

**Draft Study Material**



## **BEAUTY THERAPIST**

**(Qualification Pack: Ref. Id. BWS/Q0102)**

**Sector: Beauty and Wellness**

**Grade XII**



**PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION**

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## PREFACE

Vocational Education is a dynamic and evolving field, and ensuring that every student has access to quality learning materials is of paramount importance. The journey of the PSS Central Institute of Vocational Education (PSSCIVE) toward producing comprehensive and inclusive study material is rigorous and time-consuming, requiring thorough research, expert consultation, and publication by the National Council of Educational Research and Training (NCERT). However, the absence of finalized study material should not impede the educational progress of our students. In response to this necessity, we present the draft study material, a provisional yet comprehensive guide, designed to bridge the gap between teaching and learning, until the official version of the study material is made available by the NCERT. The draft study material provides a structured and accessible set of materials for teachers and students to utilize in the interim period. The content is aligned with the prescribed curriculum to ensure that students remain on track with their learning objectives.

The contents of the modules are curated to provide continuity in education and maintain the momentum of teaching-learning in vocational education. It encompasses essential concepts and skills aligned with the curriculum and educational standards. We extend our gratitude to the academicians, vocational educators, subject matter experts, industry experts, academic consultants, and all other people who contributed their expertise and insights to the creation of the draft study material.

Teachers are encouraged to use the draft modules of the study material as a guide and supplement their teaching with additional resources and activities that cater to their students' unique learning styles and needs. Collaboration and feedback are vital; therefore, we welcome suggestions for improvement, especially from the teachers, in improving the content of the study material.

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## Module 1

## Makeup Services

### Module Overview

This module introduces the fundamental concept of skin types (oily, dry, combination, and sensitive) and their unique characteristics.

In Session 1, you will learn about different skin tones (fair, medium, dark) and undertones (cool, warm, neutral), which are crucial for selecting appropriate makeup products and techniques.

In Session 2, you will learn about various makeup products used for different purposes. This session covers foundations, concealers, primers, eyeshadows, lipsticks, and setting products. You will learn how to identify quality products suited for various skin types and tones.

Session 3 on the selection and application of the right makeup products to enhance facial features focuses on techniques for selecting the right makeup products based on individual features. You will learn how to apply foundation, contour, highlight, and accentuate facial features like eyes, lips, and cheeks to create a balanced, flattering look. Understanding the colour wheel is crucial for mastering makeup artistry. In Session 4 on colour wheel, you will explore the relationship between colours, including complementary, analogous, and contrasting shades. You will also learn how to apply these principles to choose makeup that enhances natural beauty.

Session 5 on basic *bindi* designs will help you to learn traditional *bindi* designs, ranging from simple to intricate. This session emphasizes the cultural significance of *bindis* and how they can be customized to complement different makeup looks.

In Session 6 on draping you will learn the art of draping, focusing on traditional saree draping techniques. You will explore how draping style impacts the overall look, ensuring that makeup and attire work together harmoniously.

Proper skincare is essential, therefore, Session 7 on the removal of makeup covers the use of oil-based cleansers, micellar water, makeup wipes, and the importance of moisturizing and cleansing to maintain healthy skin.

## Learning Outcomes

On completion of the module, the student will be able to:

- Identify skin types accurately.
- List various products required for the makeup.
- Select the right products based on the skin type and client's requirements.
- Apply foundation, concealer, face powder, blusher, highlighter, shader, eyeshadow, eyeliner and lipstick.
- Explain the importance of colour wheel and state its significance in the makeup.

## Module Structure

Session 1: Basic Skin Types and Skin Tones

Session 2: Makeup Products

Session 3: Selection and Application of Right Makeup Products to Enhance Facial Features

Session 4: The Colour Wheel

Session 5: Basic *Bindi* Designs

Session 6: Saree Draping

Session 7: Makeup Removal Methods

## Session 1: Basic Skin Types and Skin Tones

A Beauty Therapist is a professional who offers a variety of treatments to enhance a client's appearance and overall well-being, including skin care, hair removal, massages, and makeup services. A Beauty Therapist provides various skin care and makeup services to enhance facial features using a range of products. The makeup services should suit the client's requirements and skin type. The skin may be broadly categorised as normal skin; dry skin; sensitive skin; mature skin; oily skin and combination skin.

### Basic skin types

A Beauty Therapist should be aware of basic skin types to provide effective skin care services. The following are the general types of skin:

- Normal skin
- Dry skin
- Allergic and Sensitive skin
- Matured skin
- Oily skin
- Combination skin



<p><b>Normal skin</b></p> <ul style="list-style-type: none"> <li>- Generally, the pH of skin ranges from 5.5 to 5.8.</li> <li>- Very rare to find such type of skin.</li> <li>- It is a balance between the dry and oily skin.</li> <li>- Normal skin is soft and supple and has a healthy sheen.</li> <li>- The skin has a translucent glow.</li> <li>- Optimal oil and water balance on the face.</li> </ul>	<p><b>Dry skin</b></p> <ul style="list-style-type: none"> <li>- Dry skin is due to lack of lubrication from the sebaceous glands.</li> <li>- Dry skin can be identified by the fine lines around the eyes and the mouth.</li> <li>- Skin loses elasticity slowly with the age.</li> <li>- Looks pale and flakiness all over the face.</li> </ul>
<p><b>Allergic and Sensitive skin</b></p> <ul style="list-style-type: none"> <li>- Very sensitive to cold, heat and wind.</li> <li>- The skin becomes allergic and sensitive because of broken capillaries and results in rashes or irritation through strong preparation.</li> </ul>	<p><b>Oily skin</b></p> <ul style="list-style-type: none"> <li>- This type of skin is thicker and coarser than other types of skins.</li> <li>- It tends to develop open pores, pimples, blackheads, papules and pustules.</li> <li>- Oily skin can be found around the nose and chin.</li> </ul>
<p><b>Matured Skin</b></p> <ul style="list-style-type: none"> <li>- It is very similar to dry skin in appearance.</li> <li>- Appears parched, saggy and dehydrated.</li> <li>- Skin is deeply lined and loose.</li> </ul>	<p><b>Combination skin</b></p> <ul style="list-style-type: none"> <li>- This type of skin is very common.</li> <li>- This can be identified by the oily centre panel or T-zone with pores and slight oil.</li> <li>- Pimples on T-zone and flakiness on cheeks.</li> </ul>

### Basic skin tone

'Skin tone' also called 'Undertone' describes the shade of the skin. It is different to the skin complexion (**Figure 1.1**). The shade of the skin may be light, medium or dark. The skin tone will help in selecting the right lipstick colour and other colours that are most suited for the makeup.



**Figure 1.1: Skin tones**

## Activities

### Activity 1: Discuss the Role of a Beauty Therapist.

- Begin by explaining the responsibilities of a beauty therapist, focusing on the importance of understanding skin types and tones to provide effective makeup and skincare services.
- Highlight how different products are used based on skin type and tone to suit the client's individual needs.

## Check Your Progress

### A. Multiple Choice Questions

1. You have a client with a combination skin type. Which area of the face would you need to focus on for treating oiliness, and what specific treatment should you use?
  - a. Cheeks; apply a thick moisturizer
  - b. T-zone; use an oil-control toner
  - c. Chin; use exfoliating cream
  - d. Forehead; apply rich hydrating oil
2. A client with mature skin wants to improve the appearance of fine lines and dryness. Which skincare ingredient would be most beneficial for this skin type?
  - a. Salicylic Acid
  - b. Retinol
  - c. Benzoyl Peroxide
  - d. Tea Tree Oil
3. A client with oily skin is looking for makeup that will last all day without making their skin appear greasy. What type of foundation would you recommend?
  - a. Cream-based foundation
  - b. Oil-free, matte foundation
  - c. Stick foundation
  - d. Heavy liquid foundation
4. A customer with sensitive skin wants a facial treatment. Which of the following should you avoid to prevent irritation?
  - a. Aloe Vera-based products
  - b. Products containing alcohol and fragrance
  - c. Hyaluronic Acid-based moisturizer
  - d. Chamomile extract mask

5. Which lipstick shade is most suitable for a client with a medium skin tone and a warm undertone?
  - a. Deep berry
  - b. Cool pink
  - c. Coral orange
  - d. Pale peach
  
6. A client with a dark skin tone wants to highlight their natural features for an evening event. Which highlighter shade would be most appropriate?
  - a. Silver
  - b. Pearly white
  - c. Champagne gold
  - d. Icy lavender

### **B. Subjective Questions**

1. A client with combination skin is experiencing both dry patches on their cheeks and excess oil on their T-zone. How would you adjust their skincare routine to address these specific needs? Explain your approach and the types of products you would use.
2. You have a client with sensitive skin who often experiences redness and irritation after makeup application. What steps would you take to ensure the makeup is applied safely, and what type of products would you recommend to minimize irritation?
3. A customer has mature skin with visible fine lines and wants a facial treatment that targets hydration and anti-aging. What specific skincare treatments and products would you use during the session to improve their skin condition?
4. You need to create a makeup look for a client with a medium skin tone and warm undertones. What colors would you choose for foundation, blush, and lipstick to enhance their natural features, and why?
5. Describe the different challenges you may face when working with oily skin during a facial treatment, and explain the techniques and products you would use to manage issues such as open pores and acne?

## **Session 2: Makeup Products**

A Beauty Therapist uses various products to provide makeup services as per the client's needs. Some of the commonly used makeup products are:

1. Foundation
2. Blusher
3. Mascara
4. Eye shadow

## 5. Eyeliner

**1. Foundation**

Foundation is applied to achieve smooth and even complexion. Foundation can be applied to eye makeup, cheeks or lips (**Figure 1.2**). The right shaded foundation will disappear into the face.



**Figure 1.2: Cream foundation**

A Beauty Therapist is required to select right type and brand of the foundation so that it can go well with makeup.

#### Types of foundation

1. Liquid (Cream) foundation
2. Tinted moisturiser
3. Oil based foundation
4. Sheer foundation
5. Matte or oil free foundation
6. Mousse or whipped foundation
7. Stick foundation
8. Powder or compact foundation
9. Shimmer foundation
10. Waterproof foundation
11. Foundation primer

#### Liquid (Cream) foundation

Cream foundation is suitable for Normal or Dry skin. It provides heavy coverage. Liquid foundation is available in many specialised versions such as oil-free, oil-based, waterproof, etc.

#### Tinted moisturiser

Tinted moisturisers are used to cover up some unevenness and provide light coverage. These are best suited for women with pretty good skin. These are best suited for warmer months where little coverage and moisturising effect are required.

#### Oil-based foundation makeup

This type of foundation is best suited for dry skin and provides temporary 'plump up' skin effect. This also acts as the moisturiser. Oil-based foundation makeup can be used for older women to minimise the appearance of fine lines and wrinkles.

**Sheer foundation**

The sheer foundation is used for normal or dry skin. This provides the appearance that no foundation is applied at all. This type of foundation provides light coverage. Many sheer foundations contain SPF 40, which is helpful in providing sun protection.

**“Matte” or "Oil-free" foundation**

The base for such foundations is water and not oil. This is best suited for oily skin. Oil-free foundations dry very quickly. To add additional layers, a moisturiser or foundation primer is required.

**Mousse or Whipped foundation**

This is a liquid foundation with air whipped in. Such foundations provide perfect matte finish and weightless feel. This is best suited for all types of skin.

**Stick foundation**

The coverage is heavy and is perfect for covering up blemishes, scars, reddened areas and dark under-eye circles. They are best suited for normal to oily skin.



**Figure 1.3: Stick foundation**

It is recommended to apply stick foundation only to the problem area. Rest area can be covered by regular liquid or cream foundation (**Figure 1.3**).

**Powder (Compact) foundation**

It makes a great foundation for women who want on-the-go portability. It is a combination of powder and foundation and available in various formulations. This is best suited for oily skin.

**Mineral foundation**

This foundation is best suited for the people interested in natural or organic makeup. Mineral foundations consist of natural minerals. This type of foundation can be used on sensitive/allergic skin.

**Waterproof foundation**

This foundation is suitable for humid areas and hot days. It is made to stay for a long time. A makeup remover is required to remove the foundation.

**Foundation primer**

This foundation is used to fill little cracks and pores. This facilitates application of foundation smoothly and seamlessly.

## 2. Blusher

Blushers are used to enhance the features of the face such as cheeks and eyes. There are different forms of blushers such as powders, creams, gels, mousses, sticks and liquids.

- Powder blush is very popular and commonly used.
- Cream blush is denser and consists of natural oils and moisturisers.
- Gel blush is best for oily skin.
- Tint blush stays for a long time till the person wish to remove the make-up.
- Shimmers are really important to provide a light glow over your face.

### Types of Blush

1. Powder blush
2. Cream blush
3. Gel or fluid blush

#### Powder Blush

This is good for all types of skin. Powder blusher is applied after the face powder. Powder blush can be applied effortlessly as compared to the liquid and cream blush (**Figure 1.4**).



**Figure 1.4: Powder blush**

#### Cream Blush

Cream blush provides more strong shadow than the powder blush. The best method to apply cream blush is by using fingers. Cream blush consists of wealth moisturising or oil components (**Figure 1.5**). It is best suited for the dry skin types. This should be applied before the powder over the base. Cream blush is attractive for evening makeup.



**Figure 1.5: Cream blush**

### Gel or Fluid Blush

Gel blush adds the glow to the skin. This blush is best suited for oily to the usual skin. The gel blush is of fast-drying nature and thus, it is hard to disperse onto dry skin. The gel blush should be applied over foundation or on the bare skin.

### 3. Mascara

Mascara cosmetic is used to enhance the eyelashes. It is used to darken, thicken, lengthen or define the eyelashes.

#### Types of Mascara

1. Powder mascara
2. Cream mascara
3. Liquid mascara

#### Powder mascara

Water is added to the powder mascara. A wand is required to apply this mascara. It gives a false kind of eyelash finish.

#### Cream mascara

Mascara provides volume to thin and sparse eyelashes and adds depth to the eyes.

#### Liquid mascara

Liquid mascaras are most commonly used by women. It enhances and sharpens the lashes (Figure 1.6).

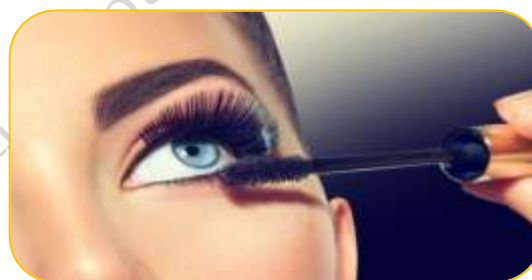


Figure 1.6: Liquid Mascara

### 4. Eye shadow

There are many forms of eyeshadows available in the market. These are available in various forms such as powders, pencils, crayons, etc. Eyeshadows are made up of waxes, oils and pigments to provide the colour.

#### Types of Eyeshadow

1. Powder eyeshadow
2. Cream eyeshadow
3. Liquid eyeshadow
4. Loose powder eyeshadow
5. Crayon eyeshadow
6. Baked eyeshadow

#### Powder Eyeshadow

- This is the most commonly used eye shadow (Figure 1.7).
- It is easy to blend.
- Available in various kind of finishes;
- Matte Eyeshadow:** Provides a flat, non-shiny finish, perfect for creating depth and dimension.

#### Cream Eyeshadow

**Cream eyeshadow** offers a soft, creamy texture that glides on easily and provides long-lasting wear. It is ideal for a quick, single-shade look or as a base for other eyeshadows. It is available in various forms; pans, tubes and sticks (Figure 1.8). Cream eyeshadows should be avoided in



- **Shimmer Eyeshadow:** Contains small glitter particles, giving a sparkling finish.

- **Satin Eyeshadow:** Offers a soft sheen, somewhere between matte and shimmer.

Never rub powder eyeshadow. Apply by gently patting and pressing the colour onto the eyelid.



**Figure 1.7: Powder eyeshadow**

hot weathers as they will melt down. Two or more colours can be combined to give a rich look.



**Figure 1.8: Cream eyeshadow**

### Liquid Eyeshadow

Liquid eyeshadow offers a highly pigmented, often shimmering finish. It's great for achieving a bold, vibrant eye look with minimal effort. Apply directly onto the lids with the wand or with a fine thin liner brush. Liquid eyeshadows dry quickly. It is used for advanced makeup and it is not suitable for dry skin.

### Loose Powder Eyeshadow

Loose powder eyeshadow offers intense pigmentation and is perfect for creating both subtle and bold eye looks.



**Figure 1.9: Loose powder eyeshadow**

### Crayon Eyeshadow

- Very easy to use since it is slid on the lids (**Figure 1.10**).
- It can usually last up to 24 hrs.



**Figure 1.10: Crayon eyeshadow**

### Baked Eyeshadow



**Figure 1.11: Baked eyeshadow**

- The eyeshadow is baked in an oven (**Figure 1.11**). It is ultra-smooth and easily bendable.



## 5. Eyeliner

Eyeliner is used to define the eye area and to help accentuate the eye and lashes. There are various forms of eyeliners available in the market.

### Types of Eyeliner

1. Liquid eyeliner
2. Felt-tip eyeliner
3. Gel or Cream eyeliner
4. Kohl Pencil eyeliner
5. Kajal eyeliner
6. Regular pencil eyeliner
7. Mechanical twist-up eyeliner

#### Liquid eyeliner

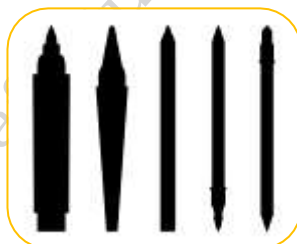
- There are two types of eyeliners namely, brush tip and felt-tip marker.
- The liquid eyeliner stays long.

#### Gel or Cream eyeliner

- It has waxy consistency and can be applied with the help of a brush.
- This can be used when there is a requirement of waterproof eyeliner.

#### Kajal eyeliner

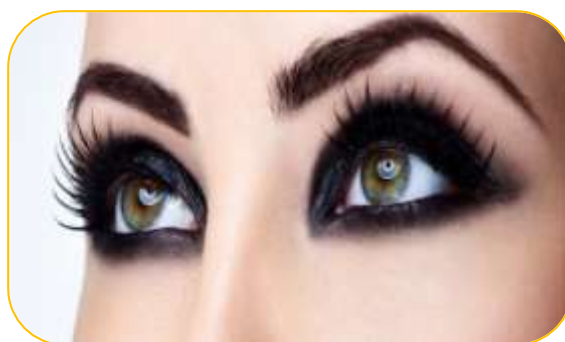
- These have an immediate benefit over the pencil eyeliners.
- This eyeliner is like a dried out marker (**Figure 1.12**).
- This eyeliner lasts much more than any other eyeliner.



**Figure 1.12: Kajal eyeliner**

#### Kohl Pencil eyeliner

- It is known for creaminess.
- Much easier to smudge around.
- It is used to create smokey eyes (**Figure 1.13**).



**Figure 1.13: Pencil eyeliner**

## Activities

### Activity 1: Identify various products used in the makeup.

#### Materials Required:

The following resources are required for this activity:

- Foundation
- Blusher
- Mascara
- Eyeshadow
- Eyeliner

#### Step-by-Step Procedure:

**Step 1:** Display various makeup products.

**Step 2:** Pick up a product and identify the product. Write about its uses.

## Check Your Progress

### A. Multiple Choice Questions

1. What is the primary purpose of foundation in makeup?
  - a. To add colour to the cheeks
  - b. To define the eyes
  - c. To create an even skin tone and cover imperfections
  - d. To highlight facial features
2. Which type of foundation provides the most natural, light coverage?
  - a. Full coverage foundation
  - b. Tinted moisturizer
  - c. Stick foundation
  - d. Powder foundation
3. Which of the following skin tones would typically need a foundation with a warm or yellow undertone?
  - a. Fair skin
  - b. Olive skin
  - c. Deep skin
  - d. Cool-toned skin

4. What is the main purpose of blusher in makeup?
  - a. To enhance the cheekbones and add a healthy glow
  - b. To contour the face
  - c. To conceal imperfections
  - d. To darken the skin tone
  
5. Which type of blusher is best for dry skin?
  - a. Powder blush
  - b. Cream blush
  - c. Gel blush
  - d. Liquid blush
  
6. Where should blusher typically be applied on the face?
  - a. On the jawline
  - b. On the eyelids
  - c. On the apples of the cheeks
  - d. On the forehead
  
7. Which shade of blush works best for fair skin tones?
  - a) Bright pink
  - b) Deep red
  - c) Soft peach
  
  - d) Bronze
  
8. What is the primary function of mascara?
  - a) To darken, lengthen, and define the eyelashes
  - b) To fill in the eyebrows
  - c) To create a smoky eye look
  - d) To add colour to the cheeks

### **B. Subjective Questions**

1. Describe the steps for preparing the skin before applying foundation to ensure long-lasting wear and an even finish.
2. What are the common mistakes people make when selecting foundation shades, and how can these be avoided?
3. Why is it important to replace mascara every few months, and what potential risks come with using old or expired mascara?
4. What are the key differences between matte, shimmer, and satin eyeshadows, and when is each best used in makeup application?
5. What are the common eyeliner application mistakes, and how can these be corrected during or after application?

### Session 3: Selection and Application of Makeup

Previously, we have studied various products used in the makeup and their features, application and suitability. In this section, we will study the method to apply various makeup products such as:

<b>Foundation</b>	<b>Concealer</b>	<b>Face Powder/Loose Powder</b>	<b>Blusher/Shader/Highlighter</b>
<b>Eye shadow</b>	<b>Eyeliner</b>	<b>Lip Pencil</b>	<b>Lipstick</b>

#### General guidelines for a Beauty Therapist:

- Define a suitable service plan to meet the client's needs.
- Ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any.
- Estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations.
- Prepare the client for make-up and provide suitable protective apparel.
- Assemble and organise products and accessories related to the respective service and keep ready for use.
- Position self and client correctly to ensure privacy, comfort and wellbeing throughout the service.
- Adjust the client's position to meet the needs of the service without causing them discomfort.
- Check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required.
- Sanitise the hands prior to service commencement as per salon standards.
- Carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturised.
- Select and apply the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards
- Record details of the therapy accurately as per organisation policy and procedures.
- Store information securely in line with the salon's policies.
- Provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- Ask questions to check with the client their satisfaction with the finished result.
- Minimise the wastage of products by using products economically and following correct storage procedures as per manufacturer's instructions.
- Inform waiting customers of time left to service periodically.

- Manage wait times to ensure customer satisfaction.
- Inform customers of emergency procedures if required.

### Application of Foundation

**Step 1:** Decant Foundation from the container onto a pallet.

**Step 2:** Match the foundation with the client's skin tone using damp sponge or fingers.

**Step 3:** Cover the eyelids and lips.

**Step 4:** Apply green cover stick/concealer before the foundation if you have any pimples or red areas.

**Step 5:** Squeeze out some foundation onto your spatula and apply onto your hand

**Step 6:** If you are using your hand for applying

foundation then apply a dot on the forehead, cheeks, nose and chin and jaw line and spread it evenly.

**Step 7:** Take your foundation brush and blend the foundation in downwards stroking movements (**Figure 1.14**). Ensure that no makeup is visible and all is blended in well.

**Step 8:** Remove extra Foundation around the hairline and eyebrow by using a damp cotton wool pad.

**Step 9:** If needed apply a colour wash after the Foundation. This will give glaze over the skin.



**Figure 1.14: Application of cream foundation**

### Application of Concealer

Concealers are used to improve or correct imperfections of the skin (**Figure 1.15**).

**Step 1:** Apply concealer to the relevant area with a cotton brush or cotton bud.

**Step 2:** Press into the skin with a dry sponge.

**Step 3:** Apply coloured concealer only to area where it is required.



**Figure 1.15: Application of concealer**

### Application of Face Powder/Loose Powder

Face powders help to conceal and set the foundation and prevent shine and smearing of the underlying makeup (**Figure 1.16**). There are special ingredients in some powders that help to cover blemishes, such as zinc oxide, they also tend to be heavier and a stronger compact.

**Step 1:** Tip a small amount of loose face powder into a bowl.

**Step 2:** If using block powder, scrape a small amount off with a palette knife into a bowl.

**Step 3:** Apply with dry cotton wool; work downwards covering the eyes and all of the face. Ensure that no makeup is visible and all is blended in well.



**Figure 1.16: Applying face powder using a brush**

### Benefits of loose translucent powder:

Loose powder creates a more natural look.

- It sets the basis of your make-up – foundation, cover stick.
- It creates a more matte appearance.
- It blots any oiliness.

### Application of Blusher/Shader/Highlighter

Rouge also called blush or blusher, is a cosmetic typically used to redden the cheeks so as to provide a more youthful appearance and to emphasize the cheekbones (**Figure 1.17**).

There are 2 types of blush

1. Compact blush
2. Cream blush

**Step 1:** Use a spatula to remove the blusher from the container.

**Step 2:** Apply shader or darker blusher, always start with a minimum amount and then add to it.

**Step 3:** Apply the blusher using a clean brush along the cheekbones; never take the blusher in towards the nose.



**Figure 1.17: Applying blusher**

**Step 4:** Place the brush in the middle of the area that you are going to cover and blend back and forth.

### Application of Eyeshadow

Eyeliner are categorised into three groups namely:

**Highlighters:** Cream, white, beige colours (very light and neutral)

**Medium colours:** Like blue, green, brown, grey, pink, etc.

**Eyeliner colours:** Black, dark brown, grey.

Matte colours: Creates a good illusion.

Glittery/shiny colours: Let the illusion disappear.

**Step 1:** Analyse the eye shape so that you know how to correctly apply the eyeshadow.

**Step 2:** Scrape the powder onto the palette.

**Step 3:** Using eyebrow brush, brush eyebrows in an upwards direction.

**Step 4:** Then take the brush and “drag” down any hair that may be out of their place.

**Step 5:** Apply the lightest powder first.

**Step 6:** Apply over the entire eyelid and the brow area (**Figure 1.18**).

**Step 7:** Apply the contrasting shade, this may be applied to the socket and blended outwards and upwards. As a practice darkest colour is applied in the last phase.



**Figure 1.18: Applying eyeshadow**

### Application of Eyeliner

Eyeliner is used to define the eye area and to help accentuate the eye and lashes (**Figure 1.19**).

**Step 1:** Cake eyeliner should be applied with a fine wet brush.

**Step 2:** Liquid eyeliner should be used with a disposable brush.

**Step 3:** Never apply to the whole of the eyes as this will make the eyes appear heavy and small.



**Figure 1.19: Applying eyeliner**



### Application of Lip pencil

Here are the steps given below:

**Step 1:** Start at the cupid's bow in light strokes and follow the upper lip to the outer corners, then work from the centre on the lower lip (**Figure 1.20**).

**Step 2:** Darken if necessary.



**Figure 1.20: Application of lip pencil**

### Application of Lipstick

**Step 1:** Apply lip balm to smooth and reduce crevices. This will help in even application of lipstick.

**Step 2:** Select a suitable colour matching lips.

**Step 3:** Mark dots and connect dots using a lip pencil.

**Step 4:** Use a lipstick to apply the colour. Make sure to start the application from the centre of the lip and move outward towards one corner. Again bring the lipstick back to the centre and run it towards the other corner (**Figure 1.21**).

**Step 5:** Repeat the process for the lower lip.

**Step 6:** Bolt lips to make the lipstick last longer.



**Figure 1.21: Applying lipstick**

## Activities

### Activity 1: Select and apply right foundation

#### Materials Required:

The following resources are required:

- Pallet
- Suitable foundation
- Concealer
- Spatula



**Step by Step Procedure:**

**Step 1:** Decant the foundation from the container onto a pallet.

**Step 2:** Match the foundation with the client's skin tone using a damp sponge or fingers.

**Step 3:** Cover the eyelids and lips.

**Step 4:** Apply green cover stick/concealer before your foundation if you have any pimples or red areas.

**Step 5:** Squeeze out some foundation onto your spatula and apply onto your hand.

**Step 6:** If you are using your hand for applying foundation then apply a dot on the forehead, cheeks, nose and chin and jaw line and spread it evenly.

**Step 7:** Take your foundation brush and blend the foundation in downwards stroking movements. Ensure that no makeup is visible and all is blended in well.

**Step 8:** Remove extra Foundation around the hairline and eyebrow by using a damp cotton wool pad.

**Step 9:** If needed, apply a colour wash after the Foundation. This will give glaze over the skin.

**Activity 2: Apply concealer****Materials Required:**

The following resources are required:

- Pallet
- Suitable foundation
- Concealer
- Spatula

**Step-by-Step Procedure:**

**Step 1:** Apply concealer to the relevant area with a cotton brush or cotton bud.

**Step 2:** Press into the skin with a dry sponge.

**Step 3:** Apply coloured concealer only to the area where it is required.

**Activity 3: Apply face powder/loose powder****Materials Required:**

The following resources are required:

- Bowl
- Loose face powder
- Palette knife
- Dry cotton wool

**Step by Step Procedure:**

**Step 1:** Tip a small amount of loose face powder into a bowl.

**Step 2:** If using block powder, scrape a small amount off with a palette knife into a bowl.

**Step 3:** Apply with dry cotton wool; work downwards covering the eyes and all of the face.

**Activity 4: Apply eyeshadow****Materials Required:**

The following resources are required:

- Eyeshadow
- Palette
- Brush

**Step-by-Step Procedure:**

**Step 1:** Analyse the eye shape so that you know how to correctly apply the eyeshadow.

**Step 2:** Scrape the powder onto the palette.

**Step 3:** Using eyebrow brush, brush eyebrows in an upwards direction.

**Step 4:** Then take the brush and “drag” down any hair that may be out of their place.

**Step 5:** Apply the lightest powder first.

**Step 6:** Apply over the entire eyelid and the brow area.

**Step 8:** Apply the contrasting shade, this may be applied to the socket and blended outwards and upwards.

**Check Your Progress****A. Multiple Choice Questions**

1. Which step should be taken first when applying foundation?
  - a. Apply a green cover stick
  - b. Squeeze out foundation onto the hand
  - c. Decant foundation from the container onto a pallet
  - d. Remove extra foundation with a damp cotton wool pad
  
2. When applying loose powder, what is the main benefit it provides?
  - a. Enhances the cheekbones
  - b. Prevents oiliness and sets the foundation
  - c. Adds shine to the skin
  - d. Makes the skin look glossy

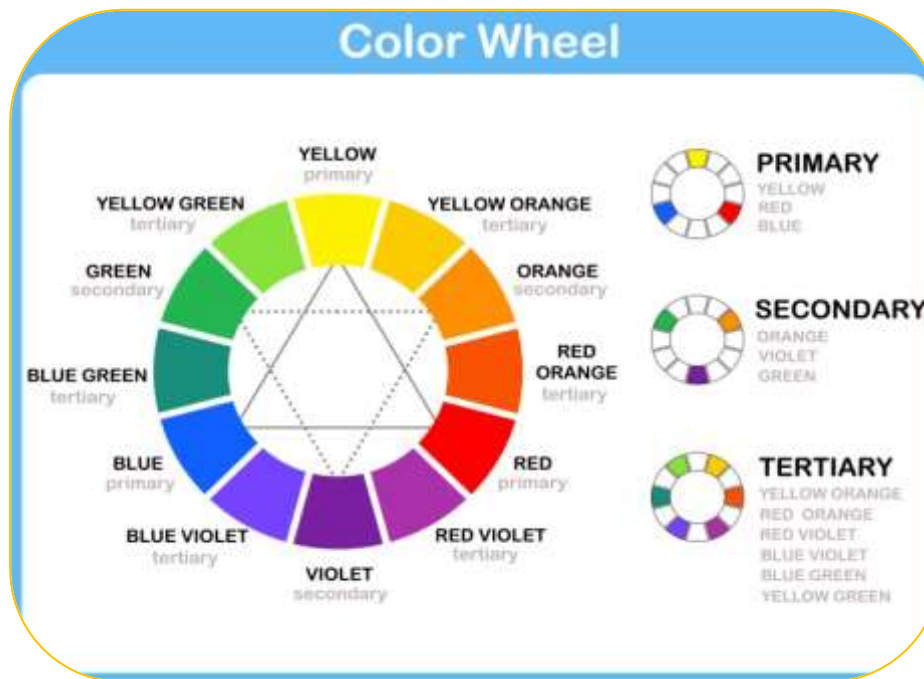
3. What should a beauty therapist do before applying any makeup to ensure the client's comfort?
  - a. Ask about skin type
  - b. Prepare a service plan
  - c. Sanitize hands as per salon standards
  - d. Apply foundation
  
4. When applying eyeshadow, which color should be applied first?
  - a. Highlighter
  - b. Medium shade
  - c. Darkest colour
  - d. Eyeliner colour
  
5. What is the primary purpose of using concealer during makeup application?
  - a. To define the eye area
  - b. To improve or correct imperfections
  - c. To add shine to the face
  - d. To set the foundation
  
6. How should lipstick be applied to ensure even coverage?
  - a. Apply from the corner of the lips to the centre
  - b. Apply lip balm and start from the centre towards the corner
  - c. Darken with a lip pencil before lipstick
  - d. Start with the lower lip first

**B. Subjective Questions:**

1. Explain the steps involved in applying foundation and describe why each step is important to achieve the desired effect.
  
2. A client has oily skin and wants a natural matte look for a special occasion. Describe the products and techniques you would use to achieve this effect, including any specific steps.
  
3. How would you handle a situation where a client has sensitive skin and requests an eyeliner application? Describe your approach to selecting the right product and applying it safely.
  
4. Describe the process of applying blush and eyeshadow, including how to choose the appropriate colors based on the client's skin tone and occasion.

## Session 4: The Colour Wheel

A makeup artist is required to suggest clients suitable colours based on their skin tone and complexion. Some colours may look good for a particular skin complexion. Therefore, it is important to understand how colours work. The theory of colour combination is best understood by studying the colour wheel. In the session, we will take you through the colour wheel (**Figure 1.22**).



**Figure 1.22: The colour wheel**

### Primary colours

Primary colours are red, yellow and blue. These colours make up all of the other colours on the spectrum.

### Secondary colours

Secondary colours can be obtained by mixing the primary colours together.

### Tertiary colours

Colours on either side of the secondary colours are called as tertiary colours.

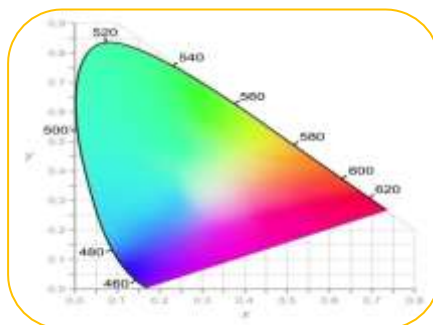
For example, red-violet or blue-violet, which can be obtained by adding a little more of the closest primary colour.

### Terms Related to Colour Theory

#### 1. Hue

Hue is defined as pure colour in terms of green, red or magenta (**Figure 1.23**).

Brightness and density of the colours can be adjusted by adding white or black or grey colour to the primary colours. By this way, we can get pastel and muted colours.



**Figure 1.23: Interpretation of hue**

## 2. Tint

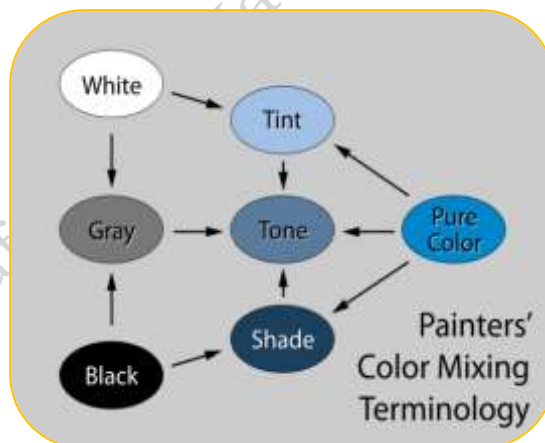
The tint is defined as the mixture of a colour with white (**Figure 1.24**). Tint increases the lightness of a colour. Lavender can be obtained by adding white to intense purple.

## 3. Shade

Shade is the mixture of a colour which reduces lightness. To obtain a deeper, richer red, black is added to the bright red.

## 4. Tone

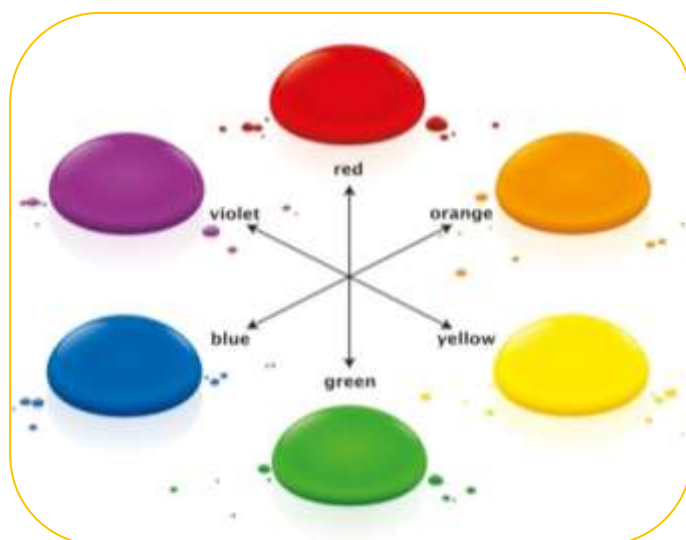
The 'True tone' is the combination of any hue with the addition of pure grey. Toned colours generally appeals pleasing to the eye.



**Figure 1.24: Depiction of tint, tone and shade**

## 5. Complimentary colours

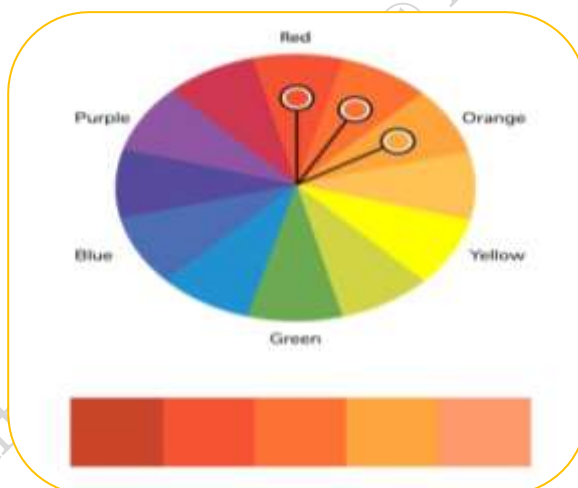
The colours that are opposite to each other on the colour wheel are called as complimentary wheels (**Figure 1.25**).



**Figure 1.25: Complimentary colours**

### 6. Analogous or similar colours

The colours that are found right next to each other on the colour wheel are called Analogous colours (**Figure 1.26**).



**Figure 1.26: Analogous or similar colours**

### 7. Warm colours

Colours with red, orange or yellow undertones (**Figure 1.27**). Warm colours are bright and energetic and tend to pop forward.



**Figure 1.27: Warm colours**

## 8. Cool colours

Colours with blue or red undertones (**Figure 1.28**). Cool colours are more soothing and tend to recede a bit more.



**Figure 1.28: Cool colours**

### Significance of colour wheel to makeup

We have seen that the colours are broadly classified as 'Warm' or 'Cool colours'. It is to be noted here that the undertone has a major impact on the colour scheme for the makeup. There are two simple ways to determine the undertone.

#### 1. Vein test

Observe for the vein colours under the wrist. If the vein appears blue in colour, then the undertone is categorised under warm undertone. Warm colours should be used for makeup. If the vein appears green, then it is to be interpreted as a cool undertone. A makeup artist should use cool colours for the makeup.

#### 2. The old jewelry trick

The undertone can also be determined whether the client looks good in gold or silver. If the client looks good in gold ornaments, then the undertone is warm. If silver ornaments are suitable for the client, the undertone is cool.

The colour wheel helps in identifying the suitable colour for the foundation, conceal, blush, eyeliner and lipstick.

The basic rule is to stick to cool colours for cool undertone and warm colours for warm undertone.

## Check Your Progress

### A. Multiple Choice Questions

1. What is the best way to determine a client's undertone using the vein test?
  - a. Check if veins appear green, indicating a warm undertone
  - b. Check if veins appear blue, indicating a warm undertone
  - c. If veins appear blue, the undertone is cool
  - d. If veins appear green, the undertone is cool

2. Which colour is considered a tertiary colour?
  - a. Yellow
  - b. Orange
  - c. Blue-violet
  - d. Green
  
3. When applying makeup for a client with a cool undertone, which type of colours should you use?
  - a. Warm colours like orange and red
  - b. Cool colours like blue and violet
  - c. Both warm and cool colours
  - d. Neutral colours only
  
4. If a client looks better in gold ornaments, what is their undertone?
  - a. Cool
  - b. Neutral
  - c. Warm
  - d. Dark
  
5. How can brightness and density of colours be adjusted according to colour theory?
  - a. By mixing primary colours with each other
  - b. By adding grey or white
  - c. By applying a complementary colour
  - d. By using a tinted blusher

### **B. Subjective Questions**

1. Explain the significance of the colour wheel in makeup application and how it helps a makeup artist select suitable colours for a client.
  
2. Describe how the undertone of a client can affect the selection of foundation and blush colours, and provide an example for both warm and cool undertones.
  
3. How would you determine which eyeshadow colours to use on a client, and why is it important to consider the undertone when making this decision?



## Session 5: Basic *Bindi* Designs

*Bindi* is a symbol tradition and style and adds charm to overall personality. *Bindis* are available in various designs, shapes, sizes and colour.

### 1. Snake style *bindi* and Letter style *bindi*

This style will help to look wild and fashionable (**Figure 1.29**). It is a very popular design. Letter This type of *bindi* adds little fun to the *bindi* style (**Figure 1.30**).



**Figure 1.29: Snake style *bindi***



**Figure 1.30: Letter style *bindi***

### 2. Question mark style *bindi* and Designer type *bindi*

This *bindi* design provides fetish, freaky look (**Figure 1.31**). Designer style goes well with designer sarees (**Figure 1.32**).



**Figure 1.31: Question mark style *bindi***



**Figure 1.32 Designer *bindi***

### 3. Tribal style *bindi*

This is best suited for long skirts and tribal print tops (**Figure 1.33**).



**Figure 1.33: Tribal style *bindi***

#### 4. Flower style *bindi*

This a simple *bindi* design (Figure 1.34). Looks beautiful when worn with embroidered *kurtis* and *Salwars* .



Figure 1.34: Flower style *bindi*

#### 5. Party wear *bindi* design

This *bindi* style looks best when worn with black *sarees*, *lehengas* and sequins work *Salwars* (Figure 1.35).



Figure 1.35: Party wear *bindi*

#### 6. Half-moon style *bindi* design

Looks best on square, long and heart-shaped faces.



Figure 1.36: Half-moon style *bindi*

#### 7. Sun style *bindi* design

A form of *bindi* style that represents the divine form of energy, the Sun.



Figure 1.37: Sun style *bindi* design

## Check Your Progress

### A. Multiple Choice Questions

1. Which type of *bindi* is best suited for wearing with designer sarees?
  - a. Snake style *bindi*
  - b. Tribal style *bindi*
  - c. Designer type *bindi*
  - d. Half-moon style *bindi*
2. Which *bindi* style is recommended for a wild and fashionable look?
  - a. Flower style *bindi*
  - b. Question mark style *bindi*
  - c. Snake style *bindi*
  - d. Sun style *bindi*
3. Which *bindi* style looks best when worn with embroidered *kurtis* and *salwars*?
  - a. Sun style *bindi*
  - b. Flower style *bindi*
  - c. Half-moon style *bindi*
  - d. Party wear *bindi*
4. The party wear *bindi* style is most suitable when paired with:
  - a. Black sarees and sequins work *salwars*
  - b. Tribal print tops and long skirts
  - c. Designer sarees
  - d. Casual jeans and t-shirts
5. Which *bindi* style is described as representing the divine form of energy?
  - a. Sun style *bindi*
  - b. Half-moon style *bindi*
  - c. Flower style *bindi*
  - d. Letter style *bindi*

### B. Subjective Questions:

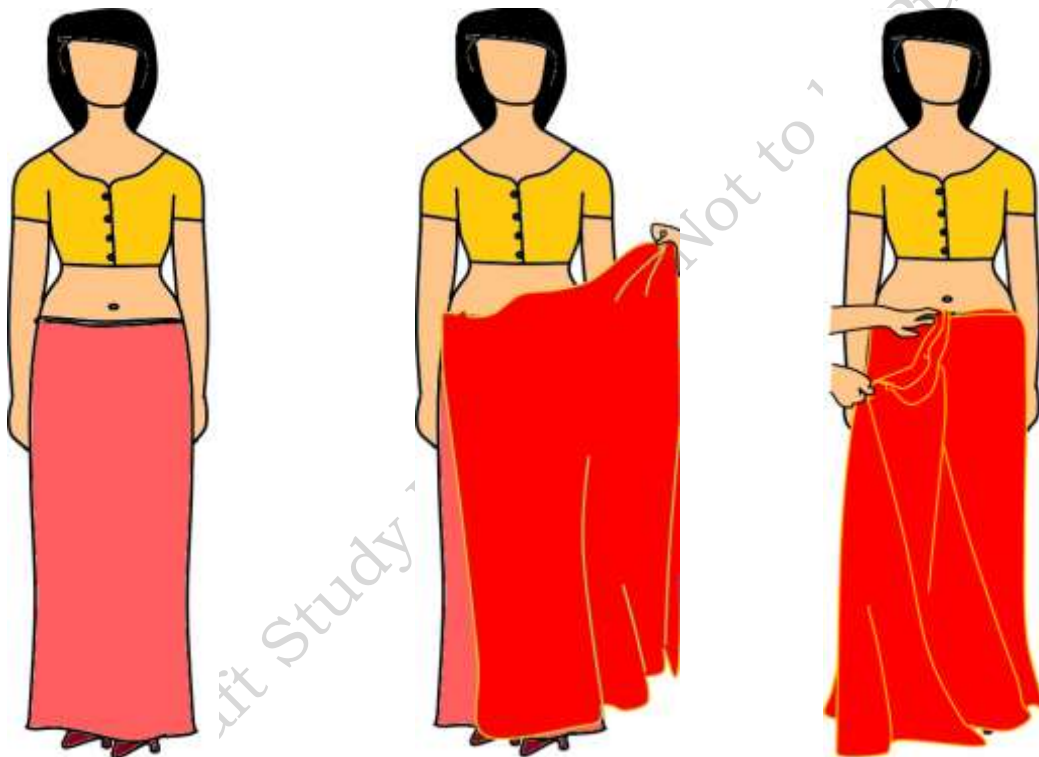
1. Explain the significance of choosing the appropriate *bindi* style according to the outfit and occasion. Provide examples of *bindi* styles for formal and casual occasions.
2. Discuss how face shape plays a role in selecting the right *bindi* design. Give an example of a *bindi* style suitable for a specific face shape and explain why it is appropriate.
3. How does the choice of *bindi* style contribute to the overall personality and look of an individual? Describe how different *bindi* designs may suit different moods or fashion statements.

## Session 6: Saree Draping

A saree is a traditional Indian garment that is draped in various styles depending on region, occasion, and personal preference. Draping a saree is an elegant and traditional process in many Indian cultures. Here is a step-by-step guide on how to drape a *saree*, specifically the most common style.

### Draping a Saree in Nivi Style or Air hostess Style

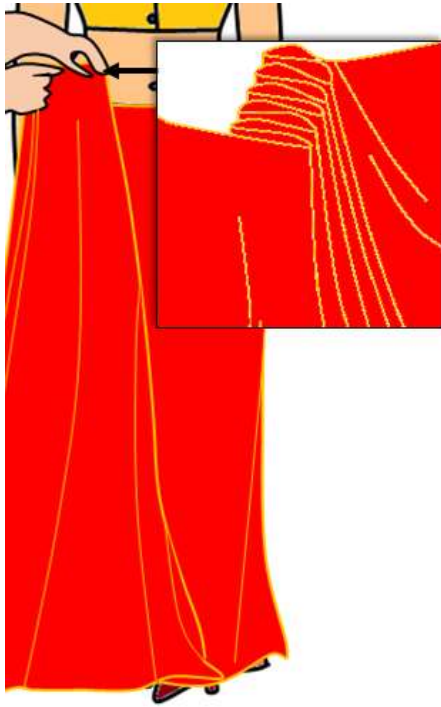
- First figure out the innermost and outermost part of the *Saree* as well as the lower and upper end of the *Saree*.
- Ensure that the *Saree* is crease free.



**Step 1:** Have the client put on the underskirt (*petticoat*), *Blouse* and footwear. Check that underskirt is tightly tied and that there are no wrinkles in the front.

**Step 2:** Tuck the innermost and upper end of the *Saree* into underskirt at the waist in the front.

**Step 3:** Wrap the *saree* from right to left around the lower body once. Keep tucking the *saree* at the waist in a manner that there are no wrinkles in the length of the *saree*.



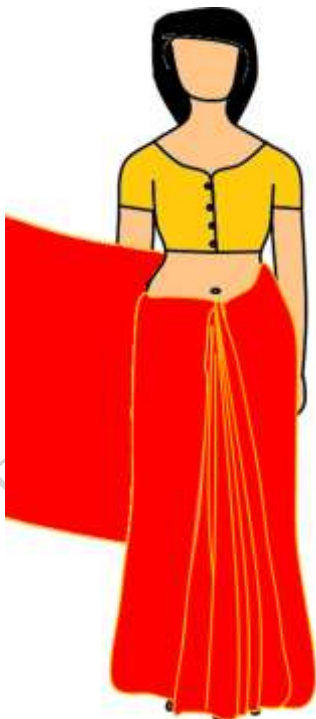
**Step 4:** Now gather the *saree* into 6-7 pleats of the same size which would be between of about 4 to 6 inches in width depending on the fall of the *saree*.



**Step 5:** Check that the pleats are in order along the length of the *saree*.



**Step 6:** Tuck the topmost 3-5 inches into the skirt, just below the navel. Ensure that the *saree* reaches floor but does not touch it.





**Step 7:** Drape the *saree* once more, left to right around the hip without

tucking and bring it round to the front.

**Step 8:** Take it diagonally across the upper body and drape over the

shoulder. The rest falls freely down the back from the shoulder and is called the *pallu*.

**Step 9:** The *pallu* is 3 to 5 feet in length as per the height and

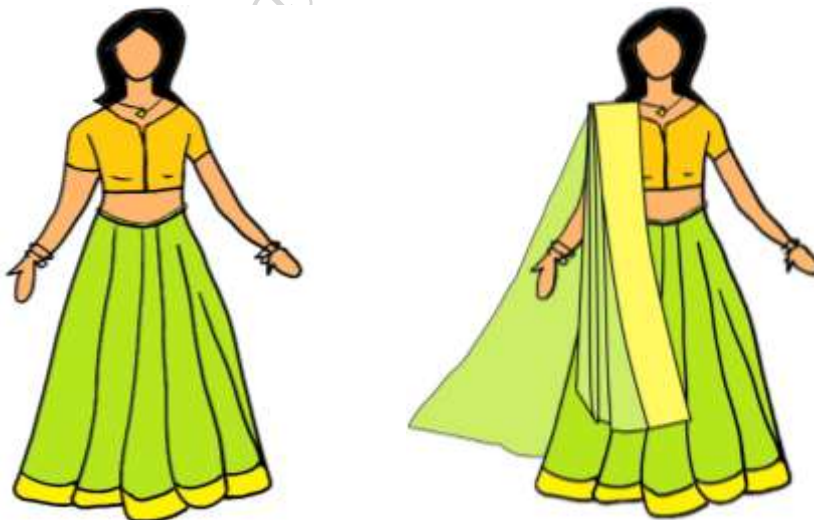
preference of the client.

- Adjust the edge of the *saree* at the back and front to ensure that the edge is smooth and the folds of the pleats are straight and symmetrical and the midriff is adequately covered as per the client's preference.
- Most people prefer to pin up the *saree* at various points to maintain the symmetry of the folds and pleats as well as keep the *saree* securely in place. The *saree* can be pinned at the pleats tucked in front at the waist or at the shoulder where the *pallu* begins its fall at the back. The pleats of the *pallu* can also be pinned at the shoulder and sometimes a pin is used to gather the pleats in front from inside the *saree*.
- The *Pallu* can be left to hang down the shoulder in pleats or without pleats. It can also be wrapped around and tucked into the waist or draped it over the right shoulder or the edge can cover the head in a graceful manner.

### How to drape a Lehenga Dupatta?

#### 1. Tie on wrist:

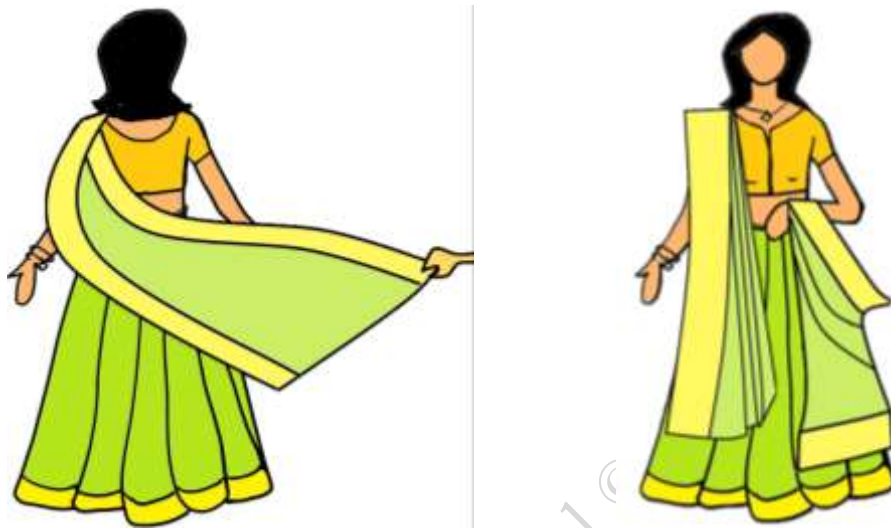
- First out the inner and outer part of the *Dupatta* (**Figure 1.38**)
- Ensure that *dupatta* is crease free.



**Figure 1.38: Tie on wrist**

- Have the client put on the *Lehnga* and *Choli* first.
- Check that the *lehenga* is tightly tied.

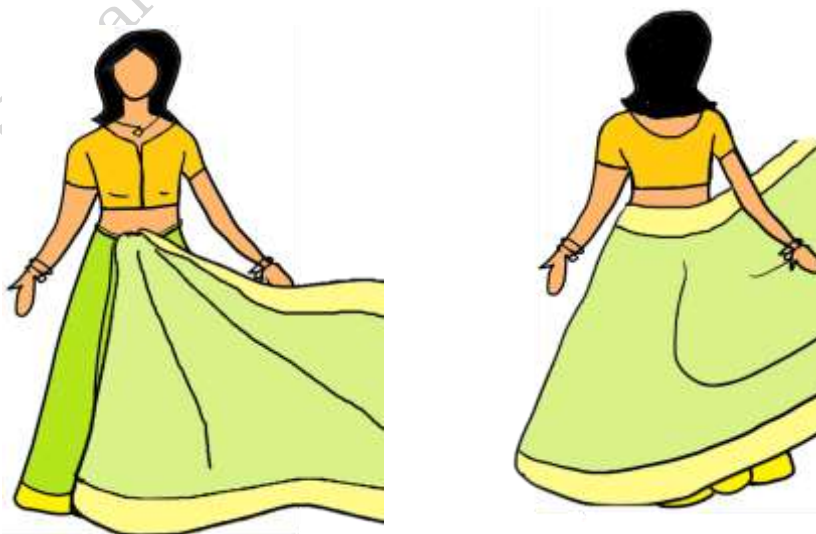
- Make pleats on the *dupatta* and place the pleats on the right shoulder such that the outmost end of the *dupatta* falls off the shoulder and reaches a little below the knees.
- Ensure that the open end of the uppermost pleat is facing out and the folded part is facing the neck.
- Secure the pleats at the shoulder with a safety pin that is fixed from inside the shirt, so that it is not visible.



- Take the upper corner of the opposite end of the *dupatta* and fold it around the left wrist in a loop such that only the border is visible.
- Secure the loop around the wrist with a safety pin.
- Allow the lower corner to fall gracefully from the wrist.

## 2. The Half Saree

This style is used in South India. *Dupatta* is wrapped around the waist (**Figure 1.39**).



**Figure 1.39: Tie on wrist**

- Tuck one corner of the *dupatta* in the waist at right side.
- Wrap the *dupatta* around the waist.



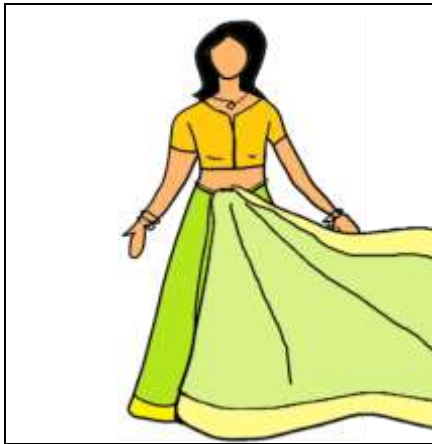
- Pleat the other end and secure it on the left shoulder in a way that the end falls gracefully down the back and reached till below the knee.
- Ensure that the *dupatta* makes a V at back and is wrapped tightly



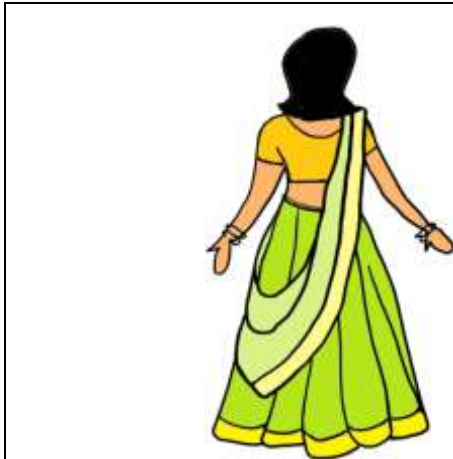


### 3. The V pallu

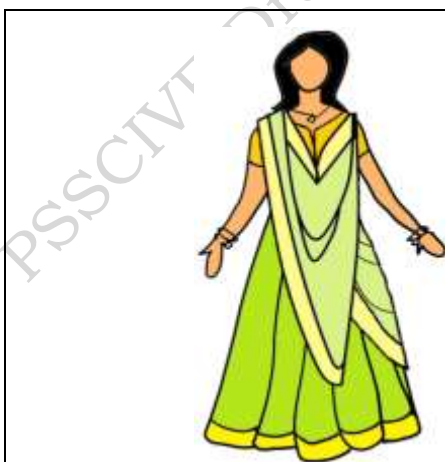
This is a *Gujarati / Rajasthani* style.



- Tuck one corner of the *dupatta* in the waist at right side.
- Make pleats at the other end.



- Let the pleats fall in front till the knee.
- Secure the pleats with a pin on the right shoulder.



- Take the inner corner of *dupatta* falling in front and put it on your left shoulder.
- Make sure there is a V in front. Secure the V on top side with a pin.

## Activities

### Activity 1: Drape a Saree in *nivi* style or air hostess style.

#### Materials Required:

- Saree

#### Step-by-Step Procedure:

**Step 1:** Have the client put on the underskirt (*petticoat*), *Blouse* and footwear. Check that underskirt is tightly tied and that there are no wrinkles in the front.

**Step 2:** Tuck the innermost and upper end of the *Saree* into underskirt at the waist in the front.

**Step 3:** Wrap the *saree* from right to left around the lower body once. Keep tucking the saree at the waist in a manner that there are no wrinkles in the length of the *saree*.

**Step 4:** Now gather the *saree* into 6-7 pleats of the same size which would be between of about 4 to 6 inches in width depending on the fall of the *saree*.

**Step 5:** Check that the pleats are in order along the length of the *saree*.

**Step 6:** Tuck the topmost 3-5 inches into the skirt, just below the navel. Ensure that the *saree* reaches floor but does not touch it.

**Step 7:** Drape the *saree* once more, left to right around the hip without tucking and bring it round to the front.

**Step 8:** Take it diagonally across the upper body and drape over the shoulder. The rest falls freely down the back from the shoulder and is called the *pallu*.

**Step 9:** The *pallu* is 3 to 5 feet in length as per the height and preference of the client.

### Activity 2: Drape *Lehanga duppatta* in V *pallu* style.

#### Materials Required:

- *Lehenga*
- *Duppatta*

#### Step by Step Procedure:

**Step 1:** Tuck one corner of the *dupatta* in the waist at right side.

**Step 2:** Make pleats at the other end.

**Step 3:** Let the pleats fall in front till the knee.

**Step 4:** Secure the pleats with a pin on the right shoulder.

**Step 5:** Take the inner corner of *dupatta* falling in front and put it on your left shoulder.

**Step 6:** Make sure there is a V in front. Secure the V on top side with a pin.

## Check Your Progress

### A. Multiple Choice Questions

1. **What is the first step in draping a saree?**
  - a. Wrap the saree around the waist
  - b. Have the client put on the underskirt, blouse, and footwear
  - c. Tuck the saree into the underskirt
  - d. Gather the saree into pleats
2. **How many pleats should be gathered while draping the saree?**
  - a. 3-4 pleats
  - b. 5-6 pleats
  - c. 6-7 pleats
  - d. 8-9 pleats
3. **Where should the topmost 3-5 inches of the saree be tucked?**
  - a. Below the navel
  - b. At the waist
  - c. Over the shoulder
  - d. At the back
4. **What is the name of the part of the saree that falls freely down the back?**
  - a. Pleat
  - b. Pallu
  - c. End
  - d. Drape
6. **What should be checked before draping the dupatta?**
  - a. Dupatta is crease-free
  - b. Lehenga is tightly tied
  - c. Both a and b
  - d. Neither a nor b
7. **Where should the pleats of the dupatta be placed?**
  - a. On the left shoulder
  - b. On the right shoulder
  - c. Around the waist
  - d. On the back
8. **How should the upper corner of the opposite end of the dupatta be secured?**
  - a. Tied around the neck
  - b. Folded around the left wrist with a safety pin
  - c. Tucked into the waistband
  - d. Let hang freely
9. **What is the first step when draping a half saree?**
  - a. Secure the pleats on the left shoulder
  - b. Tuck one corner of the dupatta into the waist at the right side

- c. Wrap the dupatta around the waist
- d. Make pleats at the other end

10. **In the V pallu style, where should the pleats be secured?**

- a. At the waist
- b. On the left shoulder
- c. On the right shoulder
- d. At the back

## Session 7: Makeup Removal Methods

Removing makeup is an essential part of maintaining healthy skin. Different skin types and makeup products may require specific techniques for effective removal. In this session, we will study various makeup removal techniques.

### Makeup removal techniques

1. Using Wipes or Towelettes
2. Using Toner
3. Using Micellar Water
4. Using Cold Cream
5. Using Cleansing Oil

### Makeup removal methods

#### Wipes or towelettes

This technique is best suited for daily use and acts as pre-step for cleansing. These wipes can remove foundation, concealer and eyeshadow (**Figure 1.40**).

These wipes are easy to carry and can be used to maintain fresh face while travelling. It is suggested to use alcohol-free wipes as they are less likely to dry the skin.



**Figure 1.40: Makeup removal using a wipe**

#### Using a Toner

Toner act as pre-step to cleansing to remove makeup. Toners provide clean skin and refresh skin complexion. To use atoner, a cotton pad is required. Add few drops of toner to the cotton pad and gently wipe the skin.

It is better to use non-drying, alcohol-free toners. Such toners help against the moisture loss.

### Using Micellar Water

This method was invented by Persians and currently most popular in the United States. Micellar water removes makeup, cleanse and hydrate the skin at the same time. It is a perfect product to achieve the fresh face on the go.

This product is recommended for the clients with dry skin. Micellar water attracts makeup and dirt like a magnet.

Add few drops of micellar water to the cotton swab and swipe across the skin to remove the makeup and dirt.

### Using Cleansing Oil

The cleansing oil is required to remove heavy eye make and for dry skin (**Figure 1.41**). However, it is to be noted that cleansing oil is best suited for all skin types.

Apply a few drops to a cotton pad and dab across the skin. The cleansing oil is less harsh on the dry skin especially the delicate dry skin around the eye. Wash the cleansed area with warm water to remove the oil and follow with regular cleanser.



**Figure 1.41: Makeup removal using cleansing oil**

## Activities

### Activity 1: Remove the makeup using a toner

#### Materials Required:

- Cotton pad
- Toner

#### Step-by-Step Procedure:

Step 1: Add few drops of toner to the cotton pad.

Step 2: Gently wipe the skin.

**Activity 2: Remove the makeup using a cold cream****Materials Required:**

- Wipes
- Cold cream

**Step by Step Procedure:**

**Step 1:** Dip a wipe in the cream.

**Step 2:** Swipe across areas of heavy makeup like face, eyes, cheeks, nose and forehead.

**Check Your Progress****A. Multiple Choice Questions**

1. Which makeup removal method is best suited for maintaining a fresh face while traveling?
  - a. Cleansing oil
  - b. Toner
  - c. Wipes or towelettes
  - d. Micellar water
2. Which makeup removal method is recommended for clients with dry skin due to its hydrating properties?
  - a. Toner
  - b. Cleansing oil
  - c. Micellar water
  - d. Wipes or towelettes
3. What is the main purpose of using a toner in makeup removal?
  - a. To remove foundation and eyeshadow
  - b. To hydrate the skin
  - c. To act as a pre-step to cleansing and refresh skin complexion
  - d. To remove heavy eye makeup
4. Which technique is specifically mentioned as suitable for removing heavy eye makeup?
  - a. Using wipes or towelettes
  - b. Using toner
  - c. Using micellar water
  - d. Using cleansing oil

5. Which of the following statements is true regarding the use of alcohol-free wipes?
- They are more effective for heavy makeup removal.
  - They are less likely to dry the skin.
  - They attract makeup like a magnet.
  - They are not suitable for traveling.

### B. Subjective Questions

- Describe the benefits of using micellar water as a makeup removal method. Why is it especially suitable for clients with dry skin?
- Compare and contrast the use of cleansing oil and toner for makeup removal. Which situations would each be best suited for, and why?
- Explain the importance of choosing alcohol-free products for makeup removal. How does the presence of alcohol affect different skin types?

## Module 2:

## Facial Beauty Services

### Module Overview

Facial beauty services play an essential role in enhancing skin health, appearance, and overall well-being. These services are offered by beauty therapists and aestheticians to improve the condition of the skin while providing relaxation and therapeutic benefits. Facials help cleanse the skin at a deeper level, removing dirt, oil, and toxins that daily cleansers often miss. This reduces the risk of acne, clogged pores, and other skin problems. Regular facials exfoliate dead skin cells, promoting cell turnover and revealing fresh, healthy skin. This improves texture and reduces dullness.

The module provides both foundational knowledge and hands-on skills, guiding you through two essential skincare technologies aimed at improving skin health and appearance.

The first session introduces the facial steamer, a device that uses steam to hydrate and cleanse the skin. This session covers its benefits, usage techniques, and safety precautions, while emphasizing its role in skincare routines.

The second session deals with the electro-facial skin treatments, a more advanced skincare technique involving the use of electrical currents to treat and rejuvenate the



skin. You will learn about different types of electrotherapy devices and their applications.

### Learning Outcomes

On completion of this unit, the student will be able to:

- Explain the significance of facial steaming and massage.
- Perform facial steaming using a steamer.
- Describe various methods of electro-facial skin treatment.
- Use an electric brush effectively for deep cleansing.
- Carry out galvanic electro-facial skin treatment.
- Use a lymphatic drainage facial machine.
- Carry out ultrasonic exfoliation.

### Module Structure

Session 1: Facial Steaming and Massage

Session 2: Electro Facial Skin Treatment

## Session 1: Facial Steaming and Massage

Warm steam softens the surface of the skin by removing impurities, bacteria and dirt from pores. Steaming the face is also a method of relaxing as it improves the circulation and opens pores for further cleansing (**Figure 2.1**).



**Figure 2.1: Facial treatment**

### Benefits of steaming

The following are the benefits of steaming:

- Keeps pores open
- Loosens blackheads
- Pushes out dirt
- Sheds dead skin
- Prevents pimples
- Removes trapped makeup
- Kills bacteria



Figure 2.2: Glowing skin after steaming

### How to Steam Face?

**Step 1:** Boil the water in a pot or alternatively use a facial steamer.

**Step 2:** Use a gentle cleanser to remove all makeup, dirt, oil or sweat. Never use harsh soap or scrub.

**Step 3:** Add some essential oils or herbs to the boiling water. Ensure that the scents will evaporate.

**Step 4:** Cover head with the towel such that it drops on either side of the face trapping the steam entirely. Place face close enough to let the skin feel that steam. It is to be ensured that steaming should not be done for more than 10 minutes.



Figure 2.3: Effect of steam on the clogged pores

## Facial Massage

Facial massage involves gently manipulating the skin and muscles of the face using the hands or a tool. It offers various benefits, such as improving circulation, reducing puffiness, promoting lymphatic drainage, and enhancing skin firmness. It can also relieve tension in facial muscles and promote relaxation.

Some common facial massage techniques include:

1. **Effleurage** – Light, gliding strokes to warm up the muscles and increase circulation.
2. **Petrissage** – Kneading and lifting the muscles to stimulate deeper tissue and improve elasticity.
3. **Tapotement** – Tapping motions to stimulate blood flow and tone the skin.
4. **Lymphatic Drainage** – Gentle strokes that encourage the drainage of lymph fluid to reduce swelling and improve the complexion.

## Procedure

**Step 1:** Remove the makeup.

**Step 2:** Prepare the work area. Massage area should be clean and tidy (**Figure 2.4**).

**Step 3:** Organise resources a like clean pillow, towel, milky face lotion, face mask, rinse, toner and moisturiser.

**Step 4:** Thoroughly wash your hands.

**Step 5:** Ask the client to lie down on the massage bed or sit on the chair. Make the client comfortable.

**Step 6:** Apply milky face lotion and gently rub it into the skin.

**Step 7:** Massage forehead with fingers in a circular fashion.

**Step 8:** Massage temples with finger strips at first. Apply gentle pressure on both sides.

**Step 9:** Massage cheekbones with finger strips at first. Apply gentle pressure.

**Step 10:** Massage jaw and lower cheek.

**Step 11:** Massage around ears.

**Step 12:** Rinse face and apply toner.



**Figure 2.4: Facial massage**

## Activities

### Activity 1: Perform facial steaming.

#### Materials Required:

- Facial steamer
- Cleanser
- Essential oils or herbs
- Towel

#### Step-by-Step Procedure:

**Step 1:** Boil the water in a pot or use a facial steamer.

**Step 2:** Use a gentle cleanser to remove all makeup, dirt, oil or sweat. Never use harsh soap or scrub.

**Step 3:** Add some essential oils or herbs to the boiling water. Ensure that the scents will evaporate.

**Step 4:** Cover the head with the towel such that it drops on either side of the face trapping the steam entirely. Place the face close enough to let the skin feel that steam.

#### Materials Required:

- Facial oil or moisturizer (to help glide your hands smoothly)
- A mirror (optional)
- A jade roller or *gua sha* stone (optional)

#### Step-by-Step Procedure:

##### 1. Cleansing Face:

- Begin with a clean face. Use a facial cleanser to remove makeup and impurities.

##### 2. Apply Facial Oil or Moisturizer:

- Warm a few drops of oil or a small amount of moisturizer between your palms.
- Gently press it into the skin of the client, focusing on the forehead, cheeks, and jawline.

##### 3. Forehead Massage:

- Use fingers to make gentle upward strokes starting from the centre of the forehead of the client's hairline.
- Repeat 5-6 times.

##### 4. Eye Area:

- Use your ring fingers to lightly press the skin under the eyes, moving from the inner corners to the outer.

- Gently circle around the eyes, applying minimal pressure. Do this 3-4 times.

**5. Cheek Massage:**

- With your palms, make upward sweeping motions along the cheeks from the centre of the face (near the nose) toward the ears.
- Use a lifting motion to avoid dragging the skin downward. Repeat 5-6 times.

**6. Jawline & Chin:**

- Pinch the jawline between your thumb and fingers, starting from the centre of the chin and moving outward toward the ears.
- This can help release tension in the jaw area. Repeat 4-5 times.

**7. Neck Massage:**

- Gently massage the neck using upward strokes from the base of the neck to the chin.
- Avoid pulling the skin downward. Repeat 5-6 times.

## Check Your Progress

**A. Multiple Choice Questions**

1. What is one of the primary benefits of steaming the face?
  - a. It tightens pores
  - b. It sheds dead skin
  - c. It increases the presence of bacteria
  - d. It makes the skin oily
2. How long should steaming the face typically last?
  - a. 5 minutes
  - b. 10 minutes
  - c. 15 minutes
  - d. 20 minutes
3. Which facial massage technique involves light, gliding strokes?
  - a. Petrissage
  - b. Effleurage
  - c. Tapotement
  - d. Lymphatic Drainage
4. What should be done before applying the milky face lotion during a facial massage?
  - a. Apply a face mask
  - b. Wash hands thoroughly
  - c. Apply toner
  - d. Prepare the essential oils

5. What is the purpose of adding essential oils or herbs to the boiling water during facial steaming?
  - a. To create a cooling effect
  - b. To enhance the scent of the steam
  - c. To cleanse the skin
  - d. To prevent blackheads

**B. Subjective Questions:**

1. Discuss the role of steaming in maintaining healthy skin. What specific skin conditions can it help alleviate, and how does it contribute to overall skin health?
2. Describe the steps involved in performing a facial massage. How do different techniques like effleurage and petrissage contribute to the benefits of facial massage?
3. Evaluate the importance of preparing the work area and resources before performing a facial massage. How can this preparation affect the overall experience for the client?
4. Why facial steaming is performed?
5. Write any three benefits of facial steaming.

## Session 2: Electrical Facial Skin Treatment

Electrical facial treatment is also called as 'Cosmetic electrotherapy'. This includes a range of beauty treatments wherein an electrical current is used through the skin to give different therapeutic and cosmetic effects. Electrical current enhances the skin quality and also improves the effectiveness of various skin care products.

Some commonly used types of electrical skin care treatment are:

- Galvanic treatment
- Faradic treatment or Neuromuscular electrical stimulation
- High-frequency treatment
- Micro-current electrical neuromuscular stimulation

The outcome of each treatment is different. A particular type of treatment should be selected based on the client's requirements. The process involves positive or negative poles or both to achieve the required benefits.

**Electric brush**

Facial cleansing brushes are used for more professional and deep cleansing. These brushes have become popular because they leave the skin completely free from imperfections and residue (**Figure 2.5**).

Electric brushes have rotating heads driven by electricity. This works similarly to an electric toothbrush. These brushes are perfect for a deep cleansing treatment.

### Benefits

- Gently massage the skin to stimulate blood circulation
- Removes dead skin cells
- Skin can better absorb nutrients in any cream
- Better and deeper cleansing



**Figure 2.5: Different types of electric brushes**

### How to select a right brush?

- It is recommended to choose a brush with soft bristles.
- The brush should be rounded at the ends to avoid damage to the skin.
- The brush selected should be water resistant.

### General guidelines for using any electric equipment:

- Check the machine for damage, faults, and risks before operating, if detected take the necessary action as per organisation-approved procedures and ensure safety.
- Ensure all components and parts of the machine are available, clean, and ready for use.
- Ensure the machine is calibrated and approved for usage.
- Ensure the environment is safe and suitable for equipment operation.
- Ensure the dials are at zero and the mains are off.
- Switch on the mains and operate the equipment at low intensity to test the equipment.
- Switch off the machine if any malfunction is noticed and report to the concerned personnel.
- Clarify the client's understanding and expectations prior to the commencement of the procedure.
- Explain the sensation, temperature and other sensory experiences the client is likely to experience to prepare them for it.
- Operate the equipment as per manufacturer's instructions in line with service procedure requirements.
- Clean and dismantle the machine as per organisation standards after service.
- Ensure electrodes are cleaned, handled and stored as per the manufacturer's instructions.

### Using an Electric Brush

**Step 1:** Rinse the face with plenty of water and leave the skin wet.

**Step 2:** Apply a little facial cleanser or gel.



**Step 3:** Turn on the brush and move over the face in a circular manner.

**Step 4:** Hold the brush on each area for at least a few seconds to cleanse that area properly.

**Step 5:** After the treatment rinse the face with plenty of water and pat dry with a soft clean towel.

**Step 6:** Apply usual moisturiser to hydrate the skin.

#### **Contra-indications**

- This treatment is not suitable for people with sensitive skin.
- This includes conditions that affect skin such as eczema, psoriasis and rosacea.
- This is not advisable for people with varicose veins on their face.

### **Galvanic Electro-facial skin treatment**

This treatment is most commonly used as cosmetic facial electrotherapy. Galvanic electro-facial skin treatment carried out to ensure better extraction of skin impurities. This treatment also enhances penetration of various skin care products. A sophisticated galvanic device is required which emits Direct Current (DC) to bring some chemical changes in the skin.

#### **Galvanic Electro-Facial Skin Treatment**

**Step 1:** Apply acidic solution on the skin.

This is done to open up the skin pores, soften tissues and increase the blood circulation. The acidic solution breaks down the skin oil stuck in the pores, clears the follicles and extracts any skin impurities.

**Step 2:** Apply an alkaline solution to the skin. This step closes the pores and reduces blood circulation in that area. This also soothes the nerves.

**Step 3:** Use a galvanic positive probe to improve the penetration of skin care products (**Figure 2.6**). This step is also called as 'iontophoresis'.



**Figure 2.6: Galvanic facial skin**

#### **Effects of this treatment are:**

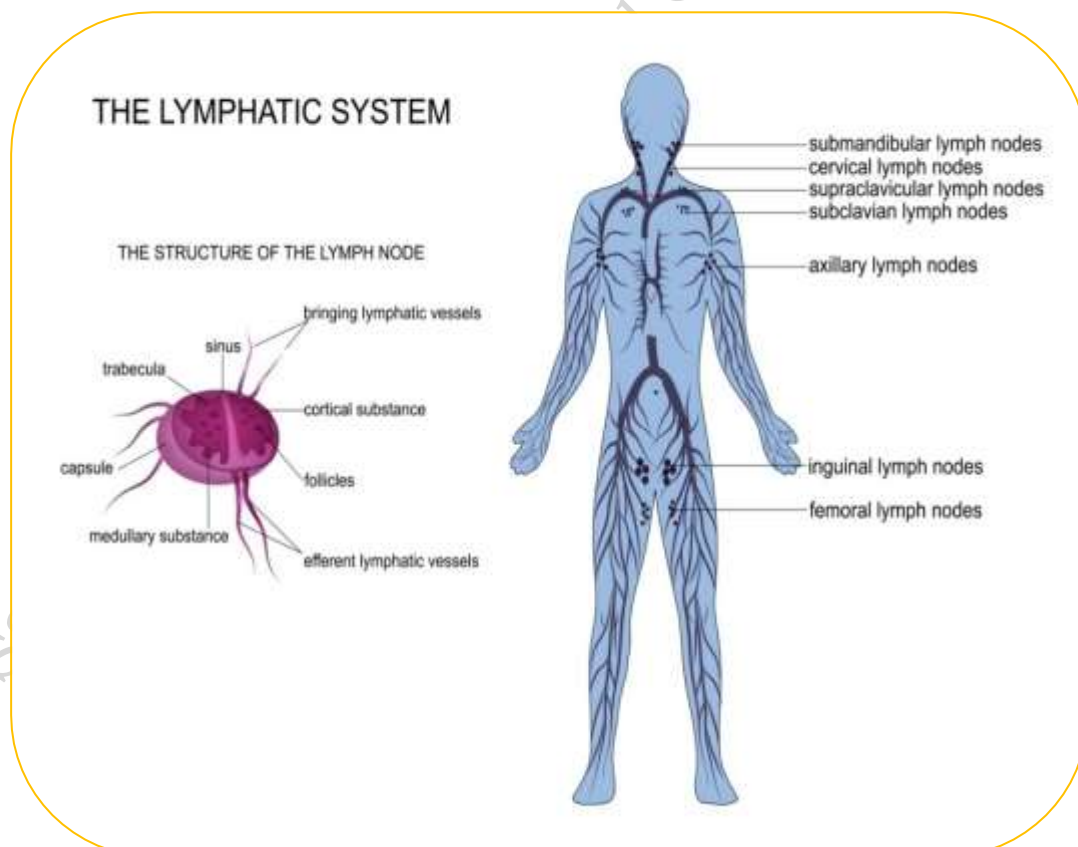
- Complete cleansing and detoxification
- Increases blood circulation
- Reduced appearance wrinkles and fine lines
- Effective application of skin care products
- Makes the skin brighter

### Contra-indications

- Skin infection or irritation
- Vascular or hypersensitive skin
- Sinusitis
- Epilepsy
- Excessive fillings

### Lymphatic drainage facial machine

It is a soothing and relaxing massage using gentle brush motions to reduce swelling in the eye, neck area and rest of the face. The body's lymphatic system consists of a large network of lymphatic vessels and nodes (**Figure 2.7**). The lymphatic system is linked to the immune system. This machine virtually retains the body's lymphatic system by rhythmic suction. This machine helps to improve circulation, swelling, congestion and dull skin. This treatment helps in the removal and filtering of wastes, toxins and excess fluid from cells. This treatment is highly recommended for acne, couperose and general congestion of the lymphatic system. This is not an ordinary massage. Such treatment should be provided by only trained personnel.



**Figure 2.7: Lymphatic system**

### **Lymphatic drainage facial machine**

**Step 1:** Perform a deep skin cleansing.

**Step 2:** Slough off dead skin cells of the upper layer using the diamond microdermabrasion technique.

**Step 3:** Steam the skin using a vapour steamer. This process opens up the pores.

**Step 4:** Ready the machine for the treatment. Stimulate the flushing out using a soft gripping technique. Apply pressure and strokes at the same time (**Figure 2.8**).

**Step 5:** Massage using a Hyaluronic acid into the skin. The serum nourishes and moisturises the skin.

**Step 6:** Lie back and relax with a special face mask.

#### **Contra-indications**

- Acute inflammation may be caused by bacteria, viruses and poisons.
- There is a fear of spreading the cancer.
- This treatment may result in free-floating blood clots in the circulatory system



**Figure 2.8: Lymphatic drainage facial treatment**

### **Microdermabrasion or Ultrasonic Exfoliation**

This treatment removes dead skin cells to even out the skin tone. This procedure stimulates circulation and makes the skin smooth. It is critical to understand client's skin type and condition before proceeding with this treatment. It is recommended for thicker skin. It is advised not to perform this treatment for the sensitive skin.

### Ultrasonic Exfoliation

**Step 1:** Apply water solution to the skin to loosen surface dead skin cells.

**Step 2:** Using an ultrasonically activated spatula, lift dry skin cells off the skin. During this process, water solution gets infused deep into the skin and hydrates new cells (**Figure 2.9**).



**Figure 2.9: Ultrasonic exfoliation treatment**

### Contra-indications

- Skin diseases
- Neuralgia eye and trigeminal nerves
- Acute infectious diseases
- Dilated capillaries
- Tumors and postoperative period
- Recently made chemical peeling
- Pregnancy
- Tuberculosis

## Activities

### Activity 1: Perform deep cleansing with an electric brush

#### Materials Required:

The following resources are required:

- Facial cleanser or gel
- Moisturiser
- Electric Brush

#### Step by Step Procedure:

**Step 1:** Rinse the face with plenty of water and leave the skin wet.

**Step 2:** Apply a little facial cleanser or gel.

**Step 3:** Turn on the brush and circularly move over the face.

**Step 4:** Hold the brush on each area for at least a few seconds to cleanse that area properly.

**Step 5:** After the treatment rinse the face with plenty of water and pat dry with a soft clean towel.

**Step 6:** Apply the usual moisturiser to hydrate the skin.

**Activity 2: Provide Galvanic Electro-facial skin treatment****Materials Required:**

The following resources are required:

- Acidic solution
- Alkaline solution
- Galvanic probes
- Electric Brush

**Step-by-Step Procedure:**

**Step 1:** Apply acidic solution on the skin. This is done to open up the skin pores, soften tissues and increase the blood circulation. The acidic solution breaks down the skin oil stuck in the pores, clears the follicles and extracts any skin impurities.

**Step 2:** Apply an alkaline solution to the skin. This step closes the pores and reduces blood circulation in that area. This also soothes the nerves.

**Step 3:** Use a galvanic positive probe to improve the penetration of skin care products. This step is also called as 'iontophoresis'.

**Activity 3: Use of Lymphatic facial machine****Materials Required:**

The following resources are required:

- Skin cleanser
- Vapour steamer
- Hyaluronic acid
- Face mask
- Lymphatic facial machine

**Step by Step Procedure:**

**Step 1:** Perform a deep skin cleansing.

**Step 2:** Slough off dead skin cells of the upper layer using the diamond microdermabrasion technique.

**Step 3:** Steam the skin using a vapour steamer. This process opens up the pores.

**Step 4:** Ready the machine for the treatment. Stimulate the flushing out using a soft gripping technique. Apply pressure and strokes at the same time.

**Step 5:** Massage using a Hyaluronic acid into the skin. The serum nourishes and moisturises the skin.

**Step 6:** Lie back and relax with a special face mask.

## Check Your Progress

### A. Multiple Choice Questions

1. What is the primary purpose of galvanic electro-facial skin treatment?
  - a. To relax facial muscles
  - b. To enhance the penetration of skin care products
  - c. To promote hair growth
  - d. To exfoliate dead skin cells
2. Which condition is a contraindication for using an electric facial brush?
  - a. Normal skin
  - b. Oily skin
  - c. Eczema
  - d. Combination skin
3. What type of machine is used for lymphatic drainage facial treatment?
  - a. Galvanic machine
  - b. High-frequency machine
  - c. Ultrasonic exfoliation machine
  - d. Lymphatic drainage facial machine
4. In ultrasonic exfoliation, what is applied to the skin before using the ultrasonically activated spatula?
  - a. Acidic solution
  - b. Moisturizer
  - c. Water solution
  - d. Alkaline solution
5. What is a key benefit of using an electric brush for facial cleansing?
  - a. It completely eliminates the need for moisturizers.
  - b. It removes dead skin cells and allows better absorption of nutrients.
  - c. It can be used on sensitive skin without any risks.
  - d. It is less effective than manual cleansing.

### B. Subjective Questions

1. Explain the steps involved in galvanic electro-facial skin treatment. How does each step contribute to the overall effectiveness of the treatment?
2. Discuss the contraindications for using electric facial treatments. Why is it important to consider these contraindications before proceeding with a treatment?
3. Evaluate the benefits and limitations of microdermabrasion or ultrasonic exfoliation as a skin treatment option. In what cases would you recommend one over the other?

**Module 3****Salon Reception Duties****Module Overview**

A salon receptionist has to work in a busy environment with a lot of people coming and going. A smiling face and a friendly nature will make the clients feel welcome and at home. A receptionist needs to be acquainted with all the services that the salon offers so as to answer the queries of the customers. Good administrative skills are a plus in this position.

The session focuses on client care within the beauty therapy field. It covers how beauty therapists can create a welcoming and professional environment, providing personalized treatments that cater to the specific needs of each client. You will learn how to communicate effectively, ensure client comfort, and maintain a high level of service throughout the treatment process.

The second session covers the importance of maintaining an organized, clean, and welcoming reception area in a beauty therapy setting. Since the reception area is often the first point of contact for clients, the session emphasizes the impact of first impressions and the role the space plays in client satisfaction and retention.

The last session provides an overview of payment processing in a beauty therapy environment. It covers various methods of payment, how to handle transactions efficiently, and the importance of accuracy in financial dealings. You will learn the best practices for managing payments in person and online, ensuring a smooth client experience.

**Learning Outcomes**

On completion of this unit, the student will be able to:

- State qualities of a good salon receptionist.
- List responsibilities of a receptionist.
- Explain the importance of personal grooming.
- Schedule an appointment for with a client.
- Maintain reception area as per salon standards.
- Process payments using different methods.



## Module Structure

Session 1: Client Care

Session 2: Maintaining Reception Area

Session 3: Payment Processing

### Session 1: Client Care

Client care in beauty therapy is essential for creating a professional and welcoming experience while ensuring the health, safety and satisfaction of clients. Excellent client care goes beyond just providing treatments; it includes effective communication, hygiene, personalization and aftercare advice.

A Receptionist at a Beauty Parlour plays a vital role in ensuring smooth operations and providing excellent customer service. The various responsibilities of a Receptionist are as follows:

1. **Greeting clients:**
  - Welcoming clients as they arrive, making them feel comfortable, and addressing their needs.
2. **Appointment scheduling:**
  - Managing bookings for beauty treatments, keeping an organized schedule to avoid overlap, and coordinating with stylists and beauticians.
  - Using salon management software or booking systems.
3. **Handling inquiries:**
  - Answering phone calls, emails, and in-person queries about services, pricing, and availability.
  - Providing detailed information about various treatments and recommending services based on client needs.
4. **Managing payments:**
  - Handling cash, credit card transactions, and any other payment methods.
  - Preparing invoices and ensuring accurate billing for services rendered.
5. **Client records management:**
  - Maintaining a database of regular clients, tracking appointments, preferences, and any special requests.
  - Updating client profiles with contact information and treatment history.
6. **Inventory management:**
  - Assisting with the ordering and stocking of beauty products and supplies.
  - Ensuring retail products are displayed attractively and are available for clients.

**7. Coordination with staff:**

- Communicating client preferences or special requests to beauty therapists, hairstylists, or makeup artists.
- Ensuring the salon runs on time and smoothly, adjusting schedules as needed.

**8. Maintaining a clean and organized workspace:**

- Ensuring that the reception area is tidy and presentable.
- Keeping brochures and product displays organized.

**9. Customer service:**

- Handling complaints or issues professionally, resolving them promptly to ensure customer satisfaction.
- Offering refreshments or additional comforts while clients wait.

**10. Promotions and upselling:**

- Informing clients about current promotions, discounts, or new services.
- Suggesting add-on treatments or beauty products to enhance the client's experience.

**Personal grooming**

Grooming is important for a positive self-image to maintain a pleasing and attractive appearance. Grooming is fundamental to project a positive first impression on the guests. A fresh and groomed person makes the guest feel happy about the place. The following steps are important:

- Hair should be clean and styled appropriately
- Nails, skin and teeth should be kept clean
- Wear natural make-up
- Use soft perfumes or body spray to avoid body odour
- Avoid too much jewellery
- Wear clean clothes
- Wear clean footwear

**Booking appointments**

A salon receptionist's main task is to take the phone calls and book the appointments. A salon's services are mostly booked beforehand and over the phone. This calls for a prompt action, organising skills, positive behaviour (**Figure 3.1**).



**Figure 3.1: A salon receptionist**

**Recording medium**

- Most of the salons use hard copies, as in, registers to record the appointments.
- Some might use technical methods like a computer data base.
- The computers are a faster method in scheduling an

appointment but in case of a technical breakdown, this might pose a problem.

- Salons prefer to keep a hard copy too which can be accessed without any problems of failure or deletion of data.
- Previous records are also needed to know the history of a client.

### Dealing with calls

- A salon receptionist has to talk politely and in a friendly manner.
- The first thing to be done is a happy greeting.
- They have to be patient and courteous with all type of customers under all circumstances.
- They have to listen carefully and understand the requirement of the customer.
- They should try to develop a positive relationship with a customer.

### Scheduling an Appointment

**Step 1:** The first thing to be noted is customer name and contact details followed by service or treatment required, time and date of appointment, name of the person providing the service.

**Step 2:** Note the details accurately and promptly in a suitable medium.

**Step 3:** Schedule the bookings after estimating timings of the services.

**Step 3:** Politely decline the timings if the asked slots are unavailable and offer the closest solution possible keeping in mind the need and preference of the client.

### Handle the clients

As a Receptionist you need to communicate well with all the people. This includes speaking, listening, using body language, knowing what to say and how to say it and understanding all the services and products.

### Guidelines

- Greet the clients and ask them politely to take a seat (**Figure 3.3**).
- Assign the stylist or service provider to the client or assist them to the designated area.
- If there's a delay, offer them water or tea/coffee.
- Make sure the lounge or waiting area is organised and has magazines to help the waiting clients pass their time.
- Try to accommodate special or non-booked guests in consultation with the personnel.
- Inform clients of organisational facilities, services, prices and layout as required.
- Reply to the emails according to the organisational protocol.

- Never disclose any information about a client to any unauthorised personnel or other clients.
- Apologise to a client in case of a wrong booking, delay in service or any other mistake on which they are angry. Try to calm them down, offer and arrange a rectification if possible.
- Pass on messages to a client.
- Maintain the display and assist a client if asked.

## Activities

### Activity 1: Scheduling an appointment

#### Materials Required:

The following resources are required:

- Appointment book
- Telephone

#### Procedure:

**Step 1:** The first thing to be noted is customer name and contact details followed by service or treatment required, time and date of appointment, name of the person providing the service.

**Step 2:** Note the details accurately and promptly in a suitable medium.

**Step 3:** Schedule the bookings after estimating timings of the services.

**Step 3:** Politely decline the timings if the asked slots are unavailable and offer the closest solution possible keeping in mind the need and preference of the client.

## Check Your Progress

### A. Multiple Choice Questions

1. Which of the following is NOT a responsibility of a receptionist in a beauty parlour?
  - a. Greeting clients
  - b. Performing beauty treatments
  - c. Appointment scheduling
  - d. Managing payments

2. When booking appointments, what information is essential for the receptionist to collect from the client?
  - a. Client's social media accounts
  - b. Client's personal preferences in music
  - c. Client's name, contact details, and service required
  - d. Client's favourite beauty products
  
3. What is the main purpose of maintaining a clean and organized reception area in a beauty parlour?
  - a. To impress the staff
  - b. To ensure the business looks busy
  - c. To create a welcoming atmosphere for clients
  - d. To store beauty products
  
4. If a client has a complaint about a service delay, what should the receptionist do?
  - a. Ignore the complaint
  - b. Apologize and arrange for rectification
  - c. Blame the service provider
  - d. Tell the client to wait longer
  
5. Which of the following is a key guideline for handling clients as a receptionist?
  - a. Only speak when spoken to
  - b. Disclose client information to others
  - c. Greet clients and ask them to take a seat politely
  - d. Ignore special requests from clients

### **B. Subjective Questions**

1. Describe the importance of effective communication in client care within a beauty therapy setting. How does it impact client satisfaction and retention?
2. What are the essential personal grooming practices a receptionist should follow to create a positive first impression in a beauty parlour? Discuss how each practice contributes to the overall client experience.
3. Explain the steps a receptionist should take when handling an appointment booking. Why is each step crucial for maintaining a professional and efficient environment?
4. How will you schedule an appointment?
5. Name the areas of responsibility of a salon Receptionist.

## Session 2: Maintaining the Reception Area

Maintaining the reception area in a beauty therapy setting is crucial for creating a positive first impression and ensuring a welcoming, professional atmosphere.

### Maintaining the reception

Maintaining the reception area in a beauty therapy or any other service-based business is crucial because it serves as the first point of interaction between the client and the business. A well-maintained reception area impacts the overall experience, client perception, and operational efficiency.

The reception area is the first-place clients see when they enter your establishment.

A clean, organized, and welcoming space helps create a positive and lasting first impression. It reflects the professionalism, standards, and quality of the services offered, building trust and confidence in the client.

### Front Desk

The front desk is the first area where a client gets the first impression of the salon. The facilities of the reception area include the seating area, cloakroom, hot and cold drinks, newspapers and magazines and retail displays. It should be clean and tidy and well organised. It should have enough space for keeping the appointment registers, telephone, necessary stationary, etc. **(Figure 3.4).**



**Figure 3.4: A well organised front desk**



### Retail Area

Keeping a dedicated space for presenting beauty products to the customers (**Figure 3.5**) is a great idea. It is best if they can pick it and read the label and get to know the price too. The fancy displays or locked displays might scare off a customer, so, it's better to have a simple and clean display of products.



**Figure 3.5: Salon retail area**

### Storage Area

The records should be neatly and chronologically kept in the files and stored properly (**Figure 3.6**). They should be labelled and kept in a way that makes it easy to retrieve them easily at the time of need.



**Figure 3.6: Document storage racks**

### Longue Area/Waiting Area

It should be clean and without any unpleasant odours (**Figure 3.7**). Magazines and newspapers should be kept neatly. Make sure the coffee machines are operational and clean. Offer water to the client and make them comfortable. Remember to switch off all the electronic equipment, fans and lights at the end of the day.



**Figure 3.7: Waiting area of a Beauty Salon**



## Activities

### Activity 1: Maintain the reception area

#### Materials Required:

The following resources are required:

- Service menu
- Telephone
- Various beauty products
- Newspaper, magazine etc.

#### Procedure

**Step 1:** Organise the reception desk as per salon standards.

**Step 2:** Verify that the reception area is clean and tidy.

**Step 3:** Ensure that the telephone is in the working condition.

**Step 4:** Check that the products are displayed at a prominent location.

**Step 5:** Ensure that the customer lounge is clean.

## Check Your Progress

### A. Multiple Choice Questions

1. Why is maintaining the reception area crucial in a beauty therapy setting?
  - a. It serves as a storage space for products
  - b. It impacts the overall experience and client perception
  - c. It is where beauty treatments are conducted
  - d. It is primarily for staff meetings
2. Which of the following should NOT be included in the reception area?
  - a. Clean seating area
  - b. Well-organized appointment registers
  - c. Unkempt furniture
  - d. Retail displays
3. What is the purpose of the retail area in the reception?
  - a. To store all the salon's equipment
  - b. To present products in a way that clients can easily access and understand them
  - c. To display outdated products
  - d. To serve as a waiting area
4. How should client records be stored in the reception area?
  - a. Randomly in any available drawer
  - b. Neatly and chronologically, labelled for easy retrieval

- c. In a digital format only
  - d. In a pile on the front desk
5. What should be done at the end of the day regarding the reception area?
- a. Leave everything on for the next day
  - b. Switch off all electronic equipment, fans, and lights
  - c. Clean only the waiting area
  - d. Ignore the cleanliness and organization

### B. Subjective Questions

Answer the following questions

- a. Name some of the facilities provided in the reception area.
  1. State the significance of the retail area.
  2. How to organise the records of a salon?
  3. Discuss the impact of a well-maintained reception area on client trust and confidence in a beauty therapy business. How does this influence their overall experience?
  4. Describe the key elements that should be included in the reception area of a beauty therapy setting and explain how each contributes to a positive client experience.
  5. Explain the importance of having an organized storage area for client records in a beauty therapy business. How does this practice enhance operational efficiency and client service?

## Session 3: Payment Processing

Payment processing is a critical component of any beauty therapy business as it ensures smooth, secure, and efficient financial transactions between the business and its clients. Offering multiple payment options and ensuring a seamless experience can significantly enhance client satisfaction and streamline business operations.

### Common methods of payment

These are common methods used in various retail and service industries.

- **Cash Transaction:** Payment made using physical currency (notes and coins).
- **Debit Card:** Payment using funds directly from the payer's bank account.
- **Credit Card:** Payment using borrowed funds from a credit card issuer, to be repaid later.
- **Part Cash/Part Debit Card:** Payment split between cash and debit card funds.

- **Loyalty Card:** Payment made using rewards or points accumulated through a loyalty program.
- **Gift Voucher:** Payment made using a pre-paid voucher or card issued by a retailer or service provider.

**Best Practices for Payment Processing:**

- **Cash Handling:** Maintain an adequate amount of change in the cash box to facilitate cash transactions smoothly.
- **Invoice Generation:** Ensure invoices are carefully generated, whether using manual or computerized billing systems, in line with salon procedures.
- **Discount Application:** Accurately calculate and apply any discounts or special offers to the client's invoice.
- **Loyalty Program Management:** Loyalty cards are a great tool for fostering client loyalty. Points are awarded for services or products purchased and can be redeemed on future visits.
- **Receptionists should be well-trained in how to redeem points when requested by the client.**
- **Gift Voucher Transactions:** The receptionist should be familiar with the process of both selling and redeeming gift vouchers and be prepared to assist clients with any related queries.
- **Customer Queries:** Receptionists should handle customer billing inquiries politely and efficiently, providing clear explanations when needed.
- **Escalation Protocol:** Escalate any severe issues—such as counterfeit currency, declined cards, damaged equipment, or difficult customers—to higher management promptly.
- **Confidentiality:** Always protect passwords and sensitive financial information, ensuring it is never disclosed to unauthorized personnel.
- **Swipe Machine Operation:** Receptionists must be proficient in operating card machines to process debit and credit card payments.
- **Shift-End Procedures:** At the end of each shift, the receptionist should calculate and hand over cash and receipts to the designated person responsibly.

## Activities

### Activity 1: Carrying out online transaction

#### Materials Required:

The following resources are required:

- Service menu
- Dummy invoice
- Point of Sale (POS) machine

#### Step by Step Procedure:

- Step 1:** Show the invoice to the client and explain the details.
- Step 2:** Check with the client what method of payment he/she prefers.
- Step 3:** If the client is willing to make the payment by the card, then request the client to provide the card.
- Step 4:** Check the type of card and swipe or insert the card in the machine.
- Step 5:** Enter the amount correctly.
- Step 6:** Ask the client to enter the password when prompted.
- Step 7:** Once the transaction is complete, handover the card and the receipt to the client.
- Step 8:** Thank the client for their visit.
- Step 9:** Ask for the feedback from the client and if there were any service lapses, apologise for the same.
- Step 9:** Greet clients as per the salon standards.

## Check Your Progress

### A. Multiple Choice Question

1. Which of the following is NOT a common method of payment in beauty therapy businesses?
  - a. Cash Transaction
  - b. Debit Card
  - c. Cryptocurrency
  - d. Gift Voucher
2. What is a best practice for cash handling in a beauty therapy setting?
  - a. Keep only large bills in the cash box
  - b. Maintain an adequate amount of change for smooth cash transactions
  - c. Only accept cash payments during peak hours

- d. Rely solely on card payments
3. When processing payments, what should a receptionist do if a customer has a loyalty card?
    - a. Ignore the loyalty card
    - b. Ask the customer to pay in cash instead
    - c. Redeem points and apply any discounts accurately
    - d. Offer a cash discount instead of using the loyalty points
  4. What should a receptionist do at the end of their shift regarding cash handling?
    - a. Leave the cash drawer open for the next shift
    - b. Calculate and responsibly hand over cash and receipts to the designated person
    - c. Deposit all cash in the nearest bank ATM
    - d. Discard all cash and start fresh the next day
  5. What should a receptionist do if a customer attempts to pay with counterfeit currency?
    - a. Accept the currency and move on
    - b. Politely inform the customer and escalate the issue to higher management
    - c. Ignore the situation and serve the next customer
    - d. Report the customer to the authorities immediately

### **B. Subjective Questions**

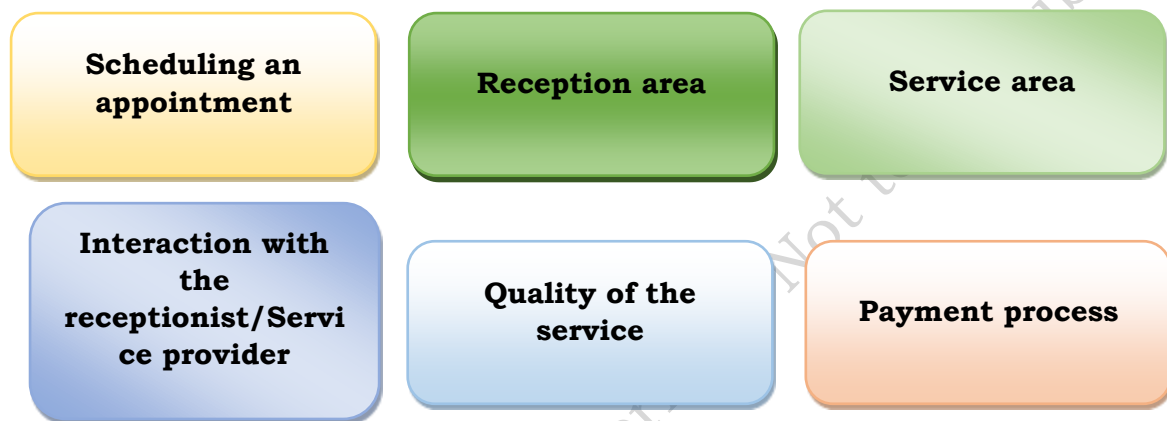
1. Discuss the importance of offering multiple payment options in a beauty therapy business and how it can enhance client satisfaction.
2. Explain the best practices for payment processing in a beauty therapy setting, highlighting how these practices can improve operational efficiency and client trust.
3. Describe the role of a receptionist in managing loyalty programs and gift vouchers. How can effective management of these tools contribute to customer retention and satisfaction?
4. What are the different methods of payment?

<b>Module 4</b>	<b>Demonstrating Positive Impression and Personal Presentation</b>
<b>Module Overview</b>	
<p>This Module deals with creating a positive impression in a salon workplace, which is essential for fostering client trust, building lasting relationships, and maintaining a professional, welcoming environment.</p> <p>In the first session, you will learn the importance of creating a positive and lasting impression in the workplace. The session highlights how professionalism, behaviour, and communication skills can contribute to a welcoming and efficient environment. You will be equipped with strategies to present yourself effectively, fostering trust and respect from both clients and colleagues. The second session focuses on personal grooming, which is essential for creating a professional image and enhancing self-confidence in the workplace. You will learn how to maintain good hygiene, dress appropriately for their job role, and present themselves in a manner that reflects professionalism and aligns with workplace expectations.</p>	
<b>Learning Outcomes</b>	
<p>On completion of this unit, the student will be able to:</p> <ul style="list-style-type: none"> <li>• Explain the code of conduct for a Beauty Therapist.</li> <li>• State the importance of professional skills like Decision Making, Problem Solving, Planning, Time Management and Customer Centricity for your role.</li> <li>• Describe the importance of Language skills.</li> <li>• Communicate effectively at the workplace.</li> </ul>	
<b>Module Structure</b>	
Session 1: Creating Positive Impression at the Workplace	
Session 2: Personal Grooming and Presentation	

## Session 1: Creating Positive Impression at the Workplace

A client walking into the salon will expect the salon to be clean and tidy. The reception area is the first point of contact. The well-organized reception will make the client feel happy and assured of the best services.

A client also expects a caring and comfortable environment. All efforts should be made to make the client comfortable during the service from scheduling an appointment to the payment.



### Reception Area

To create a positive impression, you must ensure that:

- The reception desk is always tidy.
- Flowers are replaced at least once a week.
- Current magazines are available for the customer.
- Empty cups are removed as soon as possible.

### Salon Staff Room

After using the Staff Room, please ensure:

- All books, manuals, and magazines have been placed in the correct place.
- The dishes have been washed and put away.
- The client's dishes have been washed and put away.



## Providing a Caring Environment

Clients like to feel comfortable and relaxed while they are having their treatments done. They like to think you are relating to them and their needs. For your client to feel comfortable with you, your behaviour must be genuine and sincere. How well you communicate your care, courtesy and your competence will encourage them to become a regular client.

### Caring environment

To provide a caring environment you must:

- Demonstrate a positive attitude towards work and other people.
- Have a clean and neat appearance (**Figure 4.1**).
- Show a friendly and courteous attitude to each other and to the clients. Always acknowledge the client, even if you are on the phone or with someone else.
- Have high personal standards of behaviour and conduct.
- Be punctual, reliable and efficient. If you are running late for work, call the salon immediately. If you are running behind schedule, explain the delay to your client; most will understand.



**Figure 4.1: Neat service area**

Apologise for the inconvenience and do not blame anyone.

- Be reassuring to your client and put them at ease by your behaviour. This includes devoting your full attention to the client. It is rude to chat with other staff while attending to your client, however professional discussion with co-workers is permissible.

### Making the Client Comfortable

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

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

## Communication

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

### Answering the Telephone

Opinions of a salon can be formed by the operator's telephone technique and customers can be lost through poor telephone service. Therefore, you must use good telephone techniques to provide a high standard of customer service.

### Communicating by Telephone

Speaking on the telephone is a little different to communicating with a person face to face. On the phone you can hear (tone of voice, intonation, volume), but you cannot see (facial expressions, gestures, body language). Telephone communication is approximately 25% words and 75% tone or the way the words are said. Therefore, when you are communicating on the phone you will need to compensate for what you cannot see.

## Communication using a Telephone

### Voice

When you are speaking on the telephone:

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

### Words

Choose your words carefully because the listener cannot see you. Repeat and check names, times, dates and phone numbers.

### Body language

Even when the phone is answered with "Hello?" You can tell if that person is happy, bored or hassled. Smiling when you announce yourself can help to make you sound pleased to receive the call.

### Telephone Communication Difficulties

Some of the telephone communication difficulties are:

- Not seeing the other person.
- Noise – in the background or on the line.
- Distractions – someone trying to attract your attention while you're on the phone.
- Language - poor enunciation or an unfamiliar accent.

### Ways to reduce these difficulties

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

### Answering the Phone

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

Three rings will give you time to:

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

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

Answer the phone efficiently, when answering the phone:

- Say “Good morning” or “Good afternoon” or “Namaste”
- Announce the salon name clearly
- Have a pen and paper ready to take notes
- Listen carefully to the caller
- Ask questions to clarify the caller's needs

### Responding to the customer's needs - using questions on the telephone

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

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

### Taking Messages

Sometimes people will call the salon to speak to an operator who is unavailable or will want to leave a message. In these situations, it will be necessary to write down a message. Do not rely on your memory.

All messages must be written neatly and accurately. Accurate message taking is very simple and should include:

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

### Personal telephone call ethics for the staff

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

### Code of Conduct

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

- Show respect and be fair and courteous to others.
- Do not criticise other staff or salons.
- Be honest and always keep your word.
- Behave professionally.
- Unlawful discrimination or harassment should not be tolerated and should be reported immediately.
- It is inappropriate to speak about religion, politics, another person's sex life, gossip or swear.

### How to Handle Contraindications?

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

You should:

- a. Avoid speaking loudly about the condition.
- b. Reassure the client and inform them of the available treatments.
- c. Maintain professional and caring behaviour, Tolerance and Respect.

As a Beauty Therapist you will come into contact with many different people and not always will you agree and understand many of their values. However, you must learn to recognise different values and respect the rights of anyone who thinks differently to you. It is important not to show any prejudice, e.g., racial or religious intolerance. We have laws, which make it illegal to discriminate against another person on the grounds of their sex, race, disability, religion, sexual orientation or political beliefs.

**Confidentiality:** Clients will often discuss their personal life with you. You should always be polite and listen. However, when a client confides in you, it is important to be discrete and not to repeat what the client has said.

Always remember the professional nature of your relationship with the client. If possible, discourage your client from divulging extremely personal and intimate information. Likewise, you should not burden your client with your own personal problems.

Remember they are in your salon to have their massage done and to walk out feeling good.

## Things to Avoid

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

### Alcoholism

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

- Increases risk of heart diseases, cancer, impaired immune system, liver infection (Cirrhosis) etc.
- Reduced work focus and drop in performance.
- Degradation in social and economic status.
- Induces withdrawal symptoms like anxiety, trembling, fatigue, headache, depression etc.



### Tobacco

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

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



### Ghutka

*Ghutka* is a smokeless tobacco product commonly used in parts of India and South Asia. It is a mixture of crushed areca nut, tobacco, slaked lime, and various flavorings, packaged in small pouches. Despite its widespread use, *ghutka* poses serious health risks.

Impact of *Gutkha* on health:

- Loss of sensation in tongue
- Disfigured mouth
- Increased sensitivity to heat, cold and spices
- Inability to open the mouth
- Swelling, lumps, rough spots on gums or in other places inside the mouth (**Figure 4.2**)
- Unexplained bleeding in mouth
- Difficulty in swallowing and finally
- Mouth Cancer



**Figure 4.2: Effect of tobacco**

### Work effectively as part of a team

The goal of any beauty salon is to anticipate and fulfill clients' needs within a healthy and happy salon environment thereby promoting a thriving business. To achieve your salon's objectives, you and your colleagues need to agree on ways of working together in the salon towards a common goal.

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

A team will also be made up of different personalities and everyone needs to get on when working together as part of a team. The team will only be effective if everyone feels they are working equally and resentment will build up if some team members are not working as hard as others. Make sure you are an effective team member by working as hard as you can. Regular team meetings (ideally weekly) will help to maintain a good working relationship, as any problems can be sorted out in a business-like forum.

#### How to be an Effective Team Member?

On joining a salon you will become part of a team and will be expected to work with other team members, colleagues to ensure the smooth running of the salon (**Figure 4.3**).

A good team has the right number of people who possesses the following qualities:

- Clear objectives and a sense of direction
- Good balance of planning and action
- Good communication skills
- Flexibility and tolerance
- Clarity about the job roles
- A sense of humour
- The right mix of different types of skills required for the tasks
- Good listening skills
- A fair but decisive leader

Team spirit can be lost:

- if one member of the group works on his or her own, that is, not as part of the team
- if there is a breakdown in communications
- if team member(s) are unwilling to be flexible and tolerant of others' mistakes



**Figure 4.3: Working in a team**



- When there is too much work for too few people
- When job roles become blurred and people encroach upon areas they should not.

As a team member, it is one's responsibility to know:

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

### Remember

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

## Check Your Progress

### A. Multiple Choice Questions

1. What is the primary purpose of maintaining a tidy reception area in a salon?
  - a. To make the salon staff feel better about their work environment
  - b. To create a positive first impression for clients
  - c. To keep magazines organized for the clients
  - d. To ensure the salon remains clutter-free

2. Which of the following actions is NOT part of providing a caring environment for clients in a salon?
  - a. Acknowledging clients even when busy
  - b. Chit-chatting with other staff while attending to a client
  - c. Maintaining a neat and clean appearance
  - d. Being punctual and reliable
3. When answering a phone call in the salon, what should be included in your greeting?
  - a. Your name only
  - b. The salon name and your name
  - c. A detailed list of services
  - d. An apology for the inconvenience of the call
4. Which of the following is considered an important aspect of communication over the phone?
  - a. Using complex vocabulary to impress the caller
  - b. Relying on body language to convey messages
  - c. Speaking clearly and directly into the mouthpiece
  - d. Keeping the conversation brief at all times
5. In the context of maintaining team spirit in a salon, which of the following is a detrimental behaviour?
  - a. Offering help to colleagues
  - b. Maintaining open communication
  - c. Working independently without team collaboration
  - d. Participating in regular team meetings

### **B. Subjective Questions**

Answer the following questions:

1. How should a salon reception area be organised?
2. How will you provide a caring environment for a client?
3. State the importance of communication in providing a positive impression at a work place.
4. What are some of the difficulties of telephone communication?
5. List code of conduct for a salon staff.

## **Session 2: Personal Grooming and Presentation**

A Beauty Therapist provides beauty treatment to clients to enhance their personal appearance. A client also expects their service provider to be well groomed. This will have a positive impression on the client. A pleasing appearance reflects professionalism. In this session, we will study important aspects of personal grooming.

### What do we mean by grooming?

In simple terms, grooming is defined as the way we take care of our body and how we present ourselves.

#### Personal Grooming

1. Basic hygiene
2. Hair
3. Nails
4. Accessories
5. Teeth
6. Clothing
7. Makeup

#### Personal grooming

##### Taking Care of Skin

1. Skin care techniques such as cleansing, and application of toners and moisturisers keep the skin fresh and glowing.
2. Every individual must take a bath at least once a day. Daily showers prevent offensive body odour (**Figure 4.4**).
3. Use deodorant or antiperspirant.
4. Avoid sharing towels and soaps.



**Figure 4.4: Personal hygiene**

##### Hands and Feet Care

- Wash /sanitise your hands before and after the treatment using disinfectants.
- Adhere to the following process to soap and rinse your han
- Nails should be well clipped
- Scrub your feet with sponge, pumice stone or foot scrubber after a bath.
- Always wear sterile gloves while providing treatment.

##### Makeup

- Use a suitable foundation which suits your skin tone.
- Highlight good features.
- Makeup should be natural.

- Use light shades to cover up dark circles and lines on the forehead.
- Before applying a lipstick, outline the lip first.
- Use lip balms to moisturise your lips.
- Make sure that eyebrows are neatly shaped.

### Hair Care

- Wash hair and scalp thoroughly at regular intervals.
- Properly groom hair and avoid long hair.
- Hair longer than jaw line should be tied neatly in a bun.
- Brush your hair three to four times a day with soft bristled brush or a wide toothed comb.
- Oil the scalp at least once a week preferably an hour before the hair wash.
- Hair sprays /clips to be used to hold hair in place.

### Dental Care

- Brush teeth twice a day.
- Rinse mouth after every meal.
- Avoid chewing gums and tobacco.

### Uniform and Work Accessories

- Always wear clean and pressed uniform.
- Display your identity card as per salon standards.
- Avoid using bracelets, rings, necklaces, long earrings etc while providing the service.

### Maintaining Good Health and Posture

- Use height-adjustable couches and stools to prevent a backache.
- Exercise regularly to keep your hands flexible.
- Always maintain good body posture.
- Eat healthy food.
- Always maintain good body posture.
- Wear protective clothing as mandated by the salon.
- Wear comfortable and covered shoes.
- Use a mild perfume if required.

### Professional Etiquettes

To achieve excellence, every service provider has to adhere to the following guidelines:

- Be courteous.
- Communicate politely.
- Treat all the clients fairly.

- Suggest the best service to the client to meet their requirement.
- Show respect to colleagues, supervisor and clients.
- Develop a good rapport with the clients.
- Demonstrate good and ethical behaviour.
- Never disclose confidential information.
- Keep the workplace clean and tidy.
- Practice sanitation and sterilisation at all times.
- Follow health and safety norms.
- Identify potential risks and hazards at the workplace and take necessary actions.

## Check Your Progress

### A. Multiple Choice Questions

1. Which of the following practices is NOT recommended for maintaining proper hand hygiene before beauty treatments?
  - a. Washing hands with soap and water
  - b. Using disinfectants
  - c. Sharing towels with clients
  - d. Sanitizing hands after treatment
2. When applying makeup, which of the following is an essential step for ensuring a neat appearance?
  - a. Using dark shades for under-eye circles
  - b. Not outlining the lips before applying lipstick
  - c. Choosing a foundation that matches the skin tone
  - d. Avoiding the use of lip balms
3. What is the most important reason for a beauty therapist to maintain good dental care?
  - a. To enhance their appearance
  - b. To avoid bad breath and maintain professionalism
  - c. To ensure they can taste products effectively
  - d. To prevent gum disease
4. A beauty therapist notices that their posture has been poor during treatments, leading to discomfort. Which of the following actions should they take to improve their situation?
  - a. Continue using the same height couch and stool
  - b. Exercise regularly to keep hands flexible
  - c. Avoid stretching and stay in one position

5. Wear uncomfortable shoes

In terms of professional etiquette, how should a beauty therapist interact with clients to build a strong rapport?

- a. Ignore their questions and focus on the treatment
- b. Suggest services that meet their requirements while being courteous and respectful
- c. Disclose confidential information about other clients
- d. Communicate rudely if under stress

### B. Subjective Questions

1. Discuss the significance of personal grooming for beauty therapists and how it impacts their professional image and client perception. Provide examples.
2. Explain the key steps involved in maintaining proper skin care and how these contribute to the overall appearance of a beauty therapist. Why is this important in a client-service industry?
3. Analyze the role of professional etiquette in the beauty industry. How can adhering to professional etiquette guidelines benefit both the therapist and the client?
4. State the importance of personal grooming.
5. List methods to maintain the skin in healthy condition.
6. Explain 7 steps of washing hands with soap and water.
7. Why lip balms are applied over the lipstick?
8. How will you maintain a good health?
9. List some important aspects of professional etiquettes.

## Answer Key

### MODULE 1: MAKEUP SERVICES

#### Session 1: Basic Skin Types and Skin Tones

##### A. Multiple Choice Questions

1. (b)
2. (b)
3. (b)
4. (b)
5. (c)
6. (c)

#### Session 2: Makeup Products

##### A. Multiple Choice Questions

1. (c)
2. (b)

3. (b)
4. (a)
5. (b)
6. (c)
7. (c)
8. (a)

### **Session 3: Selection and Application of Makeup**

#### **A. Multiple Answer Question**

1. (c)
2. (b)
3. (c)
4. (a)
5. (b)
6. (b)

### **Session 4: The Colour Wheel**

#### **1. Multiple Choice Questions**

- 1.(c)
- 2.(c)
- 3.(b)
- 4.(c)
- 5.(b)

### **Session 5: Basic *Bindi* Designs**

#### **A. Multiple Choice Questions**

1. (c)
2. (c)
3. (b)
4. (a)
5. (a)

### **Session 6: Saree Draping**

#### **A. Multiple Choice Questions**

1. (b)
2. (c)
3. (a)
4. (b)
5. (c)
6. (a)
7. (b)



- 8. (b)
- 9. (c)
- 10(c)

### **Session 7: Makeup Removal Methods**

- 1.(c)
- 2.(b)
- 3.(c)
- 4.(d)
- 5.(b)

## **MODULE 2: FACIAL BEAUTY SERVICES**

### **Session1 Facial Steaming and Massage**

#### **A. Multiple Choice Questions**

- 1.(c)
- 2.(b)
- 3.(b)
- 4.(b)
- 5.(b)

### **Session 2: Electrical Facial Skin Treatment**

#### **A. Multiple Choice Questions**

- 1.(b)
- 2.(c)
- 3.(d)
- 4.(c)
- 5.(b)

## **MODULE 3: SALON RECEPTION DUTIES**

### **Session 1: Client Care**

#### **A. Multiple Choice Questions**

- 1.(b)
- 2.(c)
- 3.(c)
- 4.(b)
- 5.(c)

**Session 2: Maintaining the Reception Area****A. Multiple Choice Questions**

- 1.(b)
- 2.(c)
- 3.(b)
- 4.(b)
- 5.(b)

**Session 3: Payment Processing****A. Multiple Choice Questions**

- 1.(c)
- 2.(b)
- 3.(c)
- 4.(b)
- 5.(b)

**MODULE 4 DEMONSTRATING POSITIVE IMPRESSION AND PERSONAL PRESENTATION****Session 1: Creating Positive Impression at the Workplace**

- 1.(b)
- 2.(b)
- 3.(b)
- 4.(c)
- 5.(c)

**Session 2: Personal Grooming and Presentation**

1. (c)
2. (c)
3. (b)
4. (b)
5. (b)

**Glossary**

<b>Term</b>	<b>Description</b>
<b>Allergic and sensitive skin</b>	A skin that is sensitive to cold, heat and wind.
<b>Analogous colours</b>	The colours that are found right next to each other on the colour wheel are called as Analogous colours.
<b>Blusher</b>	Blushers are used to enhance the features of the face such as cheeks and eyes.

<b>Combination skin</b>	This can be identified by the oily centre panel or T-zone with pores and slight oil.
<b>Complimentary colours</b>	The colours are opposite to each other on the colour wheel is called as complimentary colours.
<b>Cool colours</b>	Colours with blue or red undertones.
<b>Dry skin</b>	Dry skin is due to lack of lubrication from the sebaceous glands.
<b>Eyeliners</b>	Eyeliners are used to define the eye area and to help accentuate the eye and lashes.
<b>Foundation</b>	Foundation is applied to achieve smooth and even complexion.
<b>Foundation primer</b>	This foundation primer is used to fill little cracks and pores.
<b>Hue</b>	Hue can be defined as the degree to which a stimulus can be described as similar to or different from stimuli that are described as red, green, blue and yellow.
<b>Liquid (cream) foundation</b>	Cream foundation is suitable for normal or dry skin.
<b>Mascara</b>	Mascara is used to enhance the eyelashes.
<b>Normal skin</b>	It is a balance between dry and oily skin.
<b>Oil-based foundation makeup</b>	This type of foundation is best suited for dry skin and provides temporary 'plump up' skin effect.
<b>Oily skin</b>	This type of skin is thicker and coarser than other types of skins.
<b>Primary colours</b>	Primary colours are red, yellow and blue.
<b>Secondary colours</b>	Secondary colours can be obtained by mixing the primary colours together.
<b>Shade</b>	Shade is the mixture of a colour which reduces lightness.
<b>Tertiary colours</b>	Tertiary colours are created by mixing a primary colour (red, blue, or yellow) with a secondary colour (orange, green, or purple) that is adjacent to it on the colour wheel.
<b>Tint</b>	The tint is defined as the mixture of a colour with white.
<b>Tone</b>	Tone refers to the lightness or darkness of a colour. It is created by adding gray to a colour or by adjusting the brightness of the colour itself.
<b>Undertone</b>	Undertone refers to the subtle, underlying colour that influences the overall appearance of a primary colour or shade. It is often less immediately visible but plays a significant role in determining how a colour is perceived. In makeup, fashion, or interior design, undertones can be cool (with hints of blue, green, or purple) or warm (with hints of red, yellow, or orange).

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