

H JAWED HABIB



**INTEGRATED COURSE IN
HAIR, SKIN AND MAKE - UP**



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INTRODUCTION

I could have been anything else but for a stylist! I however found this in good 20s of my life that hair styling was in my blood and genes. From the time I was a child, I remember my grandfather giving haircuts to very prominent people. He was the official barber to the President of India. He would wear his crisp and clean barber's uniform, wrap all his tools in a clean white towel, and cycle off to the President's house. My father also told me that my grandfather used to cut the hair of Lord Mountbatten, the last Viceroy of India. In independent India, there were other luminaries like Pundit Jawaharlal Nehru and other dignitaries who he serviced. So that was where my legacy started.

Years later, my father took over his profession and too would visit the dignitaries like my grandfather used to do. My father then moved on to take up a job at the Oberoi Hotel in New Delhi. There were times when he would also take me to work along with him. I would keenly observe him working over the customer's hair. I paid great attention to how he would handle the scissors and comb, his concentration on the customer's hair, the smile on his face when he was talking to the customer, etc. those were my first lessons on hair styling.

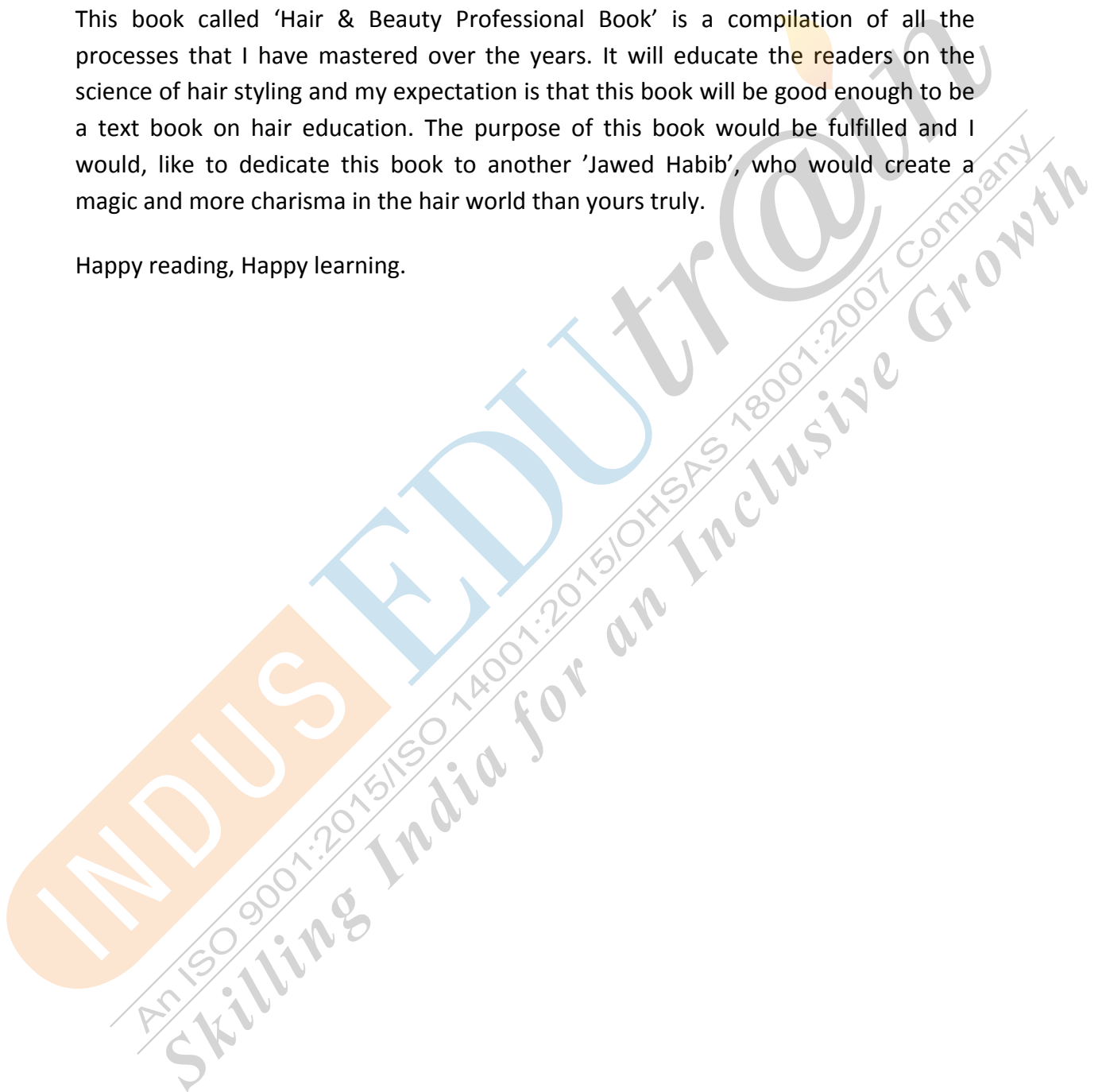
However when I started my career, I was never interested in the barber's profession. I wanted to study and join the hospitality industry. But fate had something else in store for me. While I was doing my post-graduation, my father quit his job at the hotel to set up an independent salon. For a very long time, he tried to convince me to join his business. I kept refusing for many years. Then I finally gave in and he got me enrolled in a prestigious hair school in London. This was my first step towards entering the hair styling profession. While I was in London, I noticed that the barber's job was a dignified profession and was carried out with a different dimension altogether. To add to that, it was also considered as a glamorous profession unlike in India at that time. I started viewing it in a different light then. So a combination of family tradition, training and inspiration in London, all together me into this business and made me a hair dresser.

Hair styling now has been my forte for a little over 20 years. During these years I have actually walked, talked, slept, dreamt, and learnt only hair styling. It now seems like I opened my eyes in this world with a pair of scissors and comb just ready to style someone's hair. I am so passionate about hair styling that I can almost feel that anybody's hair talking to me and telling me what it wants. My thoughts get mapped in my mind and my hands start working! But then I think it is me who can think like

this. And how long can I think and perform. There will be a time when the curtains will be drawn and the show will end. I heard someone saying 'the show must go on'! So, pop, came the idea to create a repertoire of my experiences which in a manner would be able to create another 'Jawed Habib'.

This book called 'Hair & Beauty Professional Book' is a compilation of all the processes that I have mastered over the years. It will educate the readers on the science of hair styling and my expectation is that this book will be good enough to be a text book on hair education. The purpose of this book would be fulfilled and I would, like to dedicate this book to another 'Jawed Habib', who would create a magic and more charisma in the hair world than yours truly.

Happy reading, Happy learning.



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- **Personal Grooming & Hygiene**

In this profession, hair stylists should follow a set of guidelines to ensure proper working culture. As a professional a stylist should be a living example of good grooming and health. It brings instant social acceptance and boosts self-esteem.

Personal Hygiene

Personal hygiene is the regular maintenance of one's cleanliness. Bathing, using deodorant and soft perfumes, brushing teeth daily, using mouth wash, wearing clean clothes, having groomed hair and nails etc. are all part of personal hygiene. Since a stylist works in proximity of the customer, it is to be made sure that the mouth does not smell of food that is eaten, the body and underarms do not smell of sweat and the hands are odor free or hand sanitizer is used.

Personal Grooming

Personal grooming is actually an extension of hygiene. A groomed and hygienic stylist is an advertisement of a good salon. By presenting a poised and attractive image, the customer's confidence is won. Many employers consider appearance, personality, and poise to be as important as the skill. Wear good and well fitted outfit, avoid excessive jewelry and loud footwear, style the hair regularly, and wear appropriate makeup.

A well – groomed cosmetologist is one of the best advertisements of an effectively run salon. To keep your appearance at its best, you must give daily attention to the important details that make for a clean, neat, and charming personality.

- Daily Bath and Deodorant – Keep the body cleansed and odor free by taking a daily shower or bath and by using an underarm deodorant.
- Oral Hygiene – Clean and brush the teeth regularly. Use mouth wash to sweeten the breath.
- Hairstyle – Keep the hair clean and lustrous. Wear an attractive and practical hairstyle at all time.
- Cloths – Wear a uniform that is spotlessly clean, neat and properly fitted. Wear fresh underclothes.
- Facial Make-up – Use the correct cosmetics to match your skin tone. Keep your make-up fresh, eyebrows and lips well shape.

- Hands and Nails – Keep your hands clean and smooth and always have your nails well-manicured.
- Jewelry - Avoid gaudy jewelry.

Shoes and Hosiery – Wear low-heeled shoes that are well fitted and sensibly styled. Keep the shoes shined and in good condition. Wear clean hosiery.

Personality

The personality plays an important part in a stylist's professional life. The personality is expressed through the gestures, actions, postures, clothing, grooming etc.

Good Manners

Good manners are the reflection of a personality. Respecting people, being tolerant, understanding and considerate is important to be a good stylist. Friendly behavior, calm and happy attitude are considered to be good traits.

Positive Approach

The stylist should be positive and pleasant at all times. A positive approach towards the work and people is important for success. It helps to wear a smile always. Difficult situations are opportunity to build good relationships and trust. A stylist who grabs such opportunities becomes an instant hit with the customers and staff.

Effective communication

Effective communication includes manner of speaking, listening and conversation. The communication with people has a good influence on the effectiveness as a professional stylist. Greeting people, making eye contacts during conversation, listening carefully, trying and understanding others needs, speaking politely, using refined language etc. all together make communication very effective and acceptable.

- **SANITATION & STERILIZATION**

Clean and orderly salons make a positive statement. It is the first impression on customers. Cleaning salons by sweeping the floors and mopping is essential. If proper cleaning is not taking place, it spreads diseases and desist the customers from visiting the salon. Customers depend upon the stylist to ensure their safety. A stylist and his or her tools are always in direct contact with the customer's skin, scalp and hair. Therefore it is required to follow high standards of sanitation and sterilization to assure the health of the customers. One careless action can cause serious illness and injury. Being a professional stylist in turn brings greater responsibilities.

Prevention of diseases can be done by following the guidelines given below:

Decontamination Contamination means presence of impurities like dust, bacteria, waste etc. The surfaces which appear to be clean can also be contaminated. Surfaces of tools and other objects having dirt, oils, and microbes are contaminated. For example; hair in combs and make up on towels are contaminants and can spread infection.

Removing pathogens and other substances from tools or surfaces is called decontamination. It is important for a professional stylist to keep the salon clean and healthy always. There are three main levels of decontamination: sterilization, sanitation & disinfection.

Sterilization is the most effective method of decontamination. The easy method of physical sterilization is the use of dry heat, a method more like an oven.

Sanitation is one more process of decontamination. Salon tools and other surfaces are sanitized by cleaning with soaps and detergents. Then they are wiped dry with a sanitized cloth piece.

Disinfection is a higher level of decontamination. It is done when sanitation and sterilization is not practical. Disinfectants are used to kill microbes on contaminated tools and other surfaces of a salon.

A hygienic and clean salon attracts more customers. Here are some suggestions on how it can be achieved:

- Keep salon dust free, well ventilated and well lit.
- Sanitize the floors, washbasins, toilets, shampoo basins, chairs, counters etc. by using above mentioned methods.
- Use an air freshener regularly to keep offensive smells at bay.
- All bins must be properly sanitized. It is good to use a disposable poly-bag in the inner surface of the bin.
- Use sterilized implements on customers.
- Provide clean towels to the customers. Tissue paper is good and hygienic to wipe of skin.
- Dirty towels meant for laundry must be kept separately.
- Fresh cutting sheets and neck cotton strips should be used for customers.
- Dispensers for soap, powder, shampoo, and conditioner etc. must be used.
- Any implement dropped on the floor must be used only after sanitizing it.
- Wash hands before & after working on a customer.
- Clean the work station before taking the next customer.

Sterilization: This is the process of complete destruction of all living organisms on an object. Methods of sterilization include moist heat (boiling or steaming) and dry heat.

Disinfectants: These are chemicals that destroy or inhibit growth of micro-organisms that cause disease.

Sanitization: This is the process of cleaning an object thoroughly by disinfecting it.

Disease causes by germs are usually spread by :

- Unclean hands
- Contaminated tools
- Sores and pus
- Discharges from the nose and mouth
- Sharing of towels
- Close contact with infected skin
- Contaminated blood

Methods of sterilizations and sanitizations:

Moist heat sterilization: This refers to either boiling at normal boiling point that is 100°C. Moist heat kills germs more quickly than dry heat. Placing an object in boiling water for 15 min. can kill almost all germs. However, some germs or their spores do not get destroyed at this temperature and time. To overcome this **Autoclaves** are used to sterilize tools and equipment. Autoclaves use pressurized steam and can be run at three different cycles. 120°C for 15 min or 135°C for 12 min or 145°C for 8 min. The cycle that is used in beauty salons to sterilize tools and equipment is normally 120°C for 15 min.

Heat Sterilization:

Dry heat sterilization / Glass bead sterilization: These are suitable for very small articles. They are small insulated round cylinders that are electrically heated. Small glass beads are placed inside these cylinders. They are heated at least 1 hour before the use. Small metal objects such as electrolysis needles are then placed in the beads as deep as possible. The temperature of these beads varies from 190°C to 300°C and the sterilizing times will vary accordingly, be sure to follow the instructions on the model.

Chemicals: Good disinfectants should be easy to use, quick acting, non-irritating (for e.g. alcohol, surgical spirit). The sterilizing fluid is composed of chemical compounds called aldehydes. Implements after they are washed are placed in it for at least 20 to 30 min. All chemical should be rinsed off in warm water before it touches the skin. It is best to follow manufactures instructions in all matters of sterilization.

- **Dettol** is a coal tar derivative. Salon surfaces can be cleaned and it can also be used in a container to immerse implements.
- **Savlon / Cetramide** will prevent spreading of bacteria. Antiseptics are ready to use products, which may contain 70% isopropyl alcohol.
- **Alcohol:** Alcohol disinfectants have a very effective bacterial effect. They must be used once only and then discarded. Alcohol such as methanol, ethanol and isopropyl alcohol. They form the basis of mentholated spirit and surgical spirit. Alcohol is most effective at 7 % strength i.e. 7 parts alcohol diluted by 3 parts of water. Bactericidal in action, they kill bacteria and their effect against viruses is limited.

- **Quarternary ammonium compounds:** These are bacteria – static cleansing agents. They prevent bacteria from spreading but are not effective against very resistant organisms. Used mainly with detergents for skin and wound cleaning. Found in products such as Savlon.
- **Phenols** such as carbolic acid, is a very popular antiseptic in the past. It is found in products such as (cleansing, drains) Dettol (used on skin). Dettinox (used to wipe down surfaces).
- **Soap and water** if for any reason, it is not possible to sterilize a tool with moist or dry heat, make sure that it is cleanse with soap and hot water and then stored in UV cabinet.
- **Radiation** ultra violet radiations can be used to keep the tools sterilized. Metal tools and make up brushes after sterilized, can be stored in UV cabinets until further use.

- **PROFESSIONAL ETHICS**

Hairstyling business is a part of service industry where customer satisfaction is of utmost importance. The stylist not only should know his or her job well but additionally should be able to understand the customer's needs. As a stylist one needs to be extremely focused and patient while dealing with the customers.

Another set of people with whom a stylist will be dealing in the salon is their co staff. The workplace is where one spends most of the active time of the day & it is important to keep it healthy, positive and congenial. The effect of moment by moment interaction with the colleagues will reflect in one's actions and further makes the attitude.

A successful stylist is a blend of understanding, right attitude and technical skills. These are the professional ethics which are observed in a workplace. Given below are a few behavioral traits which contribute to the attitude and character building. There are positive as well as negative behavior displays.

Positive Behavior

Action	What it conveys?
Smile	I am happy to meet you
Promising Handshake	I am ready to do business with you
Warm Eye Contact	I am welcoming you
Acknowledging others	You are important to me
Lean forward while sitting	I am interested in what you are saying
Being neutral	My mind is free and I am not judgmental in my dealings with you
Listening with total attention	I am trying to understand what you are saying

Negative Behavior

Action	What it conveys?
Bored	I dislike my work
Tired	I am over-worked
Irritated	I am emotionally unstable
Leave me alone	I am a selfish person
Avoid meeting others	I am an unfriendly person
Ignoring others	I am a rude person
Look through a person	You are not important to me

Needless to say that observing good behavior creates a congenial environment at the workplace and negative behavior will distract and discourage customers. Both behavior patterns will ultimately reflect on the business; the former adds value to the business while the latter brings the business down. It is advisable to highlight the positive side and keep the negative side under check. But this is not a choice to be given at the workplace. The decorum of a workplace has to be maintained. The action of a hair stylist should include the following general behavior towards everyone:

- Be considerate, show respect, be courteous
- Follow dress code specified by the employer
- Offer help, be humble
- Don't indulge in gossip or backbiting
- Don't be rude. Talk softly and politely. Don't argue.
- Meet commitments and keep promises
- Don't interrupt while someone is speaking or is busy
- Don't indulge in gender bias of any kind. Have common respect for all human beings.
- Mind the language, there is good chance of things getting misinterpreted or misunderstood
- Respect time. Be punctual.
- Control anger

- Don't leave work without telling anyone
- Never give any wrong suggestion to anyone
- Be honest in money matters
- Accept errors and take ownership of the work
- Maintain a professional distance with the customer. Don't become personal with them.
- Always maintain body and oral hygiene
- Don't chew anything in the mouth while working with the customer
- Obey law as prescribed by the government

Personality Development

Personal Grooming and Hygiene

Professional Ethics

Qualities of a pleasing personality

Your personality defines who you are. It is the way you walk and talk: the way you hold your head. It includes whether you understand things quickly or need time to absorb information. Your personality is the sum total of who you are and it is what distinguishes you from other people. In business and in your personal life, a pleasing attitude gains more associates, clients and friends.

Diplomacy

Being assertive is a good thing. It helps people know where you are coming from. Being tactful means being straight forward but not critical. That is the art of diplomacy.

Tone of voice

If you happen to have a deep, gravelly voice, it is probably due to the way your vocal cords are placed. However you can soften the sounds you make. You can speak clearly. Also, if you have a positive attitude, you can deliver your words pleasantly.

Emotional stability

It is essential to have feelings and express them appropriately. But some people have no control over their feelings, and may express themselves inappropriately. Learning

how to handle a confrontation as well as letting people know how you feel without going overboard are life skills, and important indicators of maturity.

Sensitivity

Your personality shines the most when you show concern for the feelings of others. Sensitivity is a combination of understanding, empathy and acceptance. Being sensitive means being compassionate and responsive to other people.

Values and goals

It is important to acquire values and goals as they guide us on our journey through the world. They show us how to behave and what to aim toward.

Receptivity

To be receptive means to be interested in other people, and to be responsive to their opinions, feelings and ideas. Receptivity involves taking the time to really listen instead of pretending to do so.

Communication skill

Whatever your mood of the day, whatever has or is happening in your personal life, when you are at work you must look professional and behave professionally. This also means you need to have a genuine smile on your face and need to show genuine enthusiasm while performing your duties, treatments and most importantly when dealing with your clients.

Your verbal communication with your client or colleagues should be clear and precise. Your language should be easy to understand and your tone should be friendly. Always remember to have eye contact with the other person. Talking to their left shoulder gives them impression that either you are not interested or you are hiding something.

Your written communication with your clients or colleagues should be clear, precise, presenting all correct information and well presented

Communication is always a two way process. If you don't listen, you will not understand the client's needs or requirements. During a two way conversation, you need to know when to stop talking and start listening. When you are listening and

with the help of body language, let the other person know that you are interested, understanding what is being said and concentrating on what they say.

During consultation, you will need to ask questions to your client, to complete the consultation form and treatment plan. Some of these will be “closed questions”, ending just with words either “yes” or “no”. However, some of your questions should be “open questions” where the client gets encouraged to answer these questions in detail. Encourage the client to speak and use your listening skills.

Desirable qualities for effective client relation

- Be a good listener.
- Do not monopolize the conversation
- Do not interfere into personal affairs
- Talk about ideas rather than people
- Use simple language that can be understood
- Never gossip
- Be pleasant
- Use simple language

Importance of good ethics

- Be courteous and friendly all to client
- Treat all clients honestly and fairly
- Cherish good reputation
- Be fair, courteous and show respect for the feelings and rights of others
- Be loyal to your employer, manager and associates
- Practice only the highest standards of sanitation at all times
- Believe in the cosmetology profession. Practice it faithfully and sincerely

- **CLIENT CONSULTATION**

1. Listen hard and learn much

This is the very essence of a successful client consultation. You have two ears and one mouth. Use them in that proportion. Pin your ears back and really listen to what the client is telling you. And, just to be clear, thinking about the fact you're running late and need to get them to the backwash is not listening.

2. Consultations build trust and grow salon relationships

Great relationships are built on mutual respect and trust. And body language is fundamental to creating trust. Always sit down for salon consultations. Why? Because if your client has to look up to you they may feel a tad intimidated. Those standing up always look more powerful to those sitting down. Sit on the same level. Not too close – you'll invade their personal space. And avoid folded arms and legs. Use their language, not hairdressers' jargon, to instantly reassure your client that you understand them.

Match the body posture of the person you're talking to and the gestures they use. Again, by mirroring or matching them they will feel more comfortable and at ease with you. And most of all smile. If you're interested in learning more about salon body language try this blog post.

3. Don't be too afraid (or too lazy) to ask.

A great consultation begins with you getting to know all about your client. Not just their hair. Ask wider and more personalized questions so you understand why they want their hair a certain way: time constraints, sports fanatic, fashion-lover, wears glasses?

One easy salon marketing tip: Make some notes as you talk to your client. It reassures them that you really are taking notice of their concerns. Imagine talking to your doctor. If he didn't take any notes you'd be worried he'd remember what you told him. It would eat away at your confidence in him.

4. Up sell your services with consultations

Developing your team's consultation skills enables them to add value for their client whilst up-selling services. Sow the seed. Explore. If a client always just books a cut

and finish, ask what her thoughts are on her natural color. See where this leads. Then offer your thoughts, ideas and suggestions. Try introducing a different means of communication with “Let me *show* you what I mean...” Before you know it, you’ll be booking her in for her first color appointment.

5. Check, check and check again

The consultation is the time to check you and your client are both 100% clear about what you are going to do. It’s too late once you’ve picked up your scissors. Be clear too about price in the consultation. Check your client is happy (especially if you’re up-selling) to prevent awkward situations when they come to pay.

6. Consultations sell salon retail

If you want your retail products to sell like hot cakes then consultations are the answer. Establish at the consultation what your client’s hair concerns are you can then tailor the conversation throughout the service around how/what products will resolve this problem. Ask about their hair care routine at home. This is your perfect opening to introduce retail recommendations.

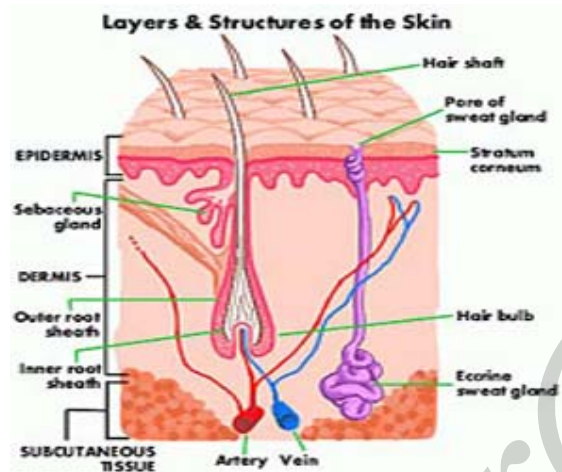
Just remember: A great consultation is marketing gold.

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- **SKIN STRUCTURE**



The skin is the largest organs of the body. The skin is divided into three main sections or parts. They are: Epidermis which is the top most layer, the part that we can see. Dermis which is the middle part also called as true skin Subcutaneous layer which contains fat deposits and is the innermost layer of the skin nearest to the body.

Layers of Epidermis

The epidermis is also divided into layers. Each layer has definite characteristics and a definite function to perform. Epidermis consists mainly of dead cells which are constantly being shed and preplaced by newer cells. There are five layers to the epidermis and they are:

1. Stratum Germinativum – This deepest layer of cells are cubed shaped and full of moisture. These cells receive nourishment and oxygen from the layer that is immediately underneath that is the dermis. The cells in Stratum Germinativum multiply by mitosis and push the old cells upwards, that is towards the surface of the skin that we see. There are special cells present in this layer called melanocytes. They produce a pigment called melanin. Melanin gives color to the skin. If more melanin is present in the skin, the darker the skin looks. Melanin filters the sun's ultra violet rays and protects the dermis and other inside organs from damage. The color of the skin depends on two factors:

The number of melanocytes that are present in the Germinativum and

How large or small each melanin molecule is

2. Stratum Spinosum - In this layer, the cells start looking like spikes under a microscope. It is believed that the cells here absorb the melanin pigment as they come here from the layer below and as an effect of that they get spiky appearance.

3. Stratum Granulosum – In this layer the nuclei of cells are broken down, the cells start losing moisture and hence becoming flatter and harder. Breaking down of the nucleus results into the death of these cells. This is believed to be the transitional layer between living cells and dead cells. Some cells in this layer are still alive, but start losing moisture very rapidly. This is where protein keratin is laid down as well. This is called process of keratinization.

4. Stratum Lucidum – This is a clear layer with flattened cells with no nucleus. The melanin granules are destroyed here therefore the cells become clear. Under the microscope, this layer looks like clear layer. This is because of absence of nucleus and cell walls. It is believed that this layer is responsible for the passage of water in and out of the skin.

5. Stratum Corneum – This is also called the horny layer and is at the surface of the skin. The cells here are flat, dead with no cell wall, completely keratinised. They look like scales under a microscope. These cells shed off by a natural process to give way to new fresh cells. It is believed that cells stay in this layer for maximum of 14 days before they are shed off. However the journey of the cells from S.Germinativum to S.Corneum takes approximately 28 days.

Layers of Dermis

The Dermis lies beneath the epidermis and is called the true skin. It has almost same thickness all over the body and is divided into two layers.

1. Papillary layer – This is the upper layer of the dermis which is exactly beneath the epidermis. It forms ridges and points of projection into the epidermis forming wavelike structure. These projections are called dermal papillae.

Arteries and veins come right up to the dermal papillae and provide nourishments and oxygen to the basal layers of epidermis.

This layer is continuous around each hair follicle. Lymph vessels are also present in this area. They collect the waste material and carry it to the general circulation.

This layer also contains nerve endings. The nerve endings that are present here are of two types. Sensory nerve endings that give sensation of hot, cold, pain and pressure. And motor nerve endings that give command to perform an action.

2. Reticular layer—This layer is the lower area of the dermis. It contains a dense network of collagen and elastin fibers. These fibers run parallel to the surface of the skin. The skin gets its elasticity because of these two types of fibers. If they are damaged for any reason, such as by UV rays, they collapse inside, making a wrinkle on the surface.

Also present in this layer are different type of glands. A gland is an organ that converts plasma or serum from the blood into a new substance with entirely different characteristics. The glands from the skin are of two different types, sweat glands and sebaceous glands. Sweat glands produce sweat and sebaceous glands produce a fatty substance called sebum.

The sweat glands are of two types:

Eccrine sweat glands –These glands are found almost everywhere on the body surface. These are situated in the reticular layer of dermis and open to the surface of the skin via a duct. Sweat secreted by the Eccrine glands consists of water, sodium chloride, urea, amino acids and sugar. The sweat is produced when the body gets too hot in the sun. The sweat takes the heat from our body to evaporate, thus giving cooling effect. These glands are controlled by nervous system, therefore produce sweat as a response to emotions, stress and fever as well. These glands are present also on the palms of the hands and soles of the feet.

Apocrine sweat glands –These glands are associated in hair follicles In pubic area, under arms and nipples. They begin to develop at puberty. These glands are under the control of nervous system as well as endocrine system. The sweat produced by them is milky and does not have smell when the sweat is produced. However once bacteria start decomposing the sweat, an odour is created as a result of waste material produced by the bacteria themselves and not by the sweat or sweat glands.

The sebaceous glands: The sebaceous glands secrete sebum. This is a fatty substance that covers the skin and the hair. Sebaceous glands are usually attached to the hair follicle and their ducts open into the hair follicle. However, some large glands on the face open directly on to the surface of the skin. The sebaceous glands are present everywhere on the body except on the palms of hands and soles of feet. They are

present in greater numbers on the scalp, face, neck and shoulder area. The sebum provides protection against fungal infection. The activity of sebaceous glands is controlled by male hormones, known as androgens. This is the reason why during puberty both girls and boys suffer from excessive secretion of sebum, acquire oily skin and can suffer from acne.

Arrector pilli muscle – This muscle connects the side of the hair follicle to the base of epidermis. It is made up of muscle tissue and responds to sensory and motor stimulation. Contraction of this muscle makes the hair stand on its end which pulls the skin's surface up as well. This produces "goose pimples"

Layers of Hypodermis / Subcutaneous

The subcutaneous layer lies beneath the reticular layer of dermis. This is also called hypodermis. It lies below the dermis and is actually not part of the skin. Its purpose is to:

Attach the skin to the underlying muscle and bone

Provide blood supply to the skin with the help of blood vessels

Provide nerve supply to the skin

Store fat in the form of adipose tissue

Functions of the skin

Sensation with the help of different sensory nerves present in the dermis, the skin provides five different types of sensations. They are heat, cold, touch, pain and pressure.

Heat regulation the skin with the help of sweat glands, blood capillaries and hair follicles with Arrector pilli muscles maintains the body temperature. When the body gets too hot, more sweat is produced which uses the extra heat from the body to evaporate, thus cooling the body down. Also the blood capillaries get dilated to bring more blood to the surface of the skin which cools off and returns back to the inner parts, thus cooling the body. That is why we become flushed when we are too hot. When the body gets too cold, the Arrector pilli muscle contracts which gives us goose pimple. Air gets trapped between the surface of the skin and the hair shaft which prevents heat loss from the body in cold conditions.

Secretion – sweat glands and sebaceous glands secrete sweat and sebum. This together created a waterproof layer on the surface of the skin, thus protecting the skin and underlying organs from infection.

Elimination in summer we sweat more and in winter the kidneys work more to get rid of the waste material. The composition of sweat and urine is very similar.

Absorption although the skin is waterproof, some substances such as aromatherapy oils are able to penetrate through the pores of the skin.

Protection this can be done with the help of melanocytes which produce melanin pigment to protect the inner organs from UV damage and by creating a waterproof layer with the help of sweat and sebum.

Formation of vitamin D moderate exposure to sun induces the skin to produce Vitamin D. This vitamin is essential for healthy bones and resistance to infection.

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- **SKIN ANALYSIS AND CONSULTATION**

Skin analysis is a very important part of the facial treatment because it determines what type of skin the client has, the condition of the skin, and what type of treatment the client's skin needs. Consultation allows you the opportunity to ask the client questions about his or her health, skin care history, and to advise the client about appropriate home care products and treatments.

Process of analyzing the skin:

Cleanse the skin thoroughly and removes the cleanser with a wet cotton pad.

Make sure that you have enough light in the area. If using artificial light, it is better to use a shadow less light.

The first thing to see and note is the skin color. If it is pale or healthy, sallow or too red, whether it is even or blotchy and if it is dull or glowing.

Stretch the skin between the index and the middle finger about an inch at a time and see the texture, size of the pores and pits and scars.

A magnifying glass, wood lamp or derma scope may be used for analyzing the skin minutely. You can see the condition of the pores, whether they are clear or clogged, and flakiness of the skin, unevenness of skin color and signs of pigmentation.

Analyze the type of skin, normal, dry, oily or combination. Different areas of the face may show different type of skin and should be treated accordingly. Skin should be analyzed every time the client comes for treatment, a record made of the treatments given and the advice given to be followed at home. The product sold should be recorded. Observations should be made and recorded about the effect of treatment and the product being used.

When you perform skin analysis you should check following things:

Skin texture -

Skin elasticity

Skin thickness

Muscle tone

Blood circulation

Pore size

Pigmentation
Expression lines

The skin types and skin condition:

Skin type	Conditions
Normal skin	Clear, even colour, soft and supple to touch, epidermis is of average thickness not shiny or dull in appearance
Oily skin	Thick epidermis, shiny, presence of blackheads, pustules, and papules, enlarged pores
Dry skin	Flaky, rough in touch,, pale in colour, tight after washing, thin epidermis
Mature skin	Lacking oil and dry, poor circulation, lack of skin tone and muscle tone, formation of expression line, presence of pigmentation
Sensitive skin	Pink to red in colour, flaky, rough to touch, thin epidermis, feels tight after washing
Acne skin	Shiny, presence of papules, pustules and acne, rough to touch, inflamed, sensitive, thick epidermis

- **SHAMPOOING/CONDITIONING, SCAPL MASSAGE & RINSING**

Scalp Treatment

Head massage is the best remedy for relaxation and reducing stress. It helps in relieving headaches and improves concentration & health of hair. An oil massage from a trained therapist activates the blood circulation throughout the body and improves hair quality. These days everyone is exposed to pollution, chemicals and other harmful elements which affect hair and scalp. Many people use chemical products to style hair. But then the hair would require proper after-care. An oil massage is an old and natural technique of hair care. It is very effective and completely chemical free.

Due to all daily activities, such as writing, driving, working on computers, physical working, cooking etc. the head and neck get overly stressed and a good head massage given by a professional can lighten the muscles and give instant relaxation which eventually help hair and scalp.

Process of Basic Oil Massage

Work Station Readiness: Mildly heated oil, shampoo, towel, towel gown, hot facial towel, brush, comb, facial mist, blow dryer



Process:

- Make the customer sit in a comfortable position on the customer chair
- Tell the male customers to unbutton and remove their shirt and cover the customer's shoulders with a large towel
- Tell the female customers to change and wear the towel gowns provided for the purpose of the massage
- Stand behind the customer, tell to close eyes and take a deep breath
- Masseur to gently place their hands on both the shoulders of the customers and breathe in and out a few times
- Masseur to then place their palms on the customer's head, followed by both ears for about 10 seconds each
- Masseur to make a boat of their one hand and pour warm oil into it
- Masseur to place the hand containing oil on the customer's head. Always pour oil on the head in this manner.
- Let the oil be sucked in the scalp. Masseur to keep their palm on the customer's head for few more seconds.
- Masseur to support the head with one hand from the side and start rubbing their other hand on the customer's head, sometimes patting it.
- Masseur to now perform shampooing motion on the customer's head using their fingers
- Masseur to keep moving their fingers gently all over the customer's head in circular motion and also up to the base of the customer's skull up to the neck.
- In caterpillar walk motion masseur to move their fingers from the base of the customer's skull through the top of the head up to the forehead and vice-versa. Masseur to repeat this process 5 times.
- Masseur to use both their fingers to make table movement on all over the customer's head.
- Masseur to place their thumb and index or middle finger between the customer's eye brows and other their hand behind the customer's neck.
- Masseur to now press the customer's occipital bone with one hand and eye brows with the other.
- Masseur to gradually increase the pressure while moving both their hands towards the top of the customer's head till the fingers of both their hands are in cross position, gently pulling the customer's hair
- Masseur to hold their hands lightly in folded position and gently hack the customer's head

- With their middle and ring finger of both the hands masseur to perform alternate sliding movement from customer's eyebrows through forehead to the head where hairline begins
- Masseur to gently pull the hair without causing discomfort to the customer
- Masseur to place one hand on the customer's forehead and work on the back of the neck
- Masseur to rest the customer's head on the customer chair head rest
- Masseur to wash their hands thoroughly to totally remove the oil
- Masseur to place both their thumbs in the middle of the customer's eyebrows and other four fingers on the temple area
- Masseur to rub their thumbs by moving them from center of the customer's eyebrows to the temple areas
- Similarly masseur to perform the movement of the thumb from the side of the customer's nose up to the temple with other four fingers resting on the side of the head
- Masseur to perform thumb chasing movement on the forehead again
- Masseur to now perform list massage on the head with finger tips
- Masseur to place both their hands on customer's shoulders as before, followed by ears and eyes for about 10 seconds each.
- Finally masseur to cover customer's eyes with face towel and bring hot towel to do a hot compress on head, cover the head with towel and leave for 30 seconds.
- Masseur to massage the customer's head with hot towel to remove extra hair
- Masseur to spray facial mist and inform the customer that the process is over
- Masseur to take the customer to the shampoo basin and wash their hair with lukewarm water

Shampooing

Shampooing is the first procedure in the hair salon. Therefore, a professional hair stylist who pleases the customer with a good quality shampoo is more likely to win the customer's confidence and achieve more business.

Shampoo is basically the heart of hair care; it cleanses the hair and scalp, removing dirt, grime, skin debris, and product build up without stripping away the natural sebum. The hair can be washed everyday as it collects more waste material when compared to the skin. We bathe and clean the skin at least once a day, so why not hair!

Types of Shampoos

There are many types of shampoo available in the market that are specially designed for different hair textures & condition. Mainly three kinds of shampoos are good for hair for regular use: normal hair, oily hair & dry hair shampoos. If there is a dandruff problem, then in that case medicated anti dandruff shampoos are there. While buying a shampoo, check its pH level. Take shampoos which are pH balanced only. A professional must have all kinds of shampoos in the salon.

Normal Hair Shampoo: This kind of shampoo is good for normal hair texture, and in fact can be used on all hair texture for regular purpose. This shampoo neither makes hair dry nor oily.

Oily Hair Shampoo: This kind of shampoo is good for oily hair texture. It is a strong shampoo, which cleans oil from the hair. If used for other hair textures, it can even make hair rough.

Dry Hair Shampoo: This kind of shampoo is for dry hair texture. It is mild shampoo which is good for rough and damaged hair. This shampoo if used on oily hair, can sometimes give dandruff.

Anti Dandruff Shampoo: Anti dandruff shampoo is medicated formula shampoo which is used for hair having dandruff. It is a strong shampoo, and should be used only after professional's advice.

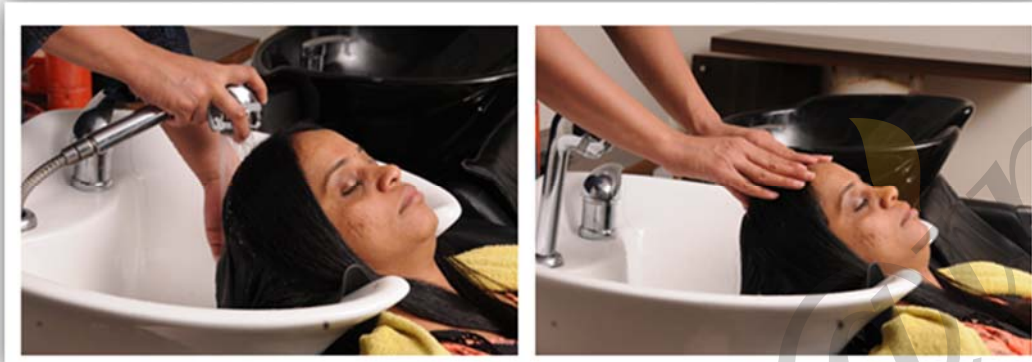
Selecting the Shampoo

There are many kinds of shampoos available in the market. As a professional one should know what kind of shampoo is required for the hair. After knowing the hair, label of the product should be carefully read to make a decision.

Shampoo should be selected according to the hair texture and its condition. Water is also an important factor in selecting the correct shampoo. It will make a better professional sense to know if the salon water is hard or soft, as it works differently while shampooing.

Soft water is rain water or water which is chemically softened. It contains fewer amounts of minerals and therefore allows shampoo to work better whereas hard water contains certain minerals that lessen the ability of shampoo to work.

Procedure of Washing



Before starting hair wash, all the products and implements used in the process should be arranged at the shampoo station. Customer's relaxing mood is spoiled they are left on the washing bed and then the stylist goes for collecting the items.

Work Station Readiness: Towel, Shampoo, Shampoo cape, Comb & brushes, Water at normal temperature

Process:

- Make the customer comfortable on the shampoo chair and remove all the hair accessories.
- Place a clean towel on the customer's neck, covering the shoulders. Place the shampoo cape over the towel around the neck.
- Wet the hair with the normal temperature water. Avoid spilling water over customer's the face, ears and neck.
- Start working the shampoo around the hairline through the whole hair.
- Stylist to use the tip of their fingers to create lather.
- If the hair is sensitive or wash is followed by a chemical styling then be gentle while applying the shampoo. Do not give heavy pressure to the scalp and hair. It can damage the hair.
- Rinse the hair thoroughly after shampooing and repeat the process if required.
- Towel-dry the hair properly and then detangle it with a wide toothed brush starting from the ends to the top.

Washing Chemically Treated Hair

Chemically treated hair is generally sensitive, dry and fragile. Therefore, it should be handled gently while washing. It tangles easily during the wash, so the hair should be brushed slowly before wash if required. Mild shampoos should be used and multiple washing at the same time should be avoided.

Shampooing is the most effective hair care treatment. If the hair is clean, it is healthy.

Conditioning

All kinds of hair need conditioners after wash, even the oily textured ones. It is done to overcome the bad effects of modern living, air conditioning, chemical styling, hot styling tools, sun heat, wind, chlorine, perspiration and the pollution. These harmful elements suck the natural moisture of the hair thereby making it dry and rough.

The habit of instant styling and rough handling injures the hair cuticle. This allows moisture to seep in the hair shaft and makes it lusterless and tangled. Therefore, conditioners are used to protect, restore moisture, health and manageability of the hair.

Conditioners temporarily restore the moisture of natural oils as they only coat the hair shaft and don't enter inside the hair or scalp. The purpose of conditioners is to make hair soft and manageable by giving it a cream coat.

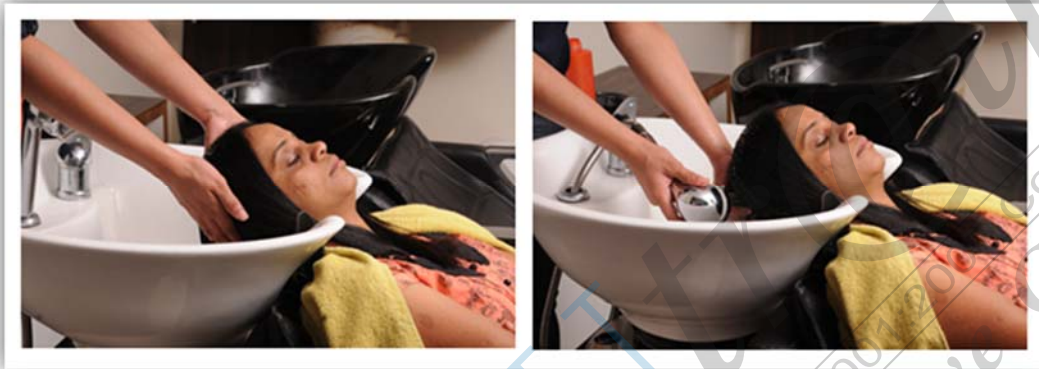
Types of Conditioners

There are many kinds of conditioners available in market for different hair textures and conditions. Mainly following 5 kinds of conditioners are used on a regular basis.

- 1. Normal Hair Conditioner:** These conditioners are meant for normal hair texture. Also they can be used on dry hair regularly.
- 2. Oily Hair Conditioner:** These conditioners are meant for oily hair texture. These are less creamy and are good for hair, which are damaged on the ends but are oily on the roots.
- 3. Dry Hair Conditioner:** These conditioners are meant for dry hair texture. These are strong conditioners rich in moisture.
- 4. Conditioning Mask:** These conditioners are meant for chemically damaged hair. These are used for professional purpose in deep conditioning treatments.

5. **Leave-on conditioners:** They are applied after shampooing the hair. The hair should be in a damp state before the application of these conditioners. They are a coating of moisture which doesn't need to be washed and are good for very oily or damaged hair.

Selecting a Right Conditioner



As there are many kinds of conditioners available, a professional should know what kind of conditioner is required for the customer's hair. After knowing the hair type, read the label of the product carefully to make a decision. Conditioner should be selected only according to the hair texture and its condition and not based on its fancy packaging.

Procedure of Conditioning

Work Station Readiness: Conditioner, towel, brush, comb, blow dryer

- After washing, blot dry hair with a clean towel to remove excess moisture.
- Take a small amount of conditioner, even if the hair is lengthy as too much of it can make hair oily and dull.
- Apply the conditioner on the hair, without touching the roots and scalp.
- Work down the conditioner properly on the ends.
- Leave the conditioner on the hair for 5 minutes and wash it well with cold water.
- Repetition of conditioner is not required.

Conditioners are not fancy products but are essential requirement of hair these days. They should always be applied after wash to keep the hair healthy.

- **HEAD MASSAGE**

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