

## Skin Care Services I (2 hours)

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### **Module 1: Service Area Preparation and Furniture (1 hour)**

#### **Outline**

- Service Area Preparation
- Service Area Environment
- Service Area Furniture

#### *Learning objectives:*

After completing this lesson you will be able to:

- Identify inclusions of a calm and relaxed environment
- Describe appropriate room temperature
- Explain an acoustically acceptable environment
- Describe aroma in the service area
- Describe an appropriate facial chair
- Explain how the Esthetician's table differs from a facial chair
- Identify the importance of a step stool
- Describe an appropriate Esthetician's chair
- Describe the utility cart used in the service area

### **Module 2: The Salon Team (1 hour)**

#### **Outline**

- Preparing for the Interview
- Job Applications
- Prospering In The Salon
- Glossary

#### **Key Terms**

accomplishments	portfolio
attitude	prosper
employment	resume
enthusiasm	revenue role-
evaluation	play
integrity	subordinate
motivation	work ethic

## **Module 1: Service Area Preparation and Furniture (1 hour)**

**Introduction:** In this course, we will review selected skin care services, proper procedures and associated equipment used while performing skin care services. We will review important scientific cosmetic art theory in which performance guidelines are built.

**Precautions:** Before performing services, you must be fully knowledgeable of proper procedures and handling of all pertinent skin care equipment that you use. All product literature should be readily available and be reviewed often to insure quality of service and safety.

### **Service Area Preparation**

The first consideration of a professional service area is its level of preparation.

Do you follow a carefully written plan for specific steps of preparation?

Are all aspects of preparation included in the plan, such as: furniture arrangement, equipment set-up, supplies, room temperature, smell and sound?

Is your skin care service area practical, functional and well-stocked?

Are there plenty of implements readily available in the event that you need to access extra items from the dispensary?

Are you ready in the event that you or someone else may inadvertently spill your prepared containers?

Have you anticipated all items that will be needed for the upcoming service?

These are all relevant and important questions when preparing the service area.

### **Service Area Environment**

Let's turn our attention to the service area and its environment.

Before supplies or even sanitation are addressed, we must give thought to what is considered to be a standard skin care service environment.

### **Calming and Relaxing**

The over-all environment should be calming, relaxing and esthetically pleasing in regards to all human senses. It should look, sound, smell and feel appropriate.

### **Room Temperature**

Check the room temperature. A good rule of thumb in all things is moderation. Moderation is usually our friend. Not "too hot" and not "too cold".

## **Acoustic Environmental Choices**

### **Music**

Make sure, when playing music, it is of moderate volume and is a selection that would be acceptable to the majority of your clients.

Music can be a very touchy subject among salon employees and can easily be a source of displeasure for the client.

Oftentimes instrumental versions of popular music can be a good choice. For many instrumental selections, there is no dominating genre and that can be more pleasing to more clientele.

Our personal choice of music may not always be suitable to what is most comfortable in a relaxing spa environment.

Your Spa or Salon Manager, in many cases, has already given adequate thought regarding sound in the service areas.

Many finer salons hire professional designers who incorporate high levels of engineering when it comes to furniture, sound and color.

Sound system designers know that incorporating electronic gear such as equalizers, limiters and compressors create a more soothing sound because they minimize harsh highs or uncomfortable sub-lows, leaving a balanced pleasing result.

Some sound gear has preset options so you can customize your system to how your room responds acoustically to what is being produced by the speakers. This means you don't need a college degree to set-up a pleasing environment yourself. The art and science of sound control and the application of this technology is very effective for the service area environment.

### **Sound**

Some modern spas and salons use nature sounds instead of music. There are various types of players and compact disks on the market that offer nature sounds.

By using independent players in the service area, you can isolate your client's environment to customize the area by providing only the nature sounds.

It's a great alternative to music and because of it's calming effect, is often preferred over music. There are many choices of nature sounds available; including: a gentle flowing brook, a soft evening breeze with distant crickets, ocean waves with the sound of seabirds, and many more.

### **Aroma**

An extremely popular spa environment includes aroma. The list is practically endless of the many aromas available. There are also many delivery systems for those aromas.

### **Scented wax**

Aroma delivery systems come in various formats such as candles or sprays. One very popular delivery system is the scented candle /wax warmer. These wax warmers are preferred over burning the candle because even though candles produce only small amounts of smoke, it can trigger asthma in those prone to asthma attacks.

It is believed that the same amount of aroma can be delivered into the air by warming the wax candle as opposed to burning it. So there is no need for fire or smoke in the service area environment.

### **Essential oils**

There is also a growing popularity with the use of “essential oils” in the service area environment for skin care services.

Dictionary.com defines “essential oils” as: any of a class of volatile oils obtained from plants, possessing the odor and other characteristic properties of the plant, used chiefly in the manufacturing of scents/aromas, perfumes, flavors, and pharmaceuticals.

Therefore, essential oils come in a variety of scents such as; floral, herbal, spice and fruit. Essential oil can be diluted with water and used as a spray in the service area. You can use it in the air or on washable salon sheets. Essential oils can also be added in moderation to your single-use product cups when preparing your creams and lotions.

### **Terms and definitions**

**Read the following terms and definitions.**

**acoustic**                      of or related to sound, the sense of hearing, or to the science of sound.

.....

**aroma**                         an odor arising from spices, plants, cooking, etc., especially an agreeable odor; fragrance.

.....

**calm**                         tranquil, free from disturbance

.....

**environment** conditions and influences of your surroundings

---

**essential oil** obtained from plants, possessing the odor and other characteristic properties of the plant, used chiefly in the manufacture of perfumes, flavors, and pharmaceuticals

---

**implement** any article used in some activity, especially an instrument, tool, or utensil

---

**preparation** a proceeding, measure, or provision by which one prepares for something

---

**relax** to make less tense

---

**single-use** to use once

---

**smell** to perceive the odor or scent of through the nose by means of the olfactory nerves

---

**sound** the sensation produced by stimulation of the organs of hearing by vibrations transmitted through the air or other medium.

---

**temperature** The degree of hotness or coldness of a body or an environment.

---

**wax**

Also called beeswax. a solid, yellowish, nonglycerine substance allied to fats and oils, secreted by bees, melts at approximately 145°F, employed in making candles, models, casts, and ointments.

## Service Area Furniture

### **Service Area Furniture**

What aspects are important when selecting furniture?

Functionality is at the top of the list.

Skin care service furniture must allow the salon professional to perform all services and operate the necessary equipment with ease and without strain.

Salon professionals are accustomed to making adjustments in regards to their personal physical attributes such as height.

If they are shorter than the average person, the salon professional may move the furniture closer together than if they are taller than average.

All modern salon furniture is technologically designed by the manufacturer with maximum adjustment capabilities in mind.

Many chairs, tables and beds have features such as; hydraulic height adjustment, lockable casters (wheels), and telescoping legs/arms just to name a few.

Remember to look for these features and be familiar with their functions and usefulness as it applies to the services you will be performing.

### **Facial Chair**



The facial chair, also called the facial bed, comes in many different styles.

Salons may also use a massage table for skin care services.

As long as a service table is large enough for the client to comfortably and safely rest upon, services can be performed on most any professionally styled service chair, table or bed.

Notice the hydraulic feature of the facial chair. That feature allows the chair to be lowered to the floor for save and easy access for the client.

*Illustration 1: facial chair*

### **Esthetician's Table**



The Esthetician's table is not designed like the facial chair in that it generally does not have armrests and does not have hydraulic height adjustment.

It is a very desirable style due to it's ease of use and it is a good fit for most every body type.

*Illustration 2: Esthetician's table*

## Step Stool



When using an Esthetician's table, it is imperative to use a step stool. The client needs to be able to access the service table safely and easily.

The step stool mustn't be too tall and must be sturdy for all weights. Step stools that are too tall can cause a person to misjudge their footing and stumble, so choose a step stool that is equal in height: for example: to the average step of a staircase.

*Illustration 3: Step stool*

Step stool heights range from approximately 6 inches high to 8 inches tall. Remember lower is better. Also the depth should sufficiently accommodate all foot sizes. Sufficient depth of the stool adds to it's sturdiness. Step stool depth sizes commonly range from 8 inches to 12 inches.

## Esthetician's Chair



The Esthetician's chair, also called the Operator's stool, also comes in various styles.

The preferred style has a back support although there are some who prefer no back.

Another preference for the Esthetician chair, is to have non-locking casters (wheels). There are other types of furniture and equipment where locking casters is the preference such as with supply carts and facial chairs

*Illustration 4: Esthetician's chair*

## Utility Cart



Utility carts come in many shapes and sizes.

They normally roll on casters and are easily portable.

Utility carts are used for holding supplies, tools and products. Tables can also be used for this purpose.

Rolling carts are the popular choice for holding supplies because they are easy to maneuver around the room as needed. They are generally made of non-porous materials that are easy to sanitize.

*Illustration 5: Utility cart*



**Read the following terms and definitions.**

**design** to plan and fashion artistically or skillfully, to intend for a definite purpose

.....

**furniture** the movable, generally functional, articles that equip a room

.....

**functionality** capable of operating for a purpose

.....

**hydraulic** operated by pressure transmitted through a pipe by a liquid, such as oil

.....

**stool** a single seat on legs or a pedestal, without arm rests, and sometimes without a back support

.....

**technology** the application of practical sciences to industry or commerce, the methods, theory, and practices governing such applications

**Summary**

We can now identify elements of a calm and relaxed environment, appropriate room temperature, acoustic acceptability and the aroma in the service area. We can also explain and describe appropriate facial chairs, tables, step stools and utility carts.

## **Module 2: The Salon Team (1 hour)**

### **Outline**

- Preparing for the Interview
- Job Applications
- Prospering In The Salon
- Glossary

### **Key Terms**

*accomplishments*

*attitude*

*employment*

*enthusiasm*

*evaluation*

*integrity*

*motivation*

*portfolio*

*prosper*

*resume*

*revenue*

*role-play*

*subordinate*

*work ethic*

### **Introduction**

In this study module, we will discuss ways of successful preparation for a job interview, what to expect on job application forms, and how to prosper once you do get the job. Advance preparation in several crucial areas can determine success or failure.

## **Preparing for the Interview**

### **Resume Review:**

Preparing for the face to face interview includes reviewing your resume.

- Does your resume represent your abilities and accomplishments in your job and training?
- Does it make your reader inquisitive and want to learn more?
- Is the format neat and easy to read with content that emphasizes your skills?
- Is all information relevant to the job you are seeking?
- Is it a relatively complete and well-rounded overview?

### **Portfolio Review:**

Preparing for the face to face interview includes reviewing your portfolio.

Did you include:

- diploma
- awards and Certificates of Achievement
- resume
- letters of reference from former employer(s)
- continuing education certificates
- memberships of Cosmetology organizations
- before and after photos
- other relevant documentation

Now would be the time to remove anything from your resume or portfolio that doesn't fit in with your overall purpose.

### **Now let's focus on wardrobe.**

Since you have previewed the potential establishment, you now have an idea of what they consider the image appropriate for their salon.

You should try to mirror this as closely as possible.

You want to look like you could begin work the day you are interviewed with no changes needed.

You might be asked to return for a second interview so have ready a second outfit for that purpose.

**Consider these points:**

- Is your outfit appropriate for that position?
- Is it an up-to-date fashion and does it fit well?
- Are your accessories appropriately sized and not noisy?
- Are your fingernails clean and manicured?
- Is your hair style up to date and flattering?
- Ladies, is your make-up up-to-date and appropriate?
- Men, are you clean shaven and/or your facial hair appropriately trimmed?
- Is your cologne or perfume lightly applied?
- Are you carrying a handbag or briefcase but not both?

In addition to your resume and portfolio, you will need to have a list of names and dates of former employment, education and references.

**Be ready for the questions!**

You may not be a professional “interviewee” but there is a good chance that your future employer is a professional “interviewer”.

She will be ready to ask the hard questions whether or not you are ready to answer them, so be ready. There are certain questions that are often asked by employers.

You can be ready and even rehearse your answers. Get a friend or family member to **role-play**.

It's a great way to put yourself at ease with having to think on your feet.

**Let's role-play right now!**

**Below are typical questions that are often asked during an interview.**

**What would be your answers?**

What did you like best when your first began training in your field?
Are you regularly on-time for meetings and work-days?
What do you feel are your strongest skills? What areas do you feel are not as strong and why?

Are you a team player? Give me an example of when you were a team player.

Are you flexible? Give me an example of when you had to be flexible.

What is your ultimate career goal?

What days and hours are you available for work?

Do you have your own transportation?

Are there any problems that would prevent you from being employed full-time?

What assets would you bring to this position and to our salon?

Who is the most interesting person you have ever met? Why?

How do you handle difficult people?

How do you feel about retail?

- If you prepare ahead of time, you will be more relaxed and will give better answers.
- If you were told to be prepared to perform a service as part of the interview, you will need to prepare your model to ensure that she will meet interview standards.
- Discuss with her what to expect, what to wear, what not to wear and the need to arrive early.
- Gather all necessary gear to perform the service.
- Be careful to observe all modes of sanitation, storage and customary behaviors you normally would.

## The Interview

### Tips for the “face-to-face”:

- Be early.
- Smile.
- Use good posture at all times.
- Be courteous and polite at all times.
- Remain standing until asked to be seated or whenever you are aware that it is expected.
- Never chew gum or smoke even if offered to do so.
- **Do not bring food or drink.**
- Do not lean. Do not touch the interviewer except for a hand shake. Do not touch his desk or other items.
- Make a good first impression, be relaxed and confident.
- Speak clearly.
- Answer questions truthfully and do not speak longer than a couple of minutes about any given subject.
- Never criticize former employers.
- **Thank the interviewer at the end of the interview.**

**You will be asked by the interviewer if you have any questions. Never say no! It shows interest and enthusiasm to be inquisitive about your new job.**

### Here are a few questions that you can ask.

May I review the job description?
Is there a salon manual?
How does your salon advertise?
How long do your employees usually work here?
Does your company offer continuing education?

**Does your company offer benefits, medical insurance or paid vacations?**

What is your compensation plan?

When will the position be filled?

Should I follow up with you about your decision or will you be contacting me?

It probably wouldn't be necessary to ask all of the questions listed above, however, do ask the questions that are most important to you.

Pay attention to the interviewer's reactions to your questions. You will most likely be able to discern when it is a good time to end the conversation.

## **Employment Application**

Here is where you will use your prepared notes: dates of employment, addresses of former employers.

The application is always a mandatory addition to your resume. Employment applications will vary from company to company however there is a standard in which certain information is customary.

### **Read the following Sample Application:**

<b>Personal Information</b>		
Date	Telephone	Social Security Number
Last Name	First Name	Middle Name
Physical Address		
Do you have relatives that are employed with X Company?		Name:
Were you referred to this salon?		Name:
Desired Position		
Date you can start	Salary desired	

Current Employer				
May we contact them?				
Have you ever applied for a position with our company before?				
Where?				
When?				
<b>Education</b>				
Name/ location of school			Years completed:	
Subjects studied:				
<b>Additional subjects studied:</b>				
What languages do you:				
Speak fluently?				
Read fluently				
Write fluently				
<b>List any US Military Service</b>		<b>Rank</b>	<b>presently serving?</b>	
<b>Do you serve in the National Guard Reserve?</b>				
<b>Employment History</b>				
List below the last three employers, beginning last one first.				
<b>Date:</b> <b>month/year</b>	<b>Name and Address of Employer</b>	<b>Position</b>	<b>Reason for leaving</b>	<b>Salary</b>
From: _____ To: _____				
From: _____ To: _____				
From: _____ To: _____				
<b>References:</b>				
List names of 3 people not related to you that you have known for one year or longer.				
Name	Address	Business	Years known	



<p><b>Physical Record</b></p> <p>Do you have any physical disability that might affect your job performance?</p> <p>Emergency Contact Person:</p> <p>Name _____ Address _____</p> <p>Telephone _____</p> <hr/> <p>I authorize all my statements in this application to be investigated. I understand that I can be dismissed from employment if any misrepresentation or omission of facts are present.</p> <p>Signature _____</p> <p>Date _____</p>			

## Prospering in the Salon

There are many ways to *prosper*.

You prosper in your relationship with other professionals.

You prosper in your relationship with clients and management.

You prosper financially.

One of the basic tools to measure prosperity as a salon professional is your finances and income.

Financial prosperity comes with successful business practices.

It's our reward for excellence.

The personal service industry can be very challenging, especially if you are ever mistreated or disrespected by the people that you serve.

Prosperity in the knowledge that you have lasting integrity and honesty with those that you serve and those that you work with is immeasurable.

## **Thriving or Surviving?**

There are solid approaches to increase prosperity in the salon. Putting these approaches into action will help the salon professional to thrive.

<p>Put others first. This sometimes means putting your own feelings aside while putting the client or the salon first.</p>
<p>Fulfill your word. Do what you say you will do. Be truthful and do not exaggerate.</p>
<p>Be on time. Your time is carefully scheduled and if you are late it will impact the client and your team. Arrive to work early enough to prepare your station and to prepare for your first client before she gets there.</p>
<p>Be grateful for your job. It is a privilege to have a job. Behave with a positive attitude and appreciation for it.</p>
<p>Be a problem solver. All places of employment has it's share of difficulties. You can assist in solving any problem that may arise. Think constructively and be the problem solver.</p>
<p>Respect all. No matter what is said or done, respect all at all times.</p>
<p>Learning for a lifetime. All of your professional life, there will be new things to learn. A mature professional always finds new things to learn.</p>

## **The Team**

It's a give and take world no matter what the job. You can't always be a taker, you must contribute. Whether you contribute much or little, no kind deed goes unnoticed. A salon is the kind of team environment that provides the opportunity to exercise great artistic freedom. Many people are not so fortunate as to have a professional license and would love to take your place. No matter what the challenge, it is indeed a privilege to be on the team.

## Key Principles of The Team Mentality

### To be a good team player you should:

**Help others.** Do things not only to help yourself be successful but be concerned with helping others succeed. Go beyond the call of duty from time to time when you see someone needs assistance.

**Pitch in.** Join in to do tasks. Be self motivated. Do things because they need to be done. Don't wait to be instructed.

**Share your knowledge.** We are all in this together and if you can mention something that can enhance the knowledge of others it is always a good thing.

**Be positive.** Don't join in with those that have negative attitudes. Speak positive and think positive.

**Build relationships.** Get along with others. Have conversations and build a relationship between you and other team members.

**Resolve conflicts willingly.** Find solutions and be quick to forgive. Quickly resolve unpleasant issues so they do not grow into bigger problems.

**Be willing to be subordinate to your manager.** All employees must be able to be instructed by their manager. You must make an effort to show you are willing to be instructed.

**Loyalty.** Be loyal to your manager and to your salon.

### Please review the following definitions.

## Glossary:

<i>enthusiasm</i>	en·thu·si·asm [en-thoo-zee-az-uh m] Origin: c.1600, from M.Fr. enthousiasme, from Gk. enthousiasmos, "be inspired," *ardent and lively interest or eagerness
<i>motivation</i>	mo·ti·va·tion [moh-tuh-vey-shuh n] Origin: 1873, from motivate. Psychological use, "inner or social stimulus for an action," is from 1904 *desire to do; interest or drive
<i>portfolio</i>	port·fo·li·o [pawrt-foh-lee-oh, pohrt-] Origin: 1722, from It. portafoglio "a case for carrying loose papers," from porta, imperative of portare "to carry" + foglio "sheet, leaf," from L. folium. *a flat, portable case for carrying loose papers, drawings, etc.
<i>posture</i>	pos·ture [pos-cher] Origin: 1595–1605; < French < Italian postura < Latin positūra. *A position of the body or of body parts.
<i>prosper</i>	pros·per [pros-per] Origin: mid-15c., from O.Fr. prosperer (14c.), from L. prosperare "to flourish, succeed." *to be successful or fortunate, especially in financial respects; thrive; flourish.
<i>relevant</i>	rel·e·vant [rel-uh-vuh nt] Origin: 1560, from M.L. Relevantem *bearing upon or connected with the matter in hand; pertinent:
<i>role-play</i>	role-play [roh1-pley] Origin: 1945–50 *to assume the attitudes, actions, and discourse of another, especially in a make-believe situation in an effort to understand a differing point of view or social interaction:
<i>subordinate</i>	sub·or·di·nate [adj., n. suh-bawr-dn-it; v. suh-bawr-dn-eyt] Origin: 1425–75; late Middle English (adj.) < Medieval Latin subōrdinātus past participle of subōrdināre to subordinate, equivalent to Latin sub- sub- + ōrdin- (stem of ōrdō ) rank, order + -ātus -ate *placed in or belonging to a lower order or rank
<i>work ethic</i>	work ethic Origin: 1950–55 *a belief in the moral benefit and importance of work and its inherent ability to strengthen character.

## Summary

By professionally applying employment principles, practices and theories, the salon professional will have the best chance to get the job. Applying what you have learned about getting the job, can greatly improve your chances among other employment candidates.

### Credits, References, and Resources

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