently pull the knuckles upward, along the jawline, toward your ears.
- Repeat this five times.

#### **Step 6: Massage the Neck**

- Place the knuckles right under the chin.
- Pull them downwards gently towards the collarbone.
- Keep repeating the movements by moving the knuckles along the jawline and pulling then down to the collarbone.
- Do this five times.

#### **Step 7: Massage the Entire Outline of Your Face**

- Place the knuckles between your eyebrows.
- Move it upward, along the hairline, towards the temples.
- Bring it down the side of your face, including your jaw line.

Once you are done with these steps, place your palms on your face and gently press while taking a deep breath. This will help you relax.

This is a very basic yet effective facial massage technique. These steps are easy to follow. Facial massage has numerous other benefits as well.

You may add or skip the massaging steps as per your convenience and comfort level. Regular massaging can slowly improve your skin texture over time. Hence, if you have a few minutes to spare, try incorporating facial massage into your skincare routine.

## How to DIY a Barbershop Hot Towel Treatment

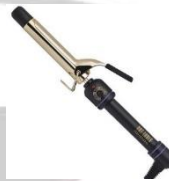




## *Salon practice*

### *Step by step curling ironing Gents hair*

1. Prepare the workstation for a thermal service	2. Switch on the flat iron on a safe area on the work station
3. Shampoo and condition hair	4. Apply a heat guard serum to protect the hair against heat
5. Blow dry the hair into the desired	6. Section the hair
7. Beginning at the back area of the head, using a tail comb, lift a thin section and go as close as possible to the scalp and use quick smooths strokes from roots to ends following the direction of the gents hairstyle.	8. Be careful not to burn the hair.
9. Depending on the desired result, the hair can be curled, straightened or waved.	10. Once the flat iron procedure has been completed, allow the hair too cool, apply a styling finishing off serum, style the hair with a styling comb or brush and use a setting hairspray if requested.



### *Step by step flat iron procedure*

1. Prepare the workstation for a thermal service	2. Switch on the flat iron on a safe area on the work station
3. Shampoo and condition hair	4. Apply a heat guard serum to protect the hair against heat
5. Blow dry the hair into the desired	6. Section the hair
7. Beginning at the back area of the head, using a tail comb, lift a thin section and go as close as possible to the scalp and use quick smoothing strokes from roots to ends following the direction of the gent's hairstyle	8. Be careful not to burn the hair



## *Step by step Gents facial cleansing*

### **1.Cleanse**

Any treatment that concerns the skin usually begins with getting the dirt or oil off your skin. Thus, the first step to an effective facial is by lightly scrubbing with a cleansing cream. You must leave the product on your skin for at least two minutes to give it time to dissolve dirt and oil. Then, just wipe your face with a clean cloth, cotton wool or facial tissue.



**2. Exfoliate:** To remove deep-seated dirt and dry skin, you need to moisten your skin with warm water and use a facial scrub, particularly the ones with micro-beads. Gently massage the product onto your face. Just make sure that you avoid the delicate area surrounding your eyes. After a while, rinse off with lukewarm water. Your skin will feel revived instantly, but do not exfoliate too frequently as it can suppress the growth of new skin cells.



### **3.Steamer**

This is the part where the hot steam opens your pores. If you have problems with blackheads and whiteheads, you can remove the gunk inside by the tried-and-true pinching



### **4.Mask**

Instant masks are available from a variety of grooming brands, but it's sometimes better to let a spa pro do this for you. If you do it at home, just follow the instructions on the product that you are using. If you have an oily face, it is advised to choose an exfoliating or clay-based mask. If your skin is dry, what you need is a moisturizing mask.



## 5. Tone

In order to refresh your skin and get rid of excess oil, apply a facial toner on areas that are prone to acne and other blemishes; with special attention given to your nose, forehead and chin. If you have extremely dry skin, you can skip this step, because sometimes toners can make your skin even drier.



**8. Moisturize** After the cleansing, rinsing, steaming and toning, your face is now ready to get moisturized. Considered the most vital step as it is essential to keep your face moist at a considerable level, apply a good amount of moisturizer all over your face and neck while massaging it. This is important in keeping your skin soft and supple and your complexion even.



## 6. Treat Your Eyes

Treating those eye bags is as important as the rest of the facial treatment. Apply a generous amount of eye cream or gel on the areas surrounding your eyes and rub in a circular motion.



## 9. Relax

Complete the face with a day cream and allow the client to take a few minutes to relax





# *Chapter 10*

## *Entrepreneurship*



*Unit 1: Career and occupational opportunities Hairdressing*

*Unit 2: Entrepreneurship*

## *Unit 1: Career and occupational opportunities in Hairdressing.*

The desire to progress within your **career** is an admirable quality to have. There are various sectors that one can move into within the hair, beauty, and aesthetic sectors.

Once completed your schooling and are licensed, you will be amazed at how many career opportunities will open to you. The possibilities can be endless for a hard-working professional cosmetologist who approaches her or his career with a strong sense of personal integrity. Within the industry, there are numerous specialties, such as the following:

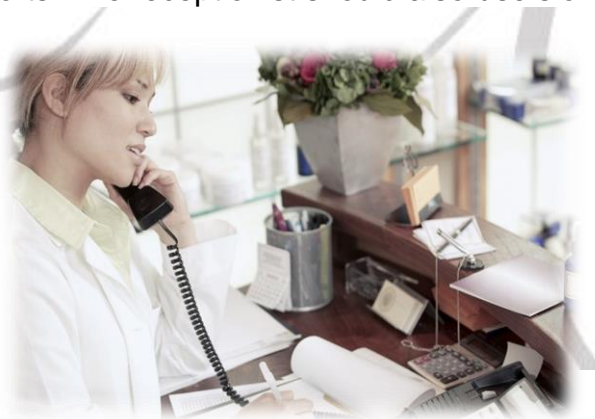
### **Cleaner at a salon/General assistant**

You will be expected to do a myriad of duties

- Prepare clients for treatment
- Shampoo client's hair
- Disinfect equipment
- Sweep floors
- Keep the salon clean and tidy
- Stock the retail areas
- Generally, assist hairdressers whether it be combing a client's hair, fetching something,



- ### **The Receptionist**
- When it comes to staffing, your receptionist is second in importance only to your licensed professionals. A well-trained receptionist is crucial because the receptionist is the first person the client contacts. The receptionist should be pleasant, greet each client with a smile, and address each client by name. Efficient, friendly service fosters goodwill, confidence, and satisfaction. In addition to filling the crucial role of greeter, the receptionist handles other important functions, including answering the phone, booking appointments, informing professionals that a client has arrived, preparing daily appointment information for the staff, and recommending additional services to clients. The receptionist should have a thorough knowledge of all retail products carried by the salon so that she or he can also serve as a salesperson and information source for clients. During slow periods, it is customary for the receptionist to perform certain other duties and activities, such as straightening up the reception area and maintaining inventory and daily reports. The receptionist should also use slow times for making any necessary personal calls or otherwise being away from the front desk





- **Shampooist** as the name suggests, a shampoo assistant or 'Shampooist' is normally employed to **shampoo and wash clients' hair**. While washing the hair, they may apply shampoo, conditioner, and perhaps other conditioning treatments. In some more expensive salons, shampoo assistants may also give clients relaxing head massages while washing their hair.



- **Operator** A **salon** owner is the passion behind a beauty business, the person with ultimate control of every aspect of the **salon**. You're responsible for making a profit, and in charge of branding, marketing, finding premises, hiring staff and cash flow.



- **Stylist** A **hairstylist** is someone who specializes in cutting, colouring, and styling hair to enhance or maintain a person's appearance. **Hairstylists** are also referred to as **hairstylists**. **Hairstyling** is a reputable and well-established career that is attractive to many because of its high demand and flexibility of operations.

- **Barbers** cut, **trim**, shape, and taper their clients' hair. They usually use tools such as scissors, clippers, razors, and combs. When a barber grooms a clients' facial hair, he will apply lather to the area to be shaved, usually the beard or hair contour. He will then remove the unwanted hair using a razor



- **Haircolouring specialist**. Once you have received additional training and experience in haircolouring, you may be responsible for training others in your salon to perform colour services or work for a product manufacturer, where you will be expected to train other professionals how best to perform colour services according to the company's guidelines and product instructions



- **Texture specialist**. Once you have received additional training and experience in texture services you may be responsible for training others to perform texture services in the salon, or work for a manufacturer where you will be expected to train others on how best to perform texture services according to your company's guidelines and product instructions. A subspecialty, curly hair specialist, focuses on maintaining natural curl.

- **Cutting specialist.** This position requires a dedicated interest in learning various cutting styles and techniques. After perfecting your own skills and developing your own method of cutting (everyone develops his or her own cutting technique), you may want to study with other reputable haircutters to learn and adopt their systems and techniques. This training will allow you to perform top-quality haircutting in your own salon, as well as to coach those around you, helping them to hone their skills



- **Salon trainer.** Many companies, such as manufacturers and salon chains, hire experienced salon professionals and train them to train others. This kind of training can take many forms, from technical training to management and interpersonal relationship training. A salon trainer can work with small salons, as well as large organizations and trade associations, to help develop the beauty industry's most valuable resource—salon staff and personnel.
- **Distributor sales consultant.** The salon industry depends heavily on its relationships with product distributors to stay abreast of what is occurring in the marketplace. Distributor sales consultants (DSCs) provide information about new products, new trends, and new techniques. This specialty provides an excellent opportunity for highly skilled and trained cosmetology professionals. The DSC is the salon and its staff's link with the rest of the industry, and this relationship represents the most efficient method that outside companies use to reach the salon stylist.
- **Manufacturer educator.** Most manufacturers hire their own educators to train stylists and salon staff to understand and use the company's hair care, haircolouring, and chemical-service products. Mastery of the company's product lines is a must for manufacturer educators. An accomplished educator who is a good public speaker can advance to field educator, regional educator, or even platform educator, appearing on stage at shows in the U.S. and around the world.
- **Cosmetology instructor.** Have you ever wondered how your instructor decided to start teaching? Many instructors had fantastic careers in salons before dedicating themselves to teaching new professionals the tricks of the trade. If this career path interests you, spend some time with your school's instructors and ask them why they went into education. Educating new cosmetologists can be very trying, but it can also be very rewarding.
- **Film or theatrical hairstylist and editorial stylist.** Working behind the scenes at magazine and Internet photo shoots or backstage on movies and TV sets all starts with volunteering to assist. Even someone right out of school can volunteer by calling agencies, networking with photographers, or asking other hairdressers who work behind the scenes for advice. The days are long—up to eighteen hours on soap opera sets but once you clock the specific number of hours required by your state of residence, you can join the local union, which opens many doors. All you need are persistence, networking skills, reliability, team spirit, and attention to

detail. This field requires constant continuing education, particularly in working with wigs, hairpieces, and makeup

- **Managers** are most often responsible for a particular function or department within the organization. From accounting to marketing, to sales, customer support, engineering, quality, and all other groups, a **manager** either directly leads his or her team or leads a group of supervisors who oversee the teams of employees.
- **A salon owner** is the passion behind a beauty business, the person with ultimate control of every aspect of the salon. You are responsible for **making a profit, and in charge of branding, marketing, finding premises, hiring staff and cash flow**.
- **Supervisors** are responsible for the day-to-day performance of a small group, either a team, a department, or a shift. **Supervisors** typically have experience in the group's purpose or goal and have earned the position based on management's belief that they're capable of guiding the team.



These are but a few of the many career paths awaiting you on the road to a lifelong career in cosmetology. The wonderful thing about the professional beauty industry is that there are truly no limits to what you can do if you have a sincere interest in learning and giving back to your industry. Keep developing your skills in the specialties that interest you, and you'll soon be building and enjoying an extremely creative and unique career.

**ACTIVITY** You may think you already know which area of cosmetology interests you most. However, as you learn more, that can change. To help you determine the best area of speciality, interview a salon owner or a specialist in your area.

Ask the following questions:

- Why did you choose the specialty you did?
- What special skills are required?
- What type of training was required to become a specialist?
- How long did it take you to get proficient?
- What is the most exciting thing about your specialization?

To find someone to interview, ask your instructors for ideas, visit local salons, go to trade shows, or search the Internet for specialists in your area—or anywhere! Many salon owners, colourists, texture specialists, business experts, and educators found through social networks like Facebook, Myspace, LinkedIn, and many others

Do you want to be a successful salon entrepreneur?  
Are you just looking for different techniques to reach the top level?

As you know, the general interest in cosmetic and aesthetic services continues to grow. And, with the right approach, a future entrepreneur can confidently take his place in the salon business niche.

But, the profitability of such businesses depends on the plan, budget evaluation, methods of promotion, and different management skills. Even, having a proper business plan and marketing skills can turn a random visitor into a regular customer. Therefore, a salon business can be steady and profitable if you have a strong trading plan and preparation.

In the meantime, creating a warm and friendly environment along with excellent services and qualified staff will attract more and more customers and higher business productivity. The success of any salon business does not only depend on recruiting good employees and keeping up with the latest trends, but it also depends on keeping both client and employee happy to improve overall revenue. We are in age where several exciting and useful “Salons” used for handling the business remotely.

Nowadays, there is fierce competition among beauty salons. In addition, this leads to the fact that new and unqualified participants can leave the service market if they do not stay updated with marketing skills and trends. However, establishments with high standards and quality service remain in business.

Therefore, if you are thinking about becoming a successful salon entrepreneur, then you might have to adopt some qualities to succeed. Well, let us have a look at the following ways to reach that pinnacle of success.

### ***Different Ways to Become a Successful Salon Entrepreneur***

■ **Thirst for Knowledge** In order to become a salon entrepreneur, you must keep yourself motivated. As an owner, you must have knowledge about every aspect of the business-like services, management, finance, HR, and deals. Being an enduring learner can keep you up to date, which further provides your salon with lasting success. Knowing every aspect of your business will inevitably provide a clear perception of what you want from your business and how to get there. In addition, you also need to educate your staff regarding products they use on their clients.

■ **Provide Support to Your Team** A good leader always knows that their team is the heart of the business. If the team is not happy, it will indirectly affect your business productivity. According to [Forbes Magazine](#), 70% of employees are not engaged in their workplace. However, being a prosperous salon entrepreneur, you must work toward retaining your team motivated and satisfied. In addition, you can accomplish this by engaging and investing time and energy for inspiring them. Always remember that if you keep yourself motivated, only then you can keep your staff motivated and inspired. So, increase it through by doing everyday things like completing your commotion lists.



## *Keep Clients Happy*

Keeping your clients happy involves good quality services. By focusing on clients every time, they visit and making them feel special, you ensure repeat visits, which further helps in improving business productivity. In addition, being able to communicate well with clients and employees is a prime factor in the success of a salon. Communication skills needed in a salon include flattening out the problems and developing a good agreement with clients. The dedication to presenting quality services is something that can take a brand to great heights. Always remember that the clients have excessive choices to choose a good salon and the only thing that distinguishes all of them from each other is the quality of services.

- **Self-Promotion** Making communication with others about your business can be one of the most productive ways to promote your business among people. But nowadays, more and more people are searching for information on the internet. Therefore, promoting your business on different “*social media*” networks like Facebook, Instagram, Twitter, and many more will help the customers to know more about your business.
- **Stay Up to Date with Market Trends** For reaching new heights as an entrepreneur, you must have to keep yourself clear about market trends. Make sure your brand is updated according to every detail of the target market. You must do extensive research about the market and dig deeper for catering the amazing services to consumers. The successful owner needs to concentrate on their activities like meetings and business planning,
- **Be Flexible and Passionate** You need to be flexible as an entrepreneur to a certain degree. For staying on top of your industry, you must have to adopt changes in processes and products. Maintaining flexibility in your thinking is an essential part of problem solving. This helps in finding unique and effective solutions to issues. On the other hand, being passionate about a business thing will help you find motivation when you are discouraged, and it will drive you forward. In other words, you can say that passion is fuel for successful entrepreneurship.
- **Work for Tomorrow** recommended that consider your business as your responsibility and run it with tomorrow’s insight for becoming successful. Therefore, always create a commotion list for tomorrow and make lots of money. In addition, you must have the strength adequately assign tasks, so you can manage your team. So, play safely for achieving success as a business owner.

### *Summary!*

So, study the market, recruit experienced employees, be flexible, and many others for keeping yourself and your business at the top. Even tech systems like **free scheduling software** can make your work easier and manage every task. The amount of profit directly depends on the level of service and atmosphere in the establishment. The owner must have to properly organize the time and arrange the work so that the relationship in the team is friendly. A beauty salon can give you both income and satisfaction if you pay full attention to the above-mentioned strategies.