

Course Code - 642

HAND AND FOOT CARE

NSQF Level – 3

(Job Role: Pedicurist and Manicurist)



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A Word With You

Dear Learner,

Welcome to the vocational programme on “Hand and Foot Care”. This course has been planned to skill you to be a competent pedicurist and manicurist. This field provides you with unlimited opportunities being creative and innovative. This is a field where there are varied openings and a vast scope for progression in life.

As a pedicurist and manicurist you are expected to have a knowledge of the tools, equipments and materials used, besides the skills of carrying out procedures for different types of manicures and pedicures. You should not only be well versed with the services and service attitude but also exhibit a pleasant and professional personality, excellent interpersonal and communication skills. You must be tactful in dealing with clients, colleagues and the general public. The individual must exhibit a neat personal appearance and observe all prescribed norms of the local administration and the salon.

National Skill Development Corporation is working towards creating personnel trained in skills for a particular job role. In order to match the skill expected of a specific job role, NOS (National Occupational Standards) have been developed in different skill sectors. This courses comprises of all the NOS developed by the Beauty and Wellness Sector Skill Council and will train you to be competent for the job role of a “Pedicurist and Manicurist”.

Congratulations! for opting this course. As this is a vocational course, we expect you to practise as much as possible and master the requisite skills needed for this job.

We hope you will find the course interesting. We look forward to hear your comments and suggestions. Wishing you all a bright and successful future.

Course Team

How to use the Study Material

Congratulation! You have accepted the challenge to be a self-learner. NIOS is with you at every step and has developed the material in “*Hand and Foot Care*” with the help of a team of experts, keeping you in mind. A format supporting independent learning has been followed. If you follow the instructions given, then you will be able to get the best out of this material. The relevant icons used in the material will guide you. These icons have been explained below for your convenience.

Title: will give a clear indication of the contents within. Do read it.

Introduction: This will introduce you to the lesson linking it to the previous one.



Objectives: These are statements that explain what you are expected to learn from the lesson. The objectives will also help you to check what you have learnt after you have gone through the lesson. Do read them.



Notes: Each page carries empty space in the side margins, for you to write important points or make notes.



Intext Questions: Very short answer self check questions are asked after every section, the answers to which are given at the end of the lesson. These will help you to check your progress. Do solve them. Successful completion will allow you to decide whether to proceed further or go back and learn again.



What You Have Learnt: This is the summary of the main points of the lesson. It will help in recapitulation and revision. You are welcome to add your own points to it also.



Terminal Exercise: These are long and short questions that provide an opportunity to practice for a clear understanding of the whole topic.



Answers: These will help you to know how correctly you have answered the questions.

www

Web site: These websites provide extended learning. Necessary information has been included in the content and you may refer to these for more information.

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1

ANATOMY OF NAIL, HAND AND FOOT

Hands are the most prominent organs of our body. Next to our face there is no other part of our body that is so much in the public eye, as the hands. Hands do a lot of work like holding, picking etc. Nature has engineered this wonderful structure to help the hands do all these activities. The bones and muscles are so located to contract to ensure smooth movement during these various activities. Well kept hands are a true reflection of one's personality. Hence to keep them looking good and working well a study of the structure of the hands, arms, legs and feet is essential.

In this lesson, you will study about the anatomy of the nails, bones, muscles, arteries, veins, and lymphatic vessels of the lower and the upper limbs. You will also learn about the nail diseases and disorders and also identify treatable conditions along with contra indications of the nails.



OBJECTIVES

After reading this lesson, you will be able to:

- describe the structure, function and characteristics of the nail;
- identify bones of upper limbs (forearms, wrist and fingers) and lower limbs (lower leg and foot);
- identify arteries and veins of lower leg, foot, lower arms and fingers;
- identify muscles of the lower leg and arms;
- identify the lymphatic vessels of the lower leg, foot, hand and arm;
- list nail diseases and disorders;
- identify treatable conditions and contra indications of nail and skin.



Notes

1.1 ANALYSIS OF NAIL

You must have noticed that the nails are hard and have a specific texture as compared to skin surrounding them. The nail is an appendage of the skin. The nails in human beings are similar to the claws of birds. They protect the tips of the fingers and toes. Nails grow about $\frac{1}{4}$ inch per month, so a new nail takes about four months to reach the tip from the cuticle. The technical term for the nail is onyx and the study of nail is called onychology. Nails start their growth under the fold of the skin emerging from the flesh. A good diet will help them to grow healthy. A healthy nail is pink, smooth and shiny. Usually doctors judge the health of a patient through the appearance of their nails. Nail can be cut without pain and they protect the skin they cover.

Structure of Nail

Nails are flat horny structure and their function is to protect the extremities of fingers and toes. They are similar in structure to the epidermis and hair, being formed by cells containing keratin. Nails are thus made up of hard and horny compact keratinized dead cells.

Nails arise from a fold of the skin. The lower portion forms the matrix and the upper portion is the nail wall. The matrix is the portion in which the nail germinates and contains the nerve and blood supply. The cells grow forward and are horny. A white crescent shape is visible at the base of the nail and is known as the lunula which is pink in colour. This colour is due to the reflection of light at the junction of the matrix and nail bed. The intensity of the colour is dependent on the health of the individual.

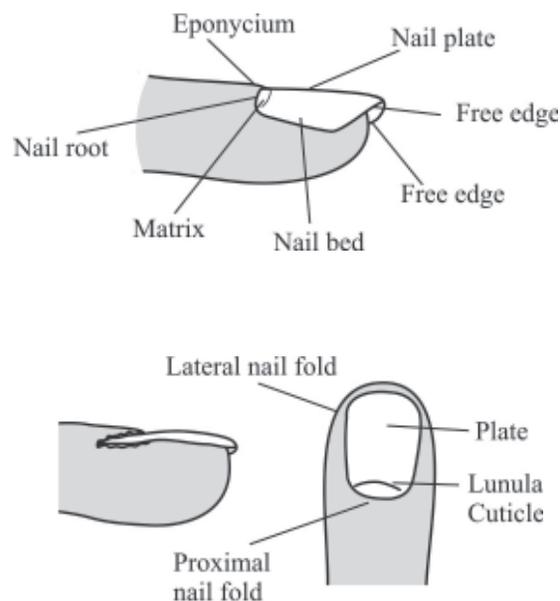


Fig. 1.1:

Anatomy of Nail, Hand and Foot



Notes

Let us now study the different parts of nail in detail:

Matrix: It is that part of the nail which lies below the fold of the skin. From this portion the nail emerges from the flesh. It is supplied with blood vessels.

Nail Plate: The visible part of the nail is referred as the nail plate. The pink colour comes from the blood vessels in the nail bed. Under the nail plate are ridges which correspond to the depressions in the nail bed.

Nail bed: The underlying flesh of the entire plate is called the nail bed. The nail is attached to this.

Nail root: The nail root is attached to the matrix and is enriched with blood vessels and nerves.

Cuticle: The cuticle is the tough fold of skin that forms at the base and sides of the nail plate and under the free edge.

Eponychium: This is the cuticle at the base and sides of the nail plate and under the free edge.

Hyponychium: It is the portion of the cuticle beneath the free edge.

Free edge: The part of the nail plate which extends beyond the finger tips. It is whitish in colour because of the reflection of light.

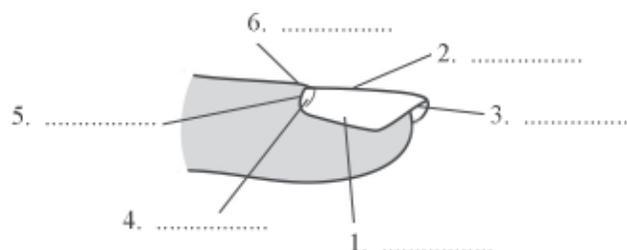
Lunula: It is a light colored, crescent shaped area at the base of the nail.

Nail Bed: The nail bed is similar to the matrix. It plays no part in the reproduction of the nail plate. The pink colour of the nail is due to its transparency and nails with a blue tinge denote poor circulation.



INTEXT QUESTIONS 1.1

1. Label the diagram given below



Shapes of Nails

Looking around, you must have seen that different people have different shapes of nails. Various shapes of nails such as long, square, oval, triangular, inverted triangular, rounded, roofed and convex are seen. The oval shape is considered as the best nail shape.



Notes

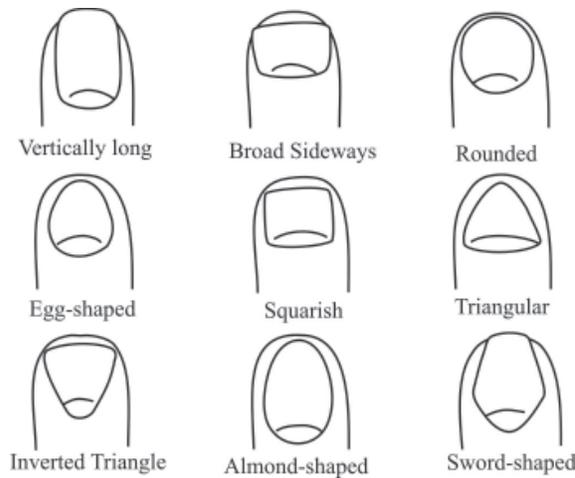


Fig. 1.2:

**INTEXT QUESTIONS 1.2**

Choose the correct option:

1. The technical term for the nail:
 - a. Horny
 - b. Keratin
 - c. Onyx
 - d. Claws
2. The pink colour of nail is due to :
 - a. Blood circulation
 - b. Transparency
 - c. Free edge
 - d. Depression in the nail bed
3. Nail grows:
 - a. ½ inch per month
 - b. ¼ inch per month
 - c. 1 inch per month
 - d. 2 inch per month
4. The best nail shape is
 - a. square
 - b. concave
 - c. oval
 - d. long
5. Nail root is attached to the :
 - a. Cuticle
 - b. matrix
 - c. lunula
 - d. nail plate

1.2 BONES OF UPPER AND LOWER LIMB

During a manicure and pedicure we not only work on the nails of the client but also work on the hands, arms, feet and legs of the client. We also massage and work with the different bones and muscles of the upper and lower limbs. In order to avoid pain or any damage,



we need to study the structure of bones of both the upper and lower limbs. Bones are composed of two kinds of tissues. The outer part is hard and compact while inner part is soft and more porous. There is a good supply of nerves and blood vessels to help carry out the function they are required to do. Joint is a point where the bones are connected. The bones of the arms and fingers moves easily while those of the skull don't move at all. This information can be used effectively while massaging of limbs during manicure and pedicure.

1.2.1 Bones of Forearms, Wrist, Hand and Fingers

Humerus:- This is the bone of upper arm. The distal end of the bone articulate with radius and ulna to form the elbow joint.

Ulna and radius: These are two bones of the forearm. They articulate at the wrist joint with the carpal bones.

Carpal or wrist bones: There are eight carpal bones arranged in rows of four, closely fitted together with ligaments to allow a certain amount of movement between them. These two rows form joints with the metacarpal bones. Tendons of muscles lying in the forearm cross the wrist and are held close to the bones by strong fibres bands called retinacula.

Metacarpal bones or the bones of the hand :- These five bones form the palm of the hand. They are numbered from the thumb side inwards. The proximal ends articulate with the carpal bones and the distal ends with the phalanges.

Phalanges or finger bones: These are 14 bones, three in each finger and two in the thumb. They articulate with the metacarpal bones and with each other.

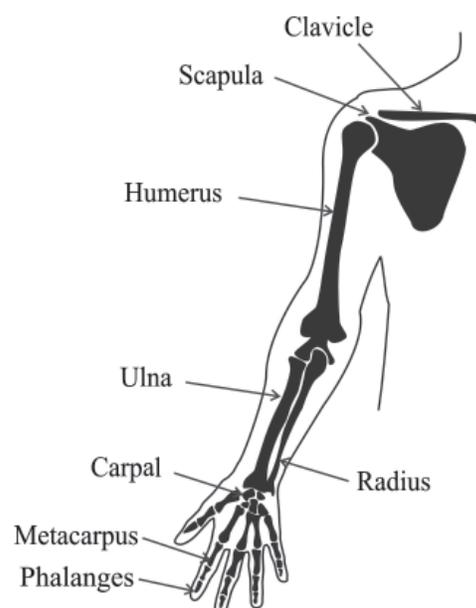


Fig. 1.3: Bones of forearm, wrist, hands and fingers



Notes

1.2.2 Bones of Lower Leg and Foot

Femur: The femur is the longest and strongest bone of the body located in the upper leg. At the distal extremity it articulates with Tibia and Patella and forms the Knee Cap.

Patella or knee cap:- This is a roughly triangular shaped sesamoid bone associated with the knee joint. Its posterior surface articulates with the femur.

Tibia or shin bone and Fibula: There are two bones in the lower leg named tibia and fibula. The proximal extremity is broad and flat for articulation with the femur at knee joint. The distal extremity of the tibia forms the ankle joint with fibula. Fibula is a long cylindrical lateral bone in the leg.

Tarsal or ankle bones: -There are seven tarsal bones for posterior part of the foot which articulate with the tibia and fibula at ankle joint. The distal ends articulate with metatarsal bones and with each other.

Metatarsal bones: These are five bones and form the greater part of the **Dorsum** of the foot. At their proximal ends they articulate with the tarsal bones and at their distal ends they articulate with phalanges.

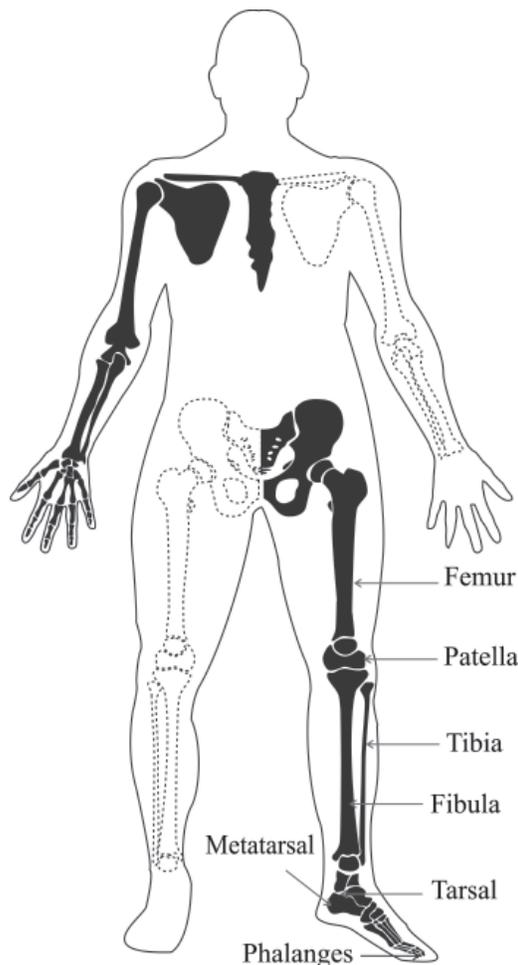


Fig. 1.4: Bones of lower leg and foot



Phalanges: There are 14 phalanges arranged in a similar manner to those in the fingers, two in the big toe and three in each of the other toes.



INTEXT QUESTIONS 1.3

Match the following :

- | A | B |
|--------------------|---------------------|
| 1. Ulna and radius | a. Ankle bone |
| 2. Carpal | b. Bones of forearm |
| 3. Tarsal | c. Finger bones |
| 4. Phalanges | d. Knee joint |
| 5. Patella | e. Wrist bones |

1.3 MUSCLES OF THE UPPER AND LOWER LIMBS

Massage is an important component of pedicure and manicure. During the massage muscles of the arms and legs are manipulated and pressure is applied. Thus it is important that we learn about the various muscles of the upper and lower limbs where pressure can be applied. Muscles in the body are of many sizes and shapes. Some are very large such as those in the arm and legs. Muscles work by expanding and contracting. The stimulus for expansion and contraction always comes from the outside of the muscle. There are abundant supply of arteries, veins and lymph vessels to nourish them and remove waste material.

The muscles involved in activities such as running, throwing etc. are called voluntary muscles or striated muscles. Their action is controlled by our will. Voluntary muscles are attached to bones, skin and other muscles by means of tendons. Involuntary or smooth muscles are not controlled by our will and are not striated. As a cosmetologist you will only be dealing with voluntary muscles. Muscles provide shape to the body and allow actions. Massage can increase the strength of muscles. Always massage muscles from their insertion towards their origin. If you look closely at the muscles, you will find that each muscle has an origin, belly and insertion.

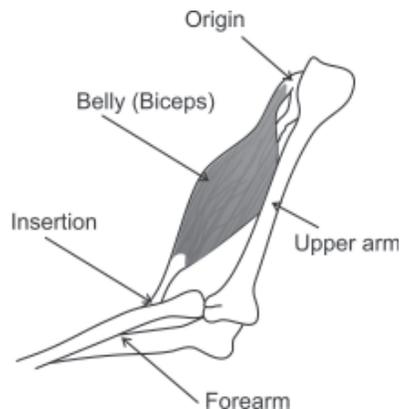


Fig. 1.5:



Notes

The origin refers to the fixed or stationary attachment of the end of a muscle to a bone or a tissue. The belly is the thick mid part of the muscle. The insertion is the attachment of the other end to a movable bone or another muscle.



INTEXT QUESTIONS 1.4

State whether the following statements are True or False:

1. All muscles are similar in shape and size.
2. Voluntary muscles are known as striated muscles.
3. Biceps are located in the arm.
4. The belly is the thick mid part of the muscle.
5. Muscles don't stretch beyond their normal length.

1.4 ARTERIES AND VEINS OF UPPER AND LOWER LIMBS

During a manicure and pedicure, massage helps to improve the circulation and flow of blood to legs and arms. Some knowledge of the circulation of blood in the lower and upper limbs will help us to adopt the correct direction and pressure during the massage of the limbs. The blood carries oxygen and nutrients to tissues and organs so that they can function properly. It also carries waste products away from them for elimination. Good circulation is essential for healthy limbs and nails. Massage helps to improve blood circulation.

a. Arterial supply to upper and lower limbs

The supply of oxygenated blood is through **arteries**. The first part of the arteries lie deeply and then it runs more superficially. The ulnar artery runs downwards the forearm to cross the wrist and pass into the hand.

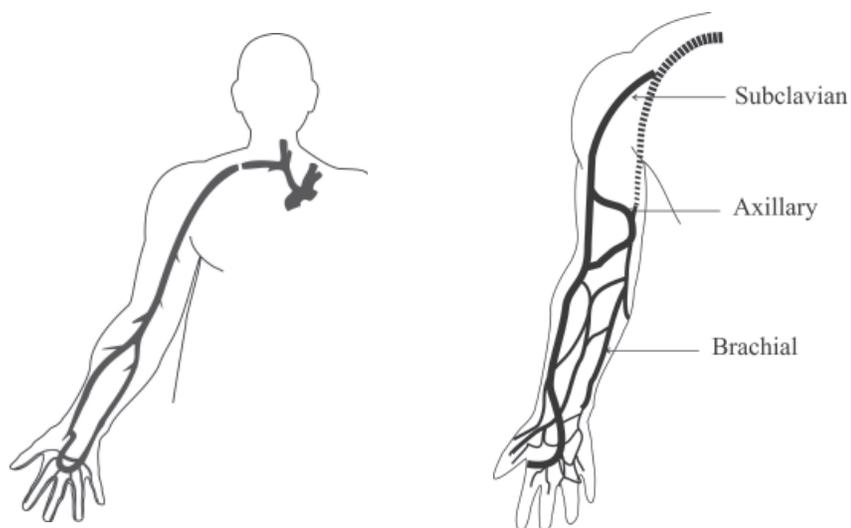


Fig. 1.6:



b. Circulation of venial blood in upper limb and lower limbs:

The veins of the limb are divided into two groups namely.

Deep : The deep veins follow the course of the arteries and have the same names.

Superficial : Superficial veins begin in the hand and feet where they collect blood and slant upward.

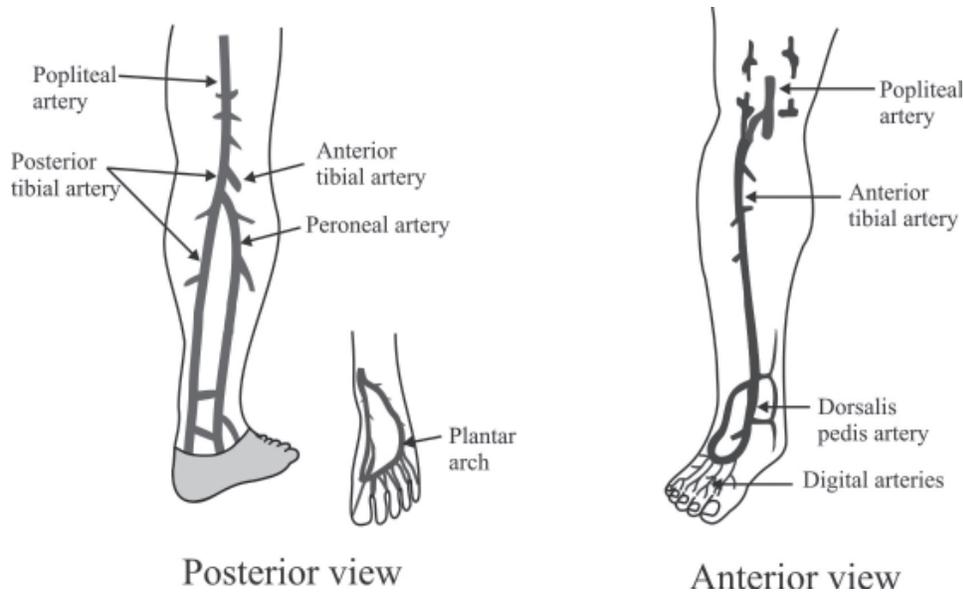


Fig. 1.7: Arteries of the lower limb



INTEXT QUESTIONS 1.5

1. Name any three arteries of the:
 - (i) Lower limb
 - (ii) Upper limb

1.5 LYMPHATIC VESSELS OF THE UPPER AND LOWER LIMBS

All body tissues are bathed in tissue fluid. Cells are cleaned of waste material through lymph. The composition of lymph is same as plasma.

There are a large number of lymph nodes situated at strategic positions throughout the body. They work as filters. Lymph passes through vessels of varying size from various lymph nodes before returning as blood.

- Axillary nodes are lymph vessels that are present in the upper limb.
- Inguinal nodes are present in the inner thigh.



Notes

- Popliteal glands are present in the inner part of knee joint which relocate in the lower limb.

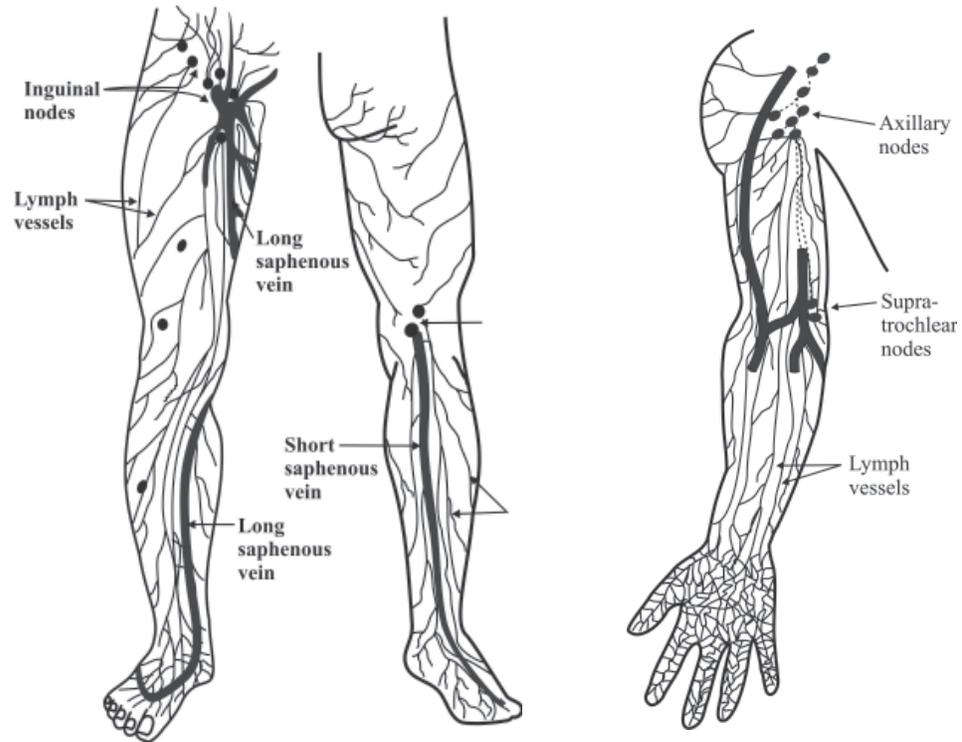


Fig. 1.8: Lymphatic vessels



INTEXT QUESTIONS 1.6

Choose the correct options :

- The composition of lymph is same as:
 - Blood
 - Plasma
 - Enzymes
 - Fluids
- The lymph nodes work as
 - Carrier
 - Filters
 - Protectors
 - Destroyers
- All the body tissues are bathed in
 - tissue fluid
 - blood
 - plasma
 - Enzymes
- The oxygenated blood is supplied in lower arm through :
 - Subclavian arteries
 - Axillary arteries
 - Branchial arteries
 - Radial and ulna arteries



5. The axillary node is present in the
- lower limbs
 - upper limbs
 - the knee joint
 - inner thigh

1.6 DISEASES AND DISORDERS OF THE NAIL

The manicurists must appreciate their limitations in the treatment of nail conditions. At most she/he should be able to recognize, but may not be able to treat them. Their job is to see that all their instruments, etc. are kept sterilized in order to prevent rather than cure diseases. Let us study some of common diseases of nails.

- Paronychia** is the inflammation of tissues surrounding the nail plate. The commonest causes are harsh unskilled treatments by an untrained person during manicures and pedicure.
- Onychauxis** is thickening of the nail. It becomes rough and irregular. The nail lacks luster and is dirty yellow in colour, but retains its normal shape.
- Onchorrexis** These can be hereditary, the result of eczema or psoriasis or, in some cases due to defective circulation.
- Leukonychia** or white markings on the nails. It is considered to be the result of wrong manicuring.
- Beau's lines** are transverse ridges and associated with pathological conditions, infectious diseases or nervous shock, frost bite, illness and high temperature. When the health of the client improves and the nail grows upwards, the ridges move towards the free edge and disappear.

Some common disorders of nails which can be easily addressed in the parlour:

- Dry and brittle nails
- Blue nails
- Yellowish nails
- White patches
- Thin and weak nails
- Spoon shaped nails due to prolonged illness
- Ridges on nails
- Split nails and cuticles

Treatment

- Take nutritious food rich in calcium.
- Avoid regular use of nail paint and enamel removers.



Notes

- Regular manicure and pedicure.
- Daily massage of nails with good moisturising cream.
- Regular use of cuticle oil.
- Regular cleaning and filing of nail.



INTEXT QUESTIONS 1.7

Match the following:

- | | |
|------------------|--|
| 1. Paronychia | (a) are transverse ridges |
| 2. Onychia | (b) white markings on nails |
| 3. Onychomycosis | (c) these can be hereditary and result of eczema |
| 4. Leukonychia | (d) inflammation of tissue surrounding the nail plate |
| 5. Beau's lines | (e) The nail lacks luster and is dirty yellow in colour. |

1.7 FOOT PROBLEMS

Your client may not merely suffer from nail problems, but can also suffer from foot problem. Some of these can be addressed by you in the salon:

- (a) **Athlete's Foot:** This is a fungal infection that attacks the toe nails and the spaces between the toes, making the skin feel sore and peeling away of the skin.

Treatment: An oral anti-fungal agent may be needed for several months. Try to keep the spaces between the toes dry with antifungal powder.

- (b) **Corns (Calluses):** These are pads of thick, hard skin on the toes and the soles of the feet. These are the body's way of protecting a part that takes a lot of friction and pressure. Tight, ill-fitting shoes may give rise to painful corns, especially on the little toe.

Treatment: Wearing a corn plaster may ease the pressure on a troublesome corn but if this does not help, it may be wise to have the corn treated by a doctor. Avoid ill fitting shoes.

- (c) **Ingrowing toe nails:** Sometimes a toe nail instead of growing straight outwards, curves upwards and bites into the flesh at the sides of the toe, causing pain or discomfort. This occurs when the big toe is broad and plump and also due to wearing ill fitting shoes.

Treatment: Never cut the nails away at the sides or cut them too short. Avoid tight fitting shoes.



INTEXT QUESTIONS 1.8

1. Corn is:
 - a. Thickening of nails.
 - b. Thickening of the skin on the toes of the feet.
 - c. A fungal infection
 - d. Nail disease
2. Ingrown nails occurs due to:
 - a. Thick nails
 - b. Broad and plump toe
 - c. Thin nails
 - d. Not proper caring
3. For the treatment of athlete's foot:
 - a. Anti bacterial lotion
 - b. Anti fungal powder
 - c. Antiseptic cream
 - d. Moisturizers
4. We can treat corns by :
 - a. antiseptic cream
 - b. Dusting powder
 - c. using a corn plaster
 - d. avoiding tight fitting shoes
5. Athlete foot is :
 - a. Fungal infection
 - b. Thick hard skin on the toes
 - c. Ingrown nails on the sides
 - d. Dry and brittle nails



WHAT YOU HAVE LEARNT

- Nails — Analysis of the structure
— Shape of nails
— Study of different parts
- Bones of — Forearm
— Wrist
— Hand
— Fingers
— Legs
— Ankle
— Foot
— Toes



Notes

- Muscles — { Hands and arms
Lower limbs
- Arteries and veins — { Upper limbs
Lower limbs
- Lymphatic functions of arms and legs
- Diseases and disorders of the nail and foot, their causes and treatments.



TERMINAL EXERCISE

1. Describe the nail structure with the help of a labelled diagram.
2. Name the bones of forearm, wrist and fingers with the help of a neat diagram.
3. What do you understand by arteries and veins? With the help of a labelled diagram show the veins and arteries of the arm and legs.
4. What is the meaning and role of lymph? Show the lymphatic nodes of arms and legs with the help of a diagram.
5. Briefly explain any four diseases of nail.



ANSWER TO INTEXT QUESTIONS

1.1

- | | | |
|-------------|---------------|---------------|
| 1. Nail bed | 2. Nail plate | 3. Free edge |
| 4. Matrix | 5. Nail root | 6. Eponychium |

1.2

- | | | |
|---------|-----------------|---------------------|
| 1. Onyx | 2. Transparency | 3. ¼ inch per month |
| 4. Oval | 5. Matrix | |

1.3

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

1.4

- | | | | | |
|------|------|------|------|------|
| 1. F | 2. T | 3. T | 4. T | 5. F |
|------|------|------|------|------|



1.5

Lower limb

1. Popliteal artery
2. Anterior (Tibial artery)
3. Dorsalis pedis artery

Upper limb

1. Subclavian artery
2. Axillary artery
3. Brachial artery

1.6

1. Plasma
2. Filters
3. Tissue fluid
4. Radial and ulna arteries
5. Upper limbs

1.7

1. inflammation of tissue surrounding the nail plate
2. The nail lacks luster and is dirty yellow colour
3. these can be hereditary and result of eczema
4. white marking on the nail
5. are transverse ridges

1.8

1. Thickening of the skin on the toes of the feet
2. Broad and Plump toe
3. Anti-fungal powder
4. Using a corn plaster
5. Fungal Infection



2

MANICURE

We are always attracted to people with beautiful hands. They convey a lot about the personality of the person. They convey that they are organized and particular about their appearance. All of us like to have beautiful hands. All shapes and sizes of hands can be made to look beautiful by regular care which includes a manicure besides healthy food and hygiene.

Manicure is derived from the Latin words manus, meaning hand and cura, meaning care. A manicure is a cosmetic beauty treatment for the fingernails and hands performed at home or in a nail salon. A manicure treatment is not only a treatment for the natural nails, but also for the hands. A manicure consists of filing, shaping of the free edge of the nails, treatments, massage of the hand and the application of polish. Many types of manicure services for the hands are available. The general procedure includes the soaking in a softening substance scrubbing and the application of a lotion for massage. When it is applied to the toe nails and feet, this treatment is referred to as a pedicure. It keeps the nails smooth, the skin soft, improves the appearance of the hands and keeps the cuticles attractive and most importantly the nails healthy.



OBJECTIVES

After reading this lesson, you will be able to:

- identify tools, equipments and materials of manicure;
- prepare the client for manicure;
- carry out the procedure of manicure;
- undertake massage manipulation in manicure;
- explain and undertake different types of manicure;
- list the benefits of manicure;
- observe the prescribed precautions in manicure;
- suggest after care to the clients;
- identify contra – indications and contra-actions in manicure.



2.1 TOOLS, EQUIPMENT AND MATERIALS FOR MANICURE

This service in the salon requires specific tools, materials and equipment. Let us study in detail about some of the common tools, materials and equipment of manicure.

A. Tools

- **Nail clippers** - These look very much like the cuticle nippers, only larger, they are designed to cut the nails straight and not at an angle. They are very sharp and should always be kept clean like other implements used.



Fig. 2.1: Nail clippers

- **Cuticle knife and clippers**- The cuticle knife is very sharp and can easily damage the nail plate if not used correctly. Always use it wet and at a 45-degree angle, as flat as possible against the nail plate. Be very careful not to cut or damage the cuticle or nail plate. Use the clipper in gentle circular movements starting from the outer side of the cuticle to the centre and then to the other side. The cuticle knife is for loosening any cuticle from the nail plate. Do not use in a backward/forward movement.



Fig. 2.2: Cuticle knife and clippers

- **Nail file/Emery Boards**—These are used to smoothen off the free edges and shape the nail. When using an emery board, remember that the darker side (Coarse side) is used to file the toenails and the paler side (finer side) is used for the fingernails. Always file at a 45-degree angle from the outside on both sides. Never use the see-



Notes

saw movement as this could damage your matrix causing deformed nails to grow. For a pedicure always file the nail straight across to prevent ingrowing nails. Do not use metal files, as these will cause the nails to flake.



Fig. 2.3: Emery Boards

- **Cuticle pusher/Hoof stick** – Often made of metal or orange wood. It is used to push back the cuticles. The hoof stick should always be wet so as not to scratch or damage the nail plate in any way. Work from the outer side of the cuticle in circular movements to the center and the same to the other side. Care should be taken not to push hard on cuticles, to prevent bacteria from getting into the matrix and causing physical damage.



Fig. 2.4: Cuticle pusher

- **Buffing paste** - Buffing paste has a gritty consistency. It is used along with a buffer to smooth out irregularities on the nail plate and give a shine when enameling is not required. Only the tiniest amount of paste is needed as it spreads very easily. If you apply too much it will spread onto the skin and damage it.
- **Nail Scissors** - Used to cut nails



Fig. 2.5: Nail scissors

- **Nail Brush** - These are used to brush the nails and clean them effectively. Wash in hot soapy water or sterilize in a chemical solution. When using from nail to nail, clean with a sterilizer. Always sterilize in a cold sterilizing solution to prevent disfiguring of the bristles.



Fig. 2.6: Nail Brush

- **Buffer** - A buffer normally has a handle and a convex pad that is covered with leather, which is replaceable when worn-out. It is used along with buffing paste. Use only in one direction. Hold your buffer and stroke from the cuticle to the free edge, but if you go from side to side this will damage the matrix. Do not do more than 12 – 15 strokes, as this will cause a buildup of heat and cause drying.



Fig. 2.7: Buffer

- **3-way buffer** - This is used to smoothen the nail and to remove any longitudinal and horizontal lines. Wipe between uses with a suitable cleansing solution.
- **Orange Stick** - The orange stick is also used at the end of a manicure/pedicure to clean excess nail enamel around the nails. This is done by dipping the cotton wrapped orange stick in the nail enamel remover and rubbing carefully over the areas where excess enamel is to be removed. It is also used to clean under the nails when using a clear enamel.

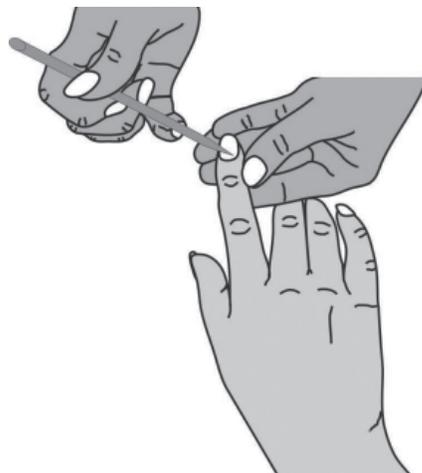


Fig. 2.8:



Notes

B. Material and Supplies

- Cuticle remover
- Massage lotion
- Nail polish
- Base coat and top coat
- Ridge filling polish
- Nail polish remover or nail polish remover wipes
- Hand cream
- Sanitizing spray/lotions
- Cotton balls/pads
- Towels
- Table and chair
- Acetone
- Shampoo for soaking
- Antiseptic lotions
- Tubs and mugs
- Cuticle oil and softener
- Nail strengthener
- Nail whitener



INTEXT QUESTIONS 2.1

State whether the statements are True or False:

1. Emery board is used to smoothen and shape free edges of the nail
2. Orange stick is used to remove excess nail polish from the cuticle
3. Cuticle clippers must be used flat against the nail.
4. Buffing paste is used to remove cuticles
5. Buffer is a concave pad covered with leather

2.2 PREPARATION OF CLIENT FOR MANICURE

Preparation is the key to being a professional beauty therapist regardless of the treatment being carried out. Many salons have a designated working area for manicure and pedicure treatments. Wherever you carry out a treatment you should ensure all materials, equipment and products are within easy reach/ arranged in a tray or trolley. Always

Manicure

remember to keep your tools clean; if they are left dirty they may harbor germs and cause infections. Other points to observe are:

- Ensure the client is warm and comfortable
- Lighting must be efficient to avoid eye strain and to allow the treatment to be performed competently.
- Ask the client to remove all jewellery from the area to be treated, to prevent jewellery being damaged by creams and to avoid obstruction during the massage.
- Place jewellery in a tissue-lined bowl where client can see it.
- Ensure that client is seated at the correct height and close enough to the manicurist.
- When the client is comfortably seated, wash your hands before you start.
- Consult the client record card and commence with the treatment.

2.3 MANICURE PROCEDURE

The client should be seated comfortably on the chair opposite the manicurist and her hands placed on a folded soft towel. A manicure pad can also be used. The manicure pad has one end higher than the other end and the client's wrist rests on the shallow end. The fingers will be seen to dangle over the higher end enabling the operator to hold the fingers without straining. Each finger should be grasped between the manicurist's thumb and second finger whilst the first finger acts as a little ledge for the first bend of the client's finger underneath.

Do not forget to spread a clean towel on the lap of the client to protect her/his clothes.

2.3.1 Pre-preparations

Before starting the treatment, always carry out the following steps.

- Complete the consultation form, check for contra-indications and discuss and decide the service that meets their needs. Ensure to achieve the clients preferred nail length and shape and the type of polish required. If there are no contra-indications present then the regular procedure may be followed.

Ensure your hands are clean and remove any old enamel that you may have on your nails with the cotton wool and enamel remover, as it may smudge when you use the enamel remover on the clients hand and may cause a stain.

- Ask the client to pick her choice of varnish .
- Remove polish from the nails of both hands of the client, starting with the little finger following right through. Use a small piece of cotton wool soaked in polish-remover; to avoid staining the skin surrounding the nail. Take care not to allow the cotton wool to overlap the nail. Press the cotton wool gently onto the nail, leave for a few seconds enabling the remover to dissolve the polish before sliding the cotton wool off the nail.



Notes



Notes

One stroke should be sufficient. Fresh pieces of cotton wool are necessary for each nail. If the polish is fairly strong in color, or if several coats have been applied then more than one slide may be needed. In all events do not let the wool get too soiled before discarding for a fresh piece.

- Cut the nails into shape if desired, using sterilized scissors. All nail clippings need to be caught in a tissue and disposed off.

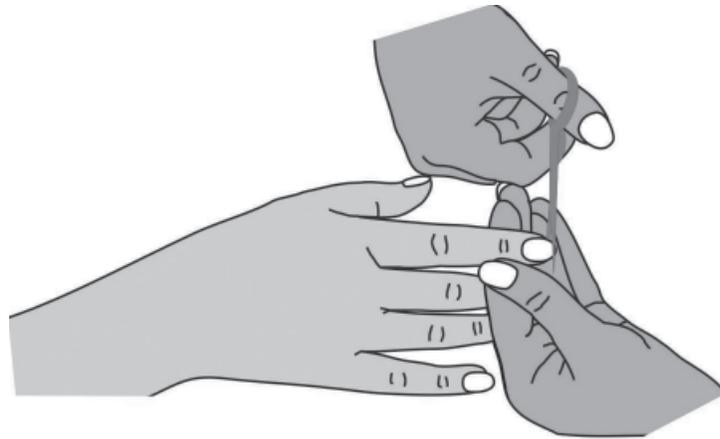


Fig. 2.9: Clipping the nail

- Shape the nails with an emery board commencing with the little finger. If the client is right handed file the nails of the left hand first, if left handed, file the nails of the right hand first. This gives the second hand a chance to soak in the water longer. The working hand needs the extra cleansing. Always file from the side towards the center of the nails, never backwards and forwards as this causes splitting and the nails are likely to layer. Do not file the sides of the nails but leave a part to protect the sides of the fingers and prevent the nails becoming ingrown.

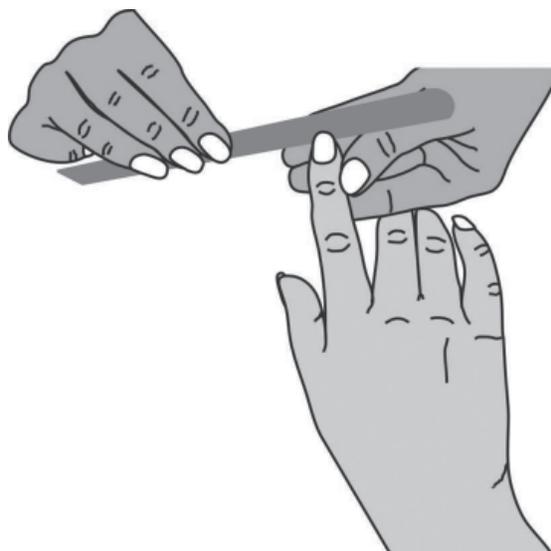


Fig. 2.10: Shaping the nails

Manicure

- Seal the free edges/layers to prevent water loss and damage.
- Using an orange stick apply cuticle cream around the cuticles.
- Gently massage the cream into the cuticles. This softens the skin, making removal easier.
- Soak the hands in warm water (tested by you first) to absorb the cuticle cream and to soften them.



Notes



Fig. 2.11: Soaking hands in warm water

- Remove one hand at a time and dry the hands thoroughly.
- Apply cuticle remover with a cotton wool bud. It is caustic, so take care to apply sparingly and not on to the surrounding skin.



Fig. 2.12: Applying cuticle remover



Notes

- Using a hoof stick placed flat to the nail plate, gently push the cuticle back using circular motions.
- You may need to use the cuticle knife to cut the excess cuticle away from the nail plate. This should be kept flat and the nail plate should be damp so that the nail plate is not damaged. The knife should also be kept flat to avoid cutting the cuticle.
- Cuticle nippers may be used to trim off the excess cuticle. Use a tissue to dispose of the waste.
- Seal again, to give a smooth finish to the free edge.
- Using suitable creams/lotions/oils begin your hand massage with light effleurage movements. Support the hand and continue effleurage right up to the elbow.
- Circular thumb frictions get rid of tension in the flexors and extensors of the forearm.

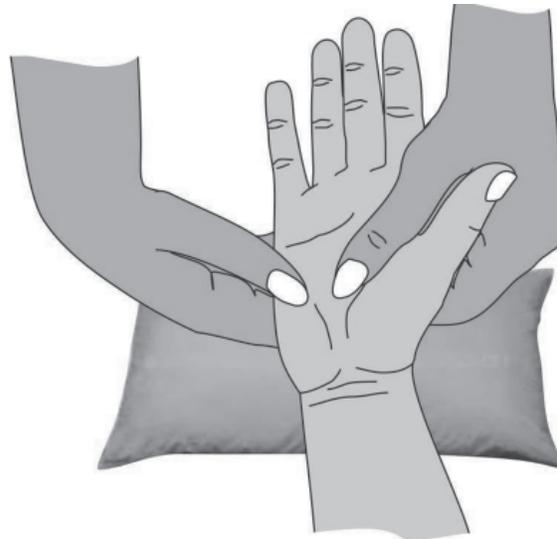


Fig. 2.13: Hand Massaging

- Do circular frictions over the back of the hand.
- Support the hand and give gentle circular manipulations to each finger – this will ease tension in the knuckles. Do not pull on the finger or make big circular movements.
- Grip the client's finger between your first and middle fingers bent and gently pull and twist down the length of the finger.
- Clean the nails with cotton wool and enamel remover again to remove any oil from the moisturizer that is left on the nail plate.
- Now apply the base coat and wait for it to dry. Apply enamel on the base coat. Wait for the enamel to dry and apply the topcoat. If the client does not wish to paint their nails then just quickly go over them again with the buffer for a lovely shine.



Fig. 2.14: Applying nail polish

- Lastly, use the orange stick and enamel remover to remove all traces of enamel left on the skin to make it a really neat job.



INTEXT QUESTIONS 2.2

Fill in the blanks.

1. If tools are left dirty they may harbor and cause infections.
2. For removing nail polish start at the finger.
3. Always file the nails from towards the centre.
4. We must seal the edge to prevent water loss and damage.
5. The hoof stick is placed on the nail plate.

2.4 HAND AND ARM MASSAGE

Massage is an important component of manicure because of the relaxation it provides. Before starting the massage, ensure that the client is seated comfortably and all water and tubs are removed and out of the way. Spread a towel on the lap of the client to protect the client's clothes.

Procedure

- Sanitize your hands and take some cream from the jar with the help of a spatula
- Spread the cream on a clients hands and arms.
- Moisten your hand and begin the massage.
- Rest the elbow on one hand and effleurage with the other right to the shoulder six times, this movement can best be performed by wrapping the hand around the arm



Notes

Manicure

sliding quite firmly up the arm, turning the hand when it reaches the top of the arm and sliding gently down to the elbow again on the inside of the arm.

- Slide up the arm with one hand and petrissage down to the elbow by grasping the flesh and lifting it from its underlying structure but do not pinch. Keep full hand in contact with the flesh such that the movement becomes a suction. This can be achieved by pushing the flesh towards the top of arm, lifting it into the palm of the hand and letting go, gradually travelling to the elbow. Repeat 3-5 times on each side of the arm. This type of petrissage is called pulling.
- Slide both hands from elbow to top of arm. Hold arm between the hands make full circle with thumbs of both hands gradually travelling back to the elbow, repeat three times. This is known as friction.
- Holding arm lightly with both hands roll it between the hands very quickly. Move up and down the arm several times. This movement is excellent for breaking down fatty tissues and firming flabby arms. Slide down to wrist with both hands.
- Resting wrist on one hand follow exactly the above movements on the lower part of the arm.
- Bend elbow, cup in palm of one hand holding wrist with the other, make little circles on elbow with the hand six times clockwise, six times anticlockwise.
- Effleurage from the finger-tips to wrists with thumbs of both hands laid horizontally along back of client's hand. When the thumbs reach the wrist then turn them under the hand and slide down the palm back to the finger tips. Repeat six times.
- Effleurage up the back of each finger from the tips to wrist using thumbs of each hand alternately. Repeat three times for each finger.
- Effleurage from the tip of fingers to wrist, on the inside the hand using your finger-tips to do so. Repeat three times for each finger.
- Hold hands with fingers and thumb of one hand at the palm, grasp finger tip with fingers of the other hand by twisting your wrist. This is known as screw. Screw only one way. Relax to get back to original position. Six screws will take you from the tip of the finger up to its length, then slide off finger with a slide pull. Repeat three times for each finger.
- Grasp finger-tip as above and rotate fingers in wide circle six times clockwise and six times anticlockwise. These are referred to as twists.
- Place your first and second fingers on the bottom of knuckle of the client's finger at the back and your thumb on the tip of her finger underneath, gently press entire finger backwards then let it spring back. These are known as press-ups. Repeat three times for each finger.
- Bend client's elbow and place on manicure table, lay your hand on client's hand, palm to palm and thumb and fingers around the front and gently press hand backwards in the same manner as you did the fingers, six times.

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- Keep your grasp on the wrist and slip the fingers of your other hand between client's hands, rotate the hands with a wide circle six times clockwise and six times anticlockwise.
- Effleurage with both hands from finger tips to elbow twice and on the third effleurage turn one hand sideways and vibrate from elbow to finger-tips to finish.
- Pressure points. While doing massage of hands the manicurist should keep in mind the pressure points and massage exerting special pressure on these points.



INTEXT QUESTIONS 2.3

Explain the following in one sentence only:

1. Effleurage
2. Petrissage
3. Friction
4. Twists
5. Press-ups

2.5 TYPES OF MANICURE

There are many types of manicure services being offered in a salon. Each type is designed to address a specific issue/problem related to the hands. Let us study about some of the procedures.

1. **Regular manicure:** It involves soaking your hands in warm water and pushing back cuticles followed by trimming and filing of nails. A massage is done and nail paint is applied
2. **French manicure:** It involves all the steps of a regular manicure which are soaking, trimming and filing of nails, massaging, moisturizing followed by nail paint. French manicure is different from the regular manicure by the different way of the application of nail paint. A clear or sheer pink nail polish is applied on the nail base followed by white nail paint on the tips of nails. A French manicure helps an illusion of a longer and natural nail. Nails are filed square. The length is just over the fingertip.

Procedure for French manicure

- Apply a transparent colour on the square shaped nails.
 - Paint a thin line across the tip of the nail with white polish.
 - Apply top coat.
3. **Paraffin manicure:** It involves use of paraffin wax after a regular manicure process. This manicure is recommended for dehydrated or overworked hands. Warm paraffin wax is massaged to the nails and the hands are dipped into warm wax. It makes the hands soft and it is extremely relaxing.



Notes



Products and equipment needed for paraffin manicure:

Paraffin bath, paraffin wax, toweling mittens, foil or plastic.

Procedure for paraffin treatment

- Heat paraffin wax.
- Test temperature.
- Cover area to be treated with a layer of cream and massage into the skin.
- Immerse client's hand into the wax, then quickly remove it.
- Repeat this action five times resulting in thin layers of paraffin coating the hand in each dip.
- Place the client's hand on a sheet of foil or plastic and wrap the hand and lower arm.
- Cover hands with toweling mittens to keep warm. Leave for approximately 10 minutes.
- Remove mittens. To remove the plastic/foil wrap, press the hand firmly and pull the wrap off the hand. The wax should come off the hand in one piece inside the wrap.
- Remove any excess massage cream/oil/lotion using a towel.

Benefits:

Paraffin treatment is applied after the hand massage. The benefits of a paraffin treatment are:

- relaxation;
- improved blood supply to the area being treated;
- improved skin texture and color;
- increased absorption of cream or oils; and
- soothing of arthritic pain.

4. **Hot Oil Manicure:** A hot oil manicure, also referred to as a hot manicure, is a relaxing manicure type, performed commonly in a spa setting. The manicurist heats the oil and then uses it to massage the hands, nails, and cuticles. The oil is then wiped off with a damp towel and a complete manicure is performed.

Products and equipment needed for hot oil manicure:

Vegetable oil (olive oil); hot oil heater.

Procedure for hot oil manicure

1. Heat olive oil to a comfortable temperature
2. Place client's fingers into heated oil for about 10 minutes
3. Massage hands and wrists with oil: remove excess at cuticle

Manicure

4. Remove oil from hands with a damp, warm towel
5. Wipe each nail thoroughly with polish remover to remove all traces of oil
6. Apply polish.

Benefits:

Oil manicures are effective in restoring ridged, brittle nails and dry cuticles. It improves the skin leaving it soft and pliable.

Apply this treatment after filing nails. The hot oil treatment will replace soaking hands in soapy water. Cuticle remover, cuticle cream or oil is also not needed in this procedure.

5. **Electric Manicure:** Electric Manicure is helpful in reducing the time of the manicure, It helps in getting quick results. Manual steps like filing, buffing are done by electrical tools

Procedure:

1. Remove old nail polish and soak in warm water about 10 minutes.
2. Use the appropriate accessories of exfoliation and file down calluses, corns and dead skin
3. Use the electric attachment for trimming and filing down nails. It will automatically file nails in one direction only avoiding the precarious seesaw motion that ruins and break the nails.
4. Use the cuticle pusher to push the cuticles on nail beds at back of the nails.
5. Use the soft polishing accessory of electric manicure to shine the nails. The beauty of electric manicure is that it buffs and polishes using horizontal strokes.



Fig. 2.15: Electric manicure kit



Notes

**INTEXT QUESTIONS 2.4**

Explain the following in one sentence only.

1. Regular manicure
2. French Manicure
3. Paraffin Manicure
4. Hot oil Manicure
5. Electric Manicure

2.6 BENEFITS OF MANICURE

The main purpose of manicure is to improve the look and feel of the hands and fingernails. Another purpose is to clean, strengthen, shape, make attractive and sometimes even dress the nails. The other benefits associated with treatment include:

- improve the health and texture of the hands and fingernails
- help in preventing hang - nail formation
- help in treating sore or broken skin if present around the nails
- help in preventing nail damages like fragile tips, cuts or splits
- massage that often accompanies manicure helps in improving the health of the skin by increasing blood circulation
- improves the health of the skin and discourage the wrinkling and dryness of the skin of the hands.
- enhance beautification of hands and nails

2.7 PRECAUTIONS

In order to get good results one should observe the prescribed precautions. Some of the precautions to be observed are listed below:

- Wear gloves to protect your nails from detergents and chemicals
- Apply hand cream after putting your hands in water. Always apply a good moisturizing cream at night.
- Use an oily and a good quality enamel remover, as this will prevent moisture loss from the nail plate and drying out.
- Always use a base coat to protect the nail plate from discoloration, when applying colored enamel to the nails. Never apply dark nail enamel directly.

Manicure

- Apply hardeners to strengthen weak nails, but not too often, and be careful not to get it on the skin around the nail (Nail wall).
- Have regular manicures to maintain the nails and hands.
- When filing the nails always file the nail from the outside to the centre to prevent splitting. Always file at 45° angle.
- Never use a metal file, as it will cause flaking of nails.
- Never cut nails short as this will result in ingrowing nails, which are painful and get easily infected.
- Always check the temperature of oil and water before use
- Disinfect tools after every use and store in a safe and hygiene place
- Never use ammonia in soaking water for manicure.



INTEXT QUESTIONS 2.5

State whether the following statements are true or false:

1. Manicure helps improve the health and texture of skin and nails.
2. Manicure does not help to restore or treat broken skin around nails.
3. Manicure helps to delay wrinkles.
4. Use base coat to protect nails from discolouration.
5. Cut nails short to prevent ingrown nails.

2.8 CONTRA INDICATIONS AND CONTRA ACTIONS OF MANICURE

Like the beautician, the manicurist must appreciate her limitations in the treatment of nail conditions. At most she should be able to recognize, but not treat them.

Contra indications of Manicure

- **Onycholysis** (pronounced as-ee-ko-lie-sis) or nail separation - this is a disorder where the nail separates from the nail bed.
- **Onychocryptosis (or ingrowing nails)** - In this condition, the nail grows into the sides of the flesh and may cause infection and pain.
- **Onychatrophia** - Small nails, separated from the nail bed. Nails lack lustre. This is caused by injury to the matrix, and ill health.
- **Eggshell Nails** - Thin nails, very curved under free edge.
- **Bitten free edge** - Broken skin around cuticle and sidewalls.



Notes



Notes

Manicure

- **Blue nails** - Usually a sign of bad circulation of blood or a heart condition.
- **Beau's line** - This disorder usually follows often an acute illness.
- **Paronychia (pronounced par-on-ik-ee-ah)** - This is a bacterial infection of the nail fold.
- **Whitlows (Panaritium)** - These are small abscesses at the side or base of nail
- **Onychia (pronounced on-ee-kee-ah)** - This is the inflammation of the nail matrix.
- **Nail biting/finger biting (onochophagy – pronounced on-o-ko-fag-ee)** - This is a nervous habit where the individual bites and chews the free edge of the nail plate.
- **Hangnail** - This is a condition whereby the cuticle around the nail plate splits leaving loose, flaky pieces of dry skin.
- **Overgrown cuticles (Pterygium – pet-er-ee-gee-um)** - This is caused by excessive cuticle growth that adheres to the base of the nail plate.
- **Skin disorders** - such as eczema, psoriasis or dermatitis or any infection.

Contra-Action of Manicure

A contra action is something that has happened due to a product or treatment being carried out.

- Erythema: Reddening of skin due to dilation of blood vessels
- Allergy to nail enamel.
- Allergy to oil
- Cuts
- Inflammation of the cuticle

Consult physician and offer aid as required.

2.9 AFTER CARE ADVICE

1. Always allow the nail varnish to dry for at least 10-15 minute before client leaves
2. Recommend the client to be careful for at least 2 hours. It takes 24 hours for the nail enamel to thoroughly dry.
3. Recommend the client to exfoliate their hands preferable 2-3 times in a week using a mild scrub
4. Apply hand lotion regularly
5. Always apply base coat prior to enameling the nails
6. Apply cuticle oil regularly.



INTEXT QUESTIONS 2.6

Match the column A with B:

- | A | B |
|-----------------------|---|
| 1. Hang Nails | a. Thin nails curved under free edge |
| 2. Nail biting | b. Split cuticle near nail plate. |
| 3. Egg shell nail | c. Habitually chewing free ends of nail |
| 4. Overgrown cuticles | d. a skin disorder |
| 5. Eczema | e. Excessive cuticle growth on the base of nail plate |



WHAT YOU HAVE LEARNT

- Tools, equipments and materials for manicure
- Preparation of client for manicure
- Manicure procedure
- Hands and arms massage procedures
- Types of manicure
 - Regular manicure
 - French manicure
 - Paraffin manicure
 - Hot oil manicure
 - Electric manicure
- Benefits of manicure
- Precautions in manicure
- Contra indications in manicure
- Contra-actions in manicure



TERMINAL EXERCISE

1. Define manicure and give the main objectives of manicure.
2. Explain the main steps of manicure.
3. Write down the benefits of manicure.
4. What precautions will you observe for manicure
5. List the contra indication and contra action of manicure.
6. List tools equipments and materials used in manicure.



ANSWER TO INTEXT QUESTIONS

2.1

1. T 2. T 3. T 4. F 5. F

2.2

1. Germs 2. Little 3. Side 4. Free 5. Flat

2.3

1. **Effleurage:** Wrapping the hand around the arm and sliding at quite firmly around the arm.
2. **Petrissage:** Petrissage is grasping the flesh and lifting it from its underlying structure.
3. **Friction:** Making full circles with thumbs with both hands and gradually travelling up
4. **Twists:** To grasp finger tips and rotate finger in wide circles.
5. **Press-ups:** It's gently pressing the entire finger backwards with the first and second finger below the knuckle.

2.4

1. This involves the regular soaking, pushing cuticles followed by trimming and filing of nails.
2. It follows all the steps of a regular manicure, but at the final stage a clear or sheer pink nail polish is applied, with the tips being coated with white enamel.
3. The regular manicure process followed by the massaging of the hands with warm paraffin wax is known as paraffin manicure.
4. This manicure is given in a spa setting, and hot oil is used for soaking and massaging the hands and nail.
5. Electric tools and equipments are used during the various steps of manicure.

2.5

1. T 2. F 3. T 4. T 5. F

2.6

1. b. 2. c. 3. a. 4. e. 5. d.



3

PEDICURE

India being a warm country people opt to wear open footwear. All types of foot wear appears good on well kept feet. Well kept feet are not only confidence building but also health promoting. Even the most poorly shaped feet and nails can be made to look beautiful by a regular pedicure.

Pedicure beautifies the feet and toes and can be an important part of total grooming. The word pedicure is derived from the Latin word pedis meaning foot and cura, meaning care. It is a procedure used to improve the appearance of the feet and toe nails.

Pedicure is related to superficial cosmetic treatment of feet and toe nails and helps remove rough scales. It helps to prevent nail diseases and disorders also. Pedicures are done for cosmetic, therapeutic and medical purpose. In this lesson, we shall learn about the tools, equipments and materials used for pedicure. We shall also learn about the procedure of different types of pedicures.



OBJECTIVES

After reading this lesson, you will be able to:

- identify and use tools, equipment and materials of pedicure;
- prepare the client for pedicure;
- carry out the procedure of pedicure;
- identify and undertake the different types of pedicure;
- list the benefits of pedicure;
- observe the prescribed precautions of pedicure;
- identify the contra-indications and contra-actions of pedicure;
- suggest after care to the client.



3.1 EQUIPMENTS, TOOLS AND MATERIALS REQUIRED FOR PEDICURE

(a) **Equipments:**

- Client's chair
- Pedicure stool
- Foot bowl/pedicure tubs for warm water
- Tray for preparation

(b) **Tools:** Tools required for pedicure are similar to those of manicure (refer lesson 2 for details of tools) except for some additional tools like:

- Foot scraper
- Toe divider/separator
- Nail brush
- Pumice stone

Tools for pedicure

1. **Foot Scraper:** It is used to remove hard skin from the feet. Also used as an exfoliator.



Fig. 3.1: Foot Scraper

2. **Hoof Stick:** Hoof Stick is made of rubber and similar in appearance to a hoof. Its purpose is to gently press back and give shape to the cuticle. It is usually dipped in warm water and rubbed over the nail. It serves to remove greases.
3. **Cuticle Knife:** The cuticle knife is very sharp and one can easily damage the nail plate if not used correctly. Always use wet and at 45 degree angle or as flat as possible against the nail plate.



4. **Buffer :** Buffer is used often in pedicure for polishing the nails, to give a smooth even surface to the nail. It is a boat shaped pad with a handle covered with leather which is replaceable after it gets worn. It is used along with buffing paste. Use only in one direction. Don't do anymore than 12-15 strokes as this could build up heat and cause drying.
5. **Toe divider/Seperator:** This is placed between the toes, to separate the toes when applying nail polish. This helps in making sure that each toe doesn't knock the other during drying of nail polish



Fig. 3.2: Toe Seperator

6. **Nail Brush:** This is a fairly hard brush used to remove dirt and grime from toe nails



Fig. 3.3: Nail brush for feet

7. **Pumice stone:** This is a clay rough surfaced piece, used to remove dead skin on the soles of feet. It is available in various shapes and sizes.



INTEXT QUESTIONS 3.1

Give one word for the following statements:

1. This is used for removing hard and dead skin.
2. This is made of rubber and resembles a hoof.
3. This is used to give an even and smooth surface to nails.
4. Its bristles are used to remove the dirt and greases of the nails.
5. This is a clay rough surfaced tool to remove dead skin.

(c) **Material required**

1. **Alcohol** - For sanitizing the tools and implements, 10% alcohol diluted in hot water is used for sanitation/sterilization.
2. **Nail Polish remover** - For removing nail polish . If it contains acetone it has a drying effect.
3. **Warm soap water** - For removing stains and dirt from feet and toenails.
4. **Cuticle Softner** - It softens the cuticle and makes it easier to lift it.
5. **Cuticle cream/oil** - It is used for treating dry cuticles and brittle nails.
6. **Lotion** - It is used to softening the skin and to replace natural oil.
7. **Hot oil** - It is used to give hot oil pedicure.
8. **Base coat** - It is applied before applying nail polish. It protects the nail from staining.
9. **Nail polish** - It is used to give colour and shine to nails.
10. **Top coat** - It is a transparent liquid applied on top of the nail polish to give a protective film.
11. **Nail whitener** - It usually comes in cream or paste form and is used for bleaching and whitening of free edge.
12. **Alum solution** - Due to its astringent property, it help to stop bleeding.
13. **Nail strengthener** - It adds strength to the nail. It is applied on the nails in the same way as polish is applied.
14. **Liquid ammonia** - It is used in soak tub to help effective cleaning of feet and nails.
15. **Tissue paper**
16. **Cotton**
17. **Buffing paste**
18. **Hydrogen peroxide** - 3% (usually added to soaking tub).



INTEXT QUESTIONS 3.2



Notes

Choose the correct option :

1. Sterilize pedicure implements or tools by :
 - a) using few drops of alcohol in hot water
 - b) in cold water
 - c) using ice water
 - d) using soaps or shampoos
2. Cuticle softener is used to

a) sanitize hands	b) treat dry cuticles
c) soften the cuticles	d) bleach the free edge
3. Top coat is applied

a) before the nail polish	b) after the nail polish
c) before base coat	d) after base coat
4. Soaking in warm soap water helps in :

a) removing stains	b) sanitizing tools
c) removing nail polish	d) softening cuticle
5. Alum Solution helps to

a) strengthen the nail	b) stop bleeding
c) give colour	d) remove stain

3.2 PREPARATION OF CLIENT

Before you start to give a pedicure, you need to prepare your clients, which includes the following points :

- Advise the client to remove foot wear before consultations.
- Discuss and agree on the services that are acceptable to meet the client's need.
- Remove any jewellery items like anklets, toe rings etc.
- Remove any existing nail polish, restoring nails to natural condition.
- Clean the treatment area to identify the condition of nails and skin.
- Recognize contra indications and take necessary actions.
- Prepare the work area for client to meet legal, hygiene and treatment requirements.
- Ask client to remove lower garments.
- Arrange required tools equipments on a tray/trolley.
- Disinfect all surfaces, then wash your hands with soap and water and sanitize them.



Notes

3.3 PROCEDURE FOR PEDICURE

(a) Preparing the bath

- Fill the pedicure tub with warm water of comfortable temperature. Add shampoo/ soap in the water to make light foam in the bath.
- Submerge both the client's feet in the warm water, adding more water if necessary.
- Soak the client's feet for 10-15 minutes in the bath.



Fig. 3.4: Soaking and Cleaning

(b) Exfoliation

- Wrap the feet in a clean towel.
- Unwrap the left foot. With the help of foot scrapper using circular motion work over the calluses area. Reduce calluses in layers until the skin is pink and pliable.
- Rinse the foot and towel dry.
- Repeat the procedure on the right foot.
- Use scrub to remove dead skin (specially if the condition demands it)



Fig. 3.5: Removing hard and dead skin



(c) Attending to toe nails

- Shape the nails by filing straight across the nail. If nails are long, shorten them with a toenail clippers and then file to smoothen the edges.
- Apply cuticle remover to all the toenails with the help of orange stick. Dip the hoof stick in a disinfectant and carefully push back the cuticles.
- Wet the cuticle knife and use to carefully lift the cuticle from the nail plate.
- Use cuticle nipper to remove excess cuticle.
- Re-soak the feet in the water to remove cuticle remover from feet.
- Apply cuticle cream around the cuticles and gently massage it with the ball of the thumb.
- Repeat the above steps for the other foot.



Fig. 3.6: Tiling of toe nails

(d) Massage

- Apply foot cream all over the feet and the legs till the knee area.
- Foot massage is done to improve circulation and relax the client. The strokes are as follow:
 - Effleurage or long sweeping strokes. Starting from the feet, go upward and stop before the knee area. Do this five times. Thumb kneading using the thumbs, knead the heel area 3-5 times
 - Rotate each toe clock wise and anti clockwise a few times while supporting the joints with your hand.
 - Using your palms knead the soles of the foot.



Notes

- Keeping your thumb on the soles of the clients foot, gently massage the foot three times.
- Finger knead around the ankle area of each foot. Use kneading strokes on the calf muscles of the leg.
- Effleurage the foot and leg 5 times to complete the foot massage.
- Repeat this on the other leg.

Note: You would have read about the massage procedure in lesson 2 also, which could guide you in giving an effective massage to legs and feet.

(e) Pressure points

- While massaging the feet the pedicurist should keep in mind the pressure points and massage by exerting special pressure on these points. See illustration below to identify these points and give relief to the client in various states of health.

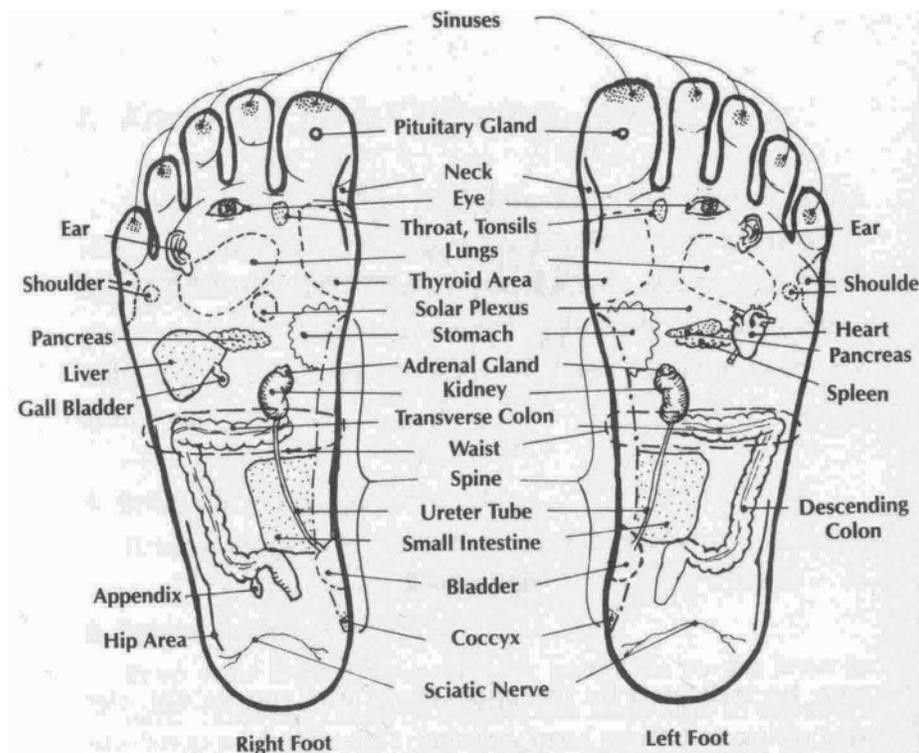


Fig. 3.7: Pressure points of foot area

(f) Polishing

- Begin by placing toe separators between all 10 toes.
- Cleanse, sanitize and de-hydrate the toe nails of both feet
- Scrub the toe nails, making sure all oil and residue is completely removed.

Pedicure

- Apply one thin coat of base coat and allow to dry.
- Apply a thin coat of enamel after applying the base coat and allow to dry.



Fig. 3.8

Technique of nail enamel application

Apply using three brush stroke down the length of the nail from the cuticle to the free edge. Wait for each coat to dry before applying the next coat.

- Seal and protect with top coat.
- Finish the polish application with a thin coat of polish drier.
- If the client doesn't want nail polish then buff the nails using buffing paste and buffer.



INTEXT QUESTIONS 3.3

State whether the following statements are True or False :

1. Allow base coat to dry before applying nail enamel.
2. For a pedicure soak the client's feet for 30 minutes.
3. Exfoliation helps to reduce calluses.
4. Foot massage improves circulation and relaxes the client.
5. Exerting pressure on the pressure point of the foot will make the client ill.

3.4 TYPES OF PEDICURE

Like manicure there are different types of pedicures. The different types help address specific issues/problems of the feet. Some of these are listed and explained below.



Notes



Notes

- Paraffin Pedicure
- French Pedicure
- Hot Oil Pedicure
- Electric Pedicure

1. **Paraffin Pedicure :** It is a spa treatment during which paraffin wax is applied to the feet in order to moisturize the skin on the feet. Paraffin is usually applied after pedicure. Nail polish should be applied only after removing paraffin wax.

Before the paraffin wax is applied to the feet, the wax is warmed in a small tub. Dip the feet into the tub of wax two to three times, then wrap in a plastic bag or cellophane sheet. After wax has been applied to the feet it is left to cool for 5 minutes.

It is common for the paraffin wax to be infused with essential oils and fragrances which makes the treatment more enjoyable and relaxing.

Benefits of paraffin Pedicure

- It is beneficial for all skin
- More effective for dry skin
- Helps to moisturize the deeper layers of skin

Precaution:

- Test the temperature of wax
- Always peel the wax gently from the feet

2. **Hot Oil Pedicure :** A hot oil pedicure is a relaxing pedicure performed commonly in a spa setting. The pedicurist warms up oil and then uses it to massage the feet, nails and cuticles. The oil is then wiped off with a damp towel and is followed by a complete pedicure.

Benefits of hot oil pedicure

- Useful for doing hard work, specially in water (laundrying)
- Recommended for dry and brittle nails
- Effective for weak nails/damaged nails

This pedicure is specially beneficial for people with dry and rough feet.

Precautions:

- Test the temperature of oil carefully
- Advise client to handle cuticle with care
- Wipe nails with alcohol before applying nail polish

Pedicure



Notes

3. **French Pedicure:** It involves all the steps of regular pedicure which are soaking, trimming and filing of nails, massaging, moisturizing followed by paint. Its special feature is the specific technique of polishing.

A clear or sheer pink nail polish is applied on the nail base followed by white nail paint on the tip of nails.

Benefits of French Pedicure:

- Enhances the beauty of feet
- Strengthens the nails immensely
- Moisturizes and nourishes the feet

Precautions

- File the nails carefully to achieve the square shape for nails
 - Apply the white enamel to the edge neatly
 - Use only transparent sheer pink (matching the nail colour) nail enamel
4. **Electric Pedicure:** In this pedicure, electric equipments are used for cleaning scrubbing and polishing. The procedure has been explained in lesson 2.

Benefits of electric manicure:

- Less chance of human errors, as machines are used
- Energy saving

Precautions:

- Check wires and equipment before use to prevent electric shock
- Use the equipment on correct wattage and voltage
- Do not exert pressure as this may damage the equipment
- Practice well before use.



INTEXT QUESTIONS 3.4

Explain the following in one sentence only:

1. Paraffin pedicure
2. Hot oil pedicure
3. French pedicure
4. Electric pedicure



3.5 CONTRA –INDICATION OF PEDICURE

- Broken bones
- Ring worm
- Nail fungus
- Recent scar tissue
- Impetigo
- Warts
- Scabies or itch mites
- Severe nail separation(Onycholysis)
- Severe Eczema
- Severe Bruising
- Undiagnosed lumps and swellings
- Athlete foot
- Diabetes- (permission from general physician required)

3.6 CONTRA-ACTION OF PEDICURE

A contra action is something that has happened due to a product or treatment being carried out.

- Erythema: Reddening of skin due to dilation of blood vessels
- Allergic to nail enamel.
- Excessive perspiration
- Allergic to oil
- Cuts
- Inflammation of the cuticle

Consult physician and offer aid as required for contra indications and contra-actions

3.7 BENEFITS OF PEDICURE

- The procedure is a potent means of exfoliation which essentially helps getting rid of the dead skin cells without causing any harm to the skin.
- It relieves tension in the muscles and reduces adamant muscles pain around the calves and ankles.
- It improves blood circulation.
- Foot massaging certain areas may send the signals to the rest of the body and relieve the muscle tension.



3.8 PRECAUTIONS FOR PEDICURE

Pedicure should be cautiously performed if a client has one of the contraindications and contra-actions listed conditions. Refer to lesson 2 for other precautions to be observed.

3.9 AFTER CARE ADVICE

1. Always allow the nail varnish to dry for at least 10-15 minutes before client leaves.
2. Recommend the client to be careful for at least 2 hours. It takes 24 hours for the nail enamel to thoroughly dry.
3. Recommend the client to exfoliate their feet preferable 2-3 a times week using foot scrub.
4. Apply foot cream regularly.
5. Always apply base coat prior to enameling the nails.
6. Massage cuticle cream or oil on the cuticles regularly.
7. Perform regular foot exercise.
8. Keep the feet, skin and nails in perfect condition through effective care.
9. Avoid walking bare foot.



INTEXT QUESTIONS 3.5

Match column A with column B

- | A | B |
|------------------------------|-----------------------|
| 1. Avoid walking barefooted | a) Contra-indication |
| 2. Hygienic condition | b) Contra – action |
| 3. Severe Eczema | c) massage |
| 4. Allergic to oil/cream | d) Prevent infections |
| 5. Improve blood circulation | e) After care advice |

3.10 HYGIENE AND STERILIZATION

Sterilization is a term referring to any process that eliminates (removes) or kills all forms of microbial life, including transmissible agents (such as fungi, bacteria, viruses, spore forms, etc.) present on a surface. Sterilization can be achieved by applying the proper combinations of heat, chemicals, irradiation, high pressure, and filtration.

All your tools must be washed in warm soapy water, then rinsed and then dried thoroughly before sterilizing them. This removes any debris and prevents contamination during the sterilizing method.



Notes

Few techniques for sterilizing of tools are

- **Autoclave:** High pressure steaming at a minimum of 121 degrees celsius for 15 minutes. The autoclave method is suitable for stainless steel and glass tools
- **Ultraviolet:** Used mainly to store already sterilized equipment. The UV method is only effective on the surfaces it touches, so the tools will need to be turned over
- **Glass Bead:** Glass beads are heated to 190 degrees celsius to 300 degrees celsius. They are kept at this temperature for 30- 60 minutes before use. Suitable only for very small items such as tweezers and cuticle pushers.
- **Chemical Sterilizers:** The most common chemical sterilizer is Barbicide. The tools are totally immersed in a solution of Barbicide or another chemical and water. Always follow the instructions to the letter. The chemicals are extremely strong and can cause harm to the skin, so be careful when handling them. Also always dry the tools well when removed from the solution.

Disinfectants

Disinfectants are substances that are applied to non-living objects to destroy microorganisms that are living on the objects. Disinfection does not necessarily kill all micro-organisms, especially resistant bacteria spores. It is less effective than sterilization, which is an extreme physical and/or chemical process that kills all types of life. Disinfectants are different from other antimicrobial agents such as antibiotics, which destroy microorganisms within the body, and antiseptics, destroy micro-organisms on living tissue. Disinfectants work by destroying the cell wall of microbes or interfering with the metabolism.

Hygiene and sterilization methods for Manicure and Pedicure

- **Client**
 - Jewellery to be removed for area being treated, hands or feet as the case may be.
 - Hands and feet to be checked for contra-indications.
 - Foot soaking.
- **Beautician**
 - Hand sanitized at the start of every treatment.
 - Keep nails short and filed.
 - Wear clean uniform.
 - Wear gloves for manicure and pedicure.
 - Hair tied back.
 - Minimum or no jewellery.
- **Trolley**
 - Always disinfect with surgical spirit at the end of the working day.
 - Always cover with couch roll.

Pedicure



Notes

- **Nail File**
 - **Metal:** Re-usable on clean hands should be cleaned periodically.
 - **Disposable:** To be disposed off, after giving service.
- **Orange Stick**
 - Disposable or re-usable when covered with cotton wool, but not indefinitely.
- **Hoof Stick**
 - If plastic, chemical sterilization.
 - If wooden, same as orange stick.

Any sterilization method is fine for the following:

- Cuticle Nipper
- Nail Brush
- Cuticle Knife

Chemical sterilizing, e.g. Barbicide for the following:

- Pedicure Callous File
- Manicure Bowl

Chemical and Ultraviolet methods (to be disinfected between clients with surgical spirit)

- Foot Bath
- Scissors

Autoclave, Ultraviolet, chemical and glass bead methods:

- Toe Separators

Disposable, or wipe with surgical spirit between clients:

- Nail Clippers



INTEXT QUESTIONS 3.6

Fill in the blanks:

1. Sterilization is used to eliminate or kill
2. Sterilization using high pressure steaming takes place in an
3. work by destroying the cell wall of microbes.
4. A beautician must before starting treatment.



Notes

5. Always disinfect the trolley with at the end of each day.
6. sterilization is used for pedicure callous file.
7. methods are used to disinfect a foot bath.
8. Toe separators can be sterilized by the bead method.



WHAT YOU HAVE LEARNT

- Meaning of pedicure.
- Equipment, tools and material used in pedicure.
- Preparation of client for pedicure
- Procedure of pedicure
 - Preparing bath
 - Exfoliation
 - Attending to toenails
 - Massage
 - Pressure point
 - Polishing
- Types of pedicure
 - Paraffin pedicure
 - French pedicure
 - Oil pedicure
 - Electric pedicure
- Contra-indications
- Contra-actions of pedicure
- Benefits of pedicure
- Precautions to be observed in pedicure
- After care advice
- Hygiene and sterilization



TERMINAL EXERCISE

1. List the cosmetics and tools required for pedicure.
2. Write the precautions to be observed in pedicure.
3. Explain paraffin wax pedicure.

Pedicure

- Write down the contra-action of pedicure.
- Explain French pedicure.
- List the after care advice for pedicure.
- Explain briefly some techniques of sterilizing tools.



Notes



ANSWER TO INTEXT QUESTIONS

3.1

- Foot scraper
- Hoof stick
- Buffer
- Nail brush
- Pumice stone

3.2

- (a)
- (c)
- (b)
- (a)
- (b)

3.3

- T
- F
- T
- T
- F

3.4

- Paraffin pedicure: Paraffin wax is used to moisturize the skin of feet.
- Hot oil pedicure: Hot oil is used to massage feet toe nails and cuticle.
- French pedicure: In addition to the regular pedicure, its special feature is its specific procedure of polishing.
- Electric pedicure: Electric equipment is used for cleaning scrubbing and polishing.

3.5

- (e)
- (d)
- (a)
- (b)
- (c)

3.6

- Bacteria
- Autoclave
- disinfectants
- Sanitize
- Surgical spirit
- Chemical
- Ultra violet
- glass



4

SPA PEDICURE AND MANICURE

Modern life is fast paced and full of pressures. Most of us look out for moments and places to relax. Spas have gained a lot of popularity, as they provide the desired place to relax and feel pampered. They provide the treatments, space and ambience for overcoming stress and promoting health.

The term spa is derived from a village near liege, in Belgium called SPAU. It had mineral hot spring which was used for improvement of health for treatment of ailments. Many believe the origin of the word “SPA” as a short form of latin phrase “salus per aquae” which means health through water. Modern spas have their roots in ancient towns famed for healing powers of their mineral waters and hot springs. This treatment have beneficial effects on whole body and mind. A spa is a therapeutic treatment for hand and feet that removes dead skin, softens skin; shapes and treats clients nails. A lovely addition in spa manicures and pedicures is the calf and lower arms long massage. In this lesson we will learn about the different types of hand and foot Spa.



OBJECTIVES

After reading this lesson, you will be able to:

- explain the term hand and foot spa;
- identify and use the appropriate tools, implements and materials for hand and foot spa;
- appreciate the qualities of a good hand and foot spa salon;
- adopt correct procedure of hand and foot spa;
- list the benefits of hand and foot spa;
- observe the prescribed precautions for hand and foot spa;
- differentiate between the various types of hand and foot spa.



4.1 MEANING OF SPA

A Spa has been part of therapeutic healing treatments. Hand and foot spa is an effective and a relaxing technique that fulfills all the physical and psychological demands of the hand and feet. Spa pedicure and manicure is an upgrade form of the regular treatment of manicure and pedicure and generally includes one of the following: paraffin dip, mask, mud or seaweed treatment.

During a regular manicure/pedicure, the hands/feet are soaked in warm water, rubbed and cleaned, to remove dead skin. The nails are clipped and filed, followed by a brief massage with soothing lotion/cream. The nails painted with a base coat, main coat and a top coat of polish. A spa manicure/pedicure is a longer and more involved treatment of the hands/feet than the regular one, with some additional treatment. Hand/feet spa not only removes dead cells but also callous. This treatment is done to replenish, restore and rejuvenate naturally tired hands and feet. But what really sets it apart is the fact that it is a longer service with more steps like exfoliating scrubs, hydrating masks, hot towel wraps etc.

4.2 TOOLS AND EQUIPMENT

In a spa treatment, there more steps involved, hence one requires some more tools and materials than a regular manicure and pedicure. Let us study about them.

- Callous Remover is a tool designed to strip off calluses and corns.
- Cuticle Nail Pusher is a tool used to push back and loosen the cuticle
- Cuticle Nipper is an implement used to cut the cuticles.
- Cuticle Scissor is an implement to cut stubborn cuticles.
- Finger or Manicure Bowl is a small bowl used for soaking the fingers to soften the cuticles.
- Foot file is made of metal or sandpaper, with a rough file on one side to remove calluses and a fine file on the other to smoothen the nails
- Foot Spa Basin is a large rectangular container used for bathing and soaking the feet when giving a pedicure.
- Manicure Tray is a flat container where all the necessary tools and implements are placed for use by the technician.
- Manicure Nail Brush is a plastic handled brush with nylon bristles used to clean dirt and cosmetic residue from nails.
- Pedicure Nail Brush is a tool used to remove cosmetics and cleanse nails.
- Mixing bowl is a small open-top, rounded cup-like container used for mixing the aromatic oils and other fluids for manicure/pedicure.
- Nail Buffer used for smoothening and polishing the nails.



Notes

- Nail Cutter / Nail Clipper / Nail Trimmer is a hand tool made of metal used to trim fingernails
- Nail File used to shape the free edges of the nail
- Orangewood Stick is an implement with pointed and rounded ends used for various activities.
- Plastic Container for Cotton is a small receptacle where cotton balls are put.
- Trolley a wheeled cart that is pushed by hand and used for transporting manicuring and pedicuring tools and materials.
- Nail scraper: Its made of wood/steel used to remove hard skin on soles of feet

Materials are the cosmetics and supplies that are consumed and to be replaced from time to time. They are also called consumables.

- Sanitizer is an Alcohol organic compound used for sanitizing.
- Antiseptic Solution is an agent that reduces or prevents the multiplication of microorganisms
- Apron is a protective garment that covers primarily the front of the body to protect clothes from being stained.
- Assorted Colored Nail polish is a lacquer polish applied on fingernails and toenails to decorate and/or protect the nail plate.
- Base Coat polish applied to the nail plate before the application of colored polish to smoothen surface for color
- Bleaching Soap is a soap formulated to whiten the skin.
- Cling Wrap plastic film used for sealing the paraffin during a hand spa.
- Cotton is a soft white fiber for dabbing or cleaning the nails and removing nail polish.
- Cuticle Oil is a mixture of fats and waxes in a lanolin and petroleum base to soften and lubricate the skin around the nails.
- Cuticle Remover used to soften nail cuticles and prepare them to be cut.
- Toe Nail Separator is a soft foam material inserted in between the toes to keep them apart to prevent a freshly painted toenail from staining another toe.
- Top Coat is a clear nail polish applied to the nails after the colored polish to protect it from scratches and chips, it makes nails harder and keep them looking shiny.
- Towel is an absorbent cloth for drying the hands and feet.
- Sterilizer is an equipment in a salon used for sterilizing metal implements to kill micro-organisms.

Spa Pedicure and Manicure

- Timer is a device that can be preset to start or stop something at a given time.
- Lukewarm water for soaking of hands and feet.
- Essential oils are aromatic oils of medicinal value
- Masks are used to nourish and soften the skin of hands/feet



INTEXT QUESTIONS 4.1

State whether the following statements are true or false:

1. Spa pedicure and manicure is an low grade form of treatment.
2. Cuticle nipper is used to push back and loosen the cuticle.
3. Nail buffer is used for filing and shaping of nails.
4. Antiseptic solution prevents multiplication of micro-organism.
5. Cuticle oil is a mixture of fat and wax used to lubricate skin around the nails.
6. Essential oils are aromatic oils of medicinal value.
7. Cling wrap film is used for insealing the parrafin during hand spa.
8. Masks are not advised for hand spa.

4.3 QUALITIES OF GOOD SPA SALON

- It should be in good neighbourhood.
- Parking should be easily available to the client if located in a big city.
- Spa salon should be in the area where people live or work.
- The prices of the services should be affordable in the relation to the facilities provided.
- Spa should have the facilities of regular manicure/pedicure also.
- Work area should be clean and hygienic.
- There should be arrangements for sterilization of all tools and equipment used on regular basis and discarding of disposables after every use.
- Maintain high standards of personal hygiene.
- Trained and experienced and friendly workers.
- A relaxing environment with dim light and soft music.
- Each workstation should ensure privacy of client
- Arrangements for safe disposal of water/waste
- Uses quality/branded products



Notes



Notes

4.4 PROCEDURE FOR HAND SPA

Hand Spa is an activity that is undertaken after a manicure. If the client has not undertaken a manicure prior to this, then suggest to the client to go for a manicure before it. Facilities for manicure should be available at Spa salon also.

Procedure Hand Spa

1. Trimming

- First of all remove the old nail polish ,by using a nail polish remover.
- Trim and shape the nails as desired by client.
- Use cuticle cream or lotion to soften the cuticles

2. Hands soak

- In a manicure bowl take some lukewarm water and add desired essential oil to it or 1/2 tbsp of epsom salt and three tbsp of almond or olive oil to it.
- Add handwash or manicure shampoo to it and stir it well.



Fig. 4.1: Soaking

- Soak the hands in the manicure bowl and leave them for 10 -20 min .This water solution will remove the dirt and soften the dead skin from hands.
- Use nail brush to remove dirt of nail free edges
- Use pumice stone to remove any hard skin from the hands.
- Remove client's hands from the water and rinse and dry it properly.

3. Exfoliation

- Apply scrub on hands and gently massage it in circular motions over the hands.
- Rinse and dry the hands.
(Salt and sugar are good exfoliators)



4. Moisturization and massaging

- Moisturizing the hands is important after the exfoliation is completed.
- Apply cream and give gentle massage for 10-15 minutes. Starting with manipulation of by effleurage followed by petrissage, friction, tapotement and vibrations.
- After massage wipe the cream with a damp towel.
- Attend to the pressure points of hand during massage to provide relaxation.

5. Application of nail polish

- Before applying nail polish wipe off lotion or cream from nails with the help of nail polish remover.
- Apply base coat , nail polish and top coat and allow it to dry between each coat.
- Commonly nail enamel is not used for men's hand spa.



Fig. 4.2: Soaking

4.4.1 Basic Hand Spa Treatment

Materials required

- 2 cups of hot water
- 1 cup of milk
- Moisturizing hand scrub
- Moisturizing lotion
- Basin
- Plastic cling wrap



Notes

Instruction

- Measure 2 cups of hot water and 1 cup of milk. Combine in a basin.
- Apply hand scrub and rub it in a circular motion, with moist hands.
- Once hands are exfoliated, Rinse it off in the milk mixture.
- Apply moisturizing lotion evenly on to the hands.
- Finally, wrap the hands with a cling wrap for about 5 mins to let the lotion silken the skin.
- Rub and massage excess lotion into the skin.

4.4.2 Benefits of Hand Spa

- It reduces tension in the hands.
- Release knotted muscles.
- Improve the mobility in the hands.
- Strengthen the immune system, helping body to fight illness.
- It has cumulative and beneficial effect on the lymphatic system for detoxification.
- Regular treatments reduce anxiety and depression.

**INTEXT QUESTIONS 4.2**

Fill in the blanks :

1. Spa is an technique of regular manicure and pedicure.
2. In the nails are cut and shaped.
3. Use cuticle cream to the cuticle.
4. The hands are soaked for minutes.
5. Massaging is done after

4.5 PROCEDURE OF FOOT SPA

Foot Spa is an activity that is undertaken after a pedicure. If the client has not undertaken a pedicure prior to this, then suggest to the client to go for a pedicure. Facilities for pedicure should be available at Spa salon also. Foot Spa is usually the last step of a pedicure. This is invariably done before the application of nail enamel.

Procedure of Foot Spa**1. Trimming**

- First of all, remove the old nail polish by using a nail polish remover.
- Trim and shape the nails as desired by the client.
- Use cuticle cream or lotion to soften the cuticles



Notes



Fig. 4.3: Trimming nail

2. Feet soak

- In a pedicure tub put lukewarm water and add desired essential oil to it or 1/2 tbsp of epsom salt and three tbsp of almond or olive oil to it.
- Add some foot wash or pedicure shampoo in it , stir it well
- Soak the feet in the pedicure tub and leave them for 10 -20 min .This water solution will remove the dirt and soften dead skin from feet.
- Use foot scraper or pumic stone to remove hard skin from the feet
- Remove the client's feet from the water and rinse well and dry it properly.

3. Exfoliation

- Apply scrub on feet and gently massage it, with moist hands.
- Massage the feet using circular motions.
- Rinse and dry the feet.



Fig. 4.4: Exfoliations



Notes

4. Moisturization and massaging

- Moisturizing the feet is important after exfoliation is completed.



Fig. 4.5

- Apply cream and give gentle massage movement for 10-15 minutes. Using manipulation like effleurage, petrissage, friction, tapotement and vibrations. Apply cream with moist hands. This moisture will not only help to dilute the cream and allow it to spread evenly, but it will also be absorbed easily by the open pores which occurs after exfoliation.

5. Application of nail polish

- Before applying nail polish wipe off lotion or cream from nails with the help of nail polish remover.



Fig. 4.6

- Apply base coat, nail polish and top coat and allow it to dry.
- Use toe dividers to make easier application of nail polish.
- Commonly nail enamel is not used after foot spa for men.



INTEXT QUESTIONS 4.3

Match column A with column B

- | A | B |
|-----------------|-----------------------|
| 1. Orange Stick | a) Trimming |
| 2. Pumice stone | b) Softening of Skin |
| 3. Nail Clipper | c) Cream lotion |
| 4. Soaking | d) Dead skin |
| 5. Massaging | e) Pushing of cuticle |

4.6 CAUSES AND CURE FOR DRY HANDS AND FEET

Dryness of hands, feet and body can be caused by the following.

1. Spending long periods in air conditioned environment.
2. Long exposure to the sun.
3. Using soap or cleansers that has alkaline or alcohol base.
4. Taking long hot showers and baths.
5. Under medication.
6. Itchy and synthetic clothing-Some people have skins that are sensitive to synthetic fibers.
7. Malnutrition or Eating Disorder.

This is treated by applying hydrating and toning masks.

You have to do a little exfoliating and then treat the skin with a hydrating and toning hand/foot mask.

4.6.1 Preparation of Home Made Masks

1. Hand/feet Scrub

Ingredients:

- 1/4 cup brown sugar
- 2 teaspoons cranberry juice

Directions:

- First you clean the hands/feet with mild soap and warm water.
- After that prepare a scrub made from: 1/4 cup of brown sugar and 2 teaspoon of cranberry juice.



Notes

- Rub that scrub onto the hands/feet for a few minutes.
- Apply some pressure like massaging hands, (will improve the peripheral circulation), then wash with lukewarm water.

2. Hand/Foot Mask

- 1 egg yolk
- Lemon juice
- Olive oil

Directions:

- Take one egg yolk, squeeze some lemon juice and mix it well adding some olive oil.
- Beat it until you get smooth cream like mayonnaise.
- Put it onto the hands and feet in a thick layer and let stand for at list 15 minutes.
- Longer you keep it, the better result you get.
- Wash the hands and feet first with warm water and then finish with cold water.
- Absorb water with towel, then rub some nourishing hand cream for soft, smooth, moisturized hands and feet.

3. Banana Pulp Mask

Banana is a great moisturizer when mixed with milk yoghurt or honey.

Ingredients:

- Banana-1
- 1tp honey

Method:

- Take a banana and mash it with a fork adding honey and apply the pulp to your hands/feet.
- Wait for 15 minutes and wash it off with lukewarm water.
- You can also add pulp of half avocado to the banana (as an alternative).

This mask is simple yet functions well when applied to your feet. Banana pulp works as a good moisturizer and leaves your hands and feet with a much softer and smoother skin.

4. Hand/Foot Moisturizer

This moisturizer helps you in smoothening the dry and achy feet and hands. Applying this daily would help you to get rid of cracked heels and dry hands as early as possible.



Ingredients:

- Petroleum jelly- 1 tbsp
- Lime juice- 2- 3 drops
- Lukewarm water- 1/2 tub (for soaking)
- Cotton socks

Method:

- Mix 1 tablespoon of petroleum jelly with lime juice.
- Before applying this, soak the feet in lukewarm water for about 10 minutes and pat it dry.
- Now, apply the mixture by gently massaging the feet and cover them with cotton socks.

5. Potato Mask

Potatoes make for a great anti-aging, whitening, tightening and brightening skin treatment.

Ingredients:

2-3 potatoes, 1 tsp milk

Directions:

- Boil 2-3 potatoes, mash them thoroughly and add milk to form a paste.
- Apply the warm mixture on your hands and leave them on until they cool.
- Wash them off and apply some hand cream or lotion.

6. Orange Spice Mask

This mask will not only warm up feet but it will also soften the skin as it contains oatmeal, honey and olive oil providing hydration and skin soothing benefits.

Ingredients:

1 /2 cup whole oats , 1 /2 teaspoon cinnamon , 1 /2 teaspoon cayenne pepper, 4 tablespoons warm water, 1 teaspoon olive oil , 1 tablespoon honey, 1 tablespoon fresh ginger grated , 4 drops sweet orange essential oil.

Directions:

- Using a food processor, grind the oats to a fine powder.
- Transfer to a medium-size bowl, add the remaining ingredients, and stir until blended into a thick paste.



Notes

- Prepare two warm, wet washcloths or hand towels, either by wetting them and placing them in the microwave for one to two minutes or by soaking them in hot (not boiling) water. Wring out excess water and set aside.
- Sitting with the feet in the tub or a large basin, spread a thick layer of the mask over each foot, covering them completely up to the ankles. After wiping hands clean, wrap each foot in one of the washcloths to seal in the moisture from the mask.
- Allow the client to relax for 10 to 15 minutes.
- When ready to remove the mask, carefully lift off the washcloths.
- Rinse the feet thoroughly using warm water. Pat dry with a towel.

7. Potato and Honey Foot Mask

Ingredients:

- 2 potatoes
- 2 tbsp honey
- 2 egg yolk

Directions:

- Peel and grate potatoes.
- Separate the egg whites from the yolks. Beat egg yolks. Add honey.
- Combine all ingredients in a medium-sized bowl and mix further.
- Rub the mask into feet and wrap with plastic wrap.
- Leave on for 30 minutes. Wash off with cold water.
- This homemade foot mask will moisturize and help to soften the skin.

8. Spa Aroma Hand Treatment

This aroma therapy treatment uses fragrant oils and moisturizers to refresh and revive dry skin. A gentle buffing with an aroma therapy exfoliating scrub is used to remove dry, dull skin. Massage the hands with a rich moisture cream, before applying the polish.

9. Spa Aroma Foot Treatment

A refreshing aroma therapy pedicure to soothe and moisturize tired feet while removing dry skin and calluses. This spa foot treatment relaxes and renews with a gentle exfoliation and moisturizing therapy, followed by a long foot and leg massage for instant stress relief, using aromatic oils and a nail polish of the client's choice.



INTEXT QUESTIONS 4.4



Notes

Choose the correct option:

1. Dryness of hands and feet is caused by:
 - (a) long exposure to sun and rain
 - (b) taking long hat and cold showers
 - (c) Medication and mal-nutrition
 - (d) chemicals and synthetic clothing
2. Banana pulp mask is made by mixing:
 - (a) Banana and honey
 - (b) Banana and petroleum jelly
 - (c) Banana and lime juice
 - (d) Banana and luke warm water
3. Orange spice mask is used to:
 - (a) to warm feet and remove dead skin
 - (b) to warm feet and soften skin
 - (c) to soften skin and romove dead cells
 - (d) to warm feet and lighten the skin.
4. Potato honey foot mask is made using:
 - (a) grated potatoes and petroleum jelly
 - (b) grated potatoes and egg whites
 - (c) grated potatoes and egg yolks
 - (d) grated potatoes and fruit juice
5. Spa aroma hand and foot treatment uses:
 - (a) fragrant oils and moisturizers
 - (b) fragrant air and honey
 - (c) fragrant oils and scrubs
 - (d) fragrant oils and mineral oil

4.7 BENEFITS OF SPA

Spa treatment is a great solution for relaxing the mind and body.



Notes

4.7.1 Health Benefits of Spa

- **De-Stress:** A therapeutic massage will relax and soothe the client.
- **Mental Benefits:** It can stimulate one mentally and physically. It can even increase one's confidence and self-esteem. A foot scrub can invigorate you.
- **Feel and Look Young:** Taking good care of your body and mind can help deter aging. A therapeutic massage can help you relax.
- **Improve Blood Circulation And Manage Blood Pressure:** Spa treatments such as hydrotherapy, massage, heat therapy treatments can improve blood circulation and regulate blood pressure.
- **Manage Sleeping Patterns:** A body and mind that are relaxed will be able to cope well with any sleeping disorder.
- **Management of Body Aches and Pains:** Massages, hydrotherapy and heat therapy can help lessen pain.

4.7.2 General Benefits of Spa

- The massage action is not only relaxing, it also helps to improve blood circulation to the extremities.
- This can reduce pain and help the body to distribute heat. (Getting regular pedicures is actually a great way to maintain the health of your toes)
- Any dirt is easily removed, along with dead skin cells,
- Keeps your hands smooth, soft and nourished.
- Reduces any appearance of wrinkles.
- A professional foot spa treatment will also exfoliate the skin,
- Helps remove any callouses on the bottom of the feet.
- Beneficial in relieving arthritic pain
- Helps in detoxification, helps in maintaining pH balance in the body
- Helps in reducing headaches: a light massage during the foot spa procedure stimulates the nerve points and helps in treating symptoms like headache, migraine etc.

4.8 PRECAUTIONS TO BE OBSERVED DURING SPA

- Analyze the skin before treatment.
- Don't give treatment on an infectious skin.
- Wash hands before and after treatment.
- Use clean and sterilized tools and implements.

Spa Pedicure and Manicure

- Never use metal or sharp files.
- Never cut cuticle very short as this will cause pain/ ingrown nails.
- Wear gloves to protect your nails from detergent and chemicals.
- Keep your nails short and filed.
- Make sure you check the hotness of the water in the tub before soaking the foot in it. It may hurt the skin if the water is extremely hot. The foot soak must be done in lukewarm water.
- There are chances some lotions may irritate the skin. So check the foot lotion before using it.
- The individual work stations should be clean and all disposable tools be removed and thrown away and the work station sanitized, and new clean tools set out.



Notes



INTEXT QUESTIONS 4.5

Fill in the blanks

1. The massage action helps to improve blood circulation to the
2. Hot hydro therapy can help to lesson
3. A therapatic massage can help you
4. Wear to protect your nails from chemicals.
5. Check lotions before using as some may the skin.

4.9 TYPES OF SPA

1. Paraffin Wax Spa



Fig. 4.7



Notes

This is a wonderful treatment for hands or feet.

1. Start with exfoliation using a honey -almond scrub .
2. Dip both hands or feet into a paraffin wax and remove. Allow the wax to cool completely and set.
3. Peel off the cold set wax.
4. Wipe the hand and feet with a warm moist towel.

This is a wonderful, rather a perfect treatment for dry, rough skin, helping to reveal a smooth skin underneath.

2. Mud mask spa

1. Start with exfoliation using a scrubbing cream.
2. Always moisturize the feet after exfoliation is completed



Fig. 4.8: Mud mask

3. Apply mask made of clay on hands/feet
4. Once it is dry remove the mask from the hands or feet.
5. Rinse and dry it properly.

A mud mask is similar to a face mask, but used on hands or feet. It helps to remove the dead skin and to relax sore feet and hands. It puts life back into tired hands and feet. It softens calluses and neglected skin.

3. Salt and Sugar Spa

1. Apply basic treatment of manicure and pedicure
2. Use salt or sugar with a moist hand to scrub the skin, instead using scrubbing cream.

This spa exfoliates and moisturizes the skin and removes dirt from hands and feet.

4.9.1 Special Variants of Spa

These treatments range from a simple sea-salt scrub, to skin peels and callus removal, masks, Aroma Therapy, Flowers and Fruit treatments.



Notes

1. Stone spa

Stone spa is usually more of a massage. This type of pedicure involves oil being massaged into the feet and lower legs with hot stones. The toenails may also be trimmed, filed, and polished as well. This indulgent treatment includes all of the delights of a basic manicure, plus the addition of heated stones, which are placed over the hands and/feet to provide relief and comfort.



Fig. 4.9

2. Peaches and Cream Spa

For a peaches and cream spa, you could use a peach-scented candle or diffuser in the pedicure area. Milk (cream) will help exfoliate the skin and sliced peaches in the bath will make the client feel very relaxed. You could offer a glass of peach nectar or some sliced peaches with whipped cream in a cup while the client is having the spa. The massage in this spa-type is longer than that of the plain pedicure. One could just use different massage techniques also.

3. Flower Petal Float Spa

Soak the hands and feet in a basin filled with rose petals, prized for their moisturizing and mood-elevating benefits. The client relaxes as the petals are bathed over the hands/feet and aloe vera lotion is massaged into muscles for a fragrant mind-body lift.



Fig. 4.10



Notes

4. Champagne or Wine Spa

This is a regular pedicure usually featuring a grape-seed scrub, grape mask peel, and finished off with grape seed oil or moisturizing massage.

5. Athletic Spa

This spa is quite similar to a regular pedicure for either gender. It includes either a clear polish or toenail buffing. Usually, the aromatics used will be more cooling, such as peppermint, cucumber, or eucalyptus.

6. Chocolate Spa

A spa which may include a chocolate foot soak, chocolate foot Mask, or chocolate moisturizing lotion.

7. Margarita Spa

It is a normal spa that includes a salt scrub and soaking water with fresh limes. It may also include a lime-based massage oil and moisturizer.

8. Ice Cream Spa

A spa where a “bath ball”, which looks like a scoop of ice cream, is chosen. The soak is followed with a foot scrub topped with a whipped moisturizing lotion. Red nail polish simulates the ice cream’s cherry.



INTEXT QUESTIONS 4.6

Explain the following in one sentence only.

1. Wax Spa
2. Mud Pack Spa
3. Salt and Sugar Spa
4. Exfoliation
5. Soaking



WHAT YOU HAVE LEARNT

- Spa
 - Meaning
 - Tools, equipment and materials
 - Qualities of a good spa salon



- Procedure of hand and foot Spa
 - Trimming
 - Soaking
 - Exfoliation
 - Moisturization and massaging
 - Application of nail polish
 - Hand masks
 - Aroma masks
- Causes and cure of dry hands and feet.
- Benefits of Spa
- Precautions to be observed in Spa
- Types of Spa
 - Paraffin wax spa
 - Mud mask spa
 - Salt and sugar spa
- Special variants of spa
 - Stone pedicure
 - Peach and cream pedicure
 - Flower petal spa
 - Champagne wine spa
 - Athletics spa
 - Chocolate spa
 - Ice cream spa



TERMINAL EXERCISE

1. How is spa different from regular manicure and pedicure?
2. List the implements and materials required for hand and foot Spa .
3. List the criteria for a good spa salon
4. Write the procedure of hand and foot spa .
5. Write the benefits of hand and foot spa .
6. Write the precautions of hand and foot spa .



Notes

7. What are the different types of hand and foot spa?
8. Briefly explain some hand and foot masks.
9. Briefly explain the different variants of hand and foot spa.



ANSWER TO INTEXT QUESTIONS

4.1

1. F 2. F 3. F 4. T 5. T 6. T
7. F 8. F

4.2

1. upgraded 2. trimming 3. soften 4. 10-20 5. exfoliation

4.3

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

4.4

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

4.5

1. extremities 2. pain 3. relax 4. gloves 5. irritate

4.6

1. **Wax Spa** – In this Spa, the hands are dipped in hot wax, and allowed to cool before the cold, set wax is peeled off.
2. **Mud Pack Spa** – A mud mask used for this spa is similar to a face mask, but used on hand and feet.
3. **Salt and sugar pack** - In this pack, salt and sugar scrub is used instead of scrubbing cream
4. **Exfoliation** – This a process of removing dead skin by using scrubs.
5. **Soaking** – The soaking process helps to soften the hard skin, making it easy to be scraped off.



5

NAIL ART

Nail art is quite popular now-a-days. You must have seen many women supporting highly decorated nails-painted in various designs and colour, studded with coloured stones sequins and beads. It makes hands and nails look attractive and draw our attention.

Nail art is a creative way to decorate nails. It is a type of art which can be done on fingernails and toenails. Nail art offers creative opportunity and is favoured by many clients who see it as a way to express their unique personalities.

From the historical perspective, nail art was used in ancient times. It first emerged in ancient Babylonia where males colored their nails with kohl. The nail colour indicated status where males of higher class wore black while males of lower class wore green. Queen Cleopatra used deep rusty shades with an undertone of gold. Ordinary women were not allowed to use the same colour as the queen. The well-known French manicure of Paris was invented in 1976 by Jeff Pink, the founder of cosmetic company ORLY, who created nail styles that were practical and versatile.

Some of the reasons why clients like to have nail art are, to enhance the appearance of their nails, to draw attention to their hands and above all to dress up for special occasions. In this lesson we shall learn about the tools and materials used and the different technique and types of nail art.



OBJECTIVES

After reading this lesson, you will be able to:

- describe the structure of nail and its shape;
- undertake consultations with the client;
- list cosmetics, equipment and implements required for nail art;
- prepare and plan for the service;
- undertake different nail art services;
- suggest after care.



5.1 STRUCTURE AND SHAPE OF NAIL

Nails are flat horny structures and their function is to protect the extremities of fingers and toes. They are similar in structure to the epidermis and hair, being formed by cells containing keratin and are very compact.

When performing nail art, you need to begin with a suitable nail shape and length. There are number of factors that need to be considered but the client makes the final decision about the preferred nail shape and length. This must be respected always. There are four basic or natural shapes that can be considered. These depend on the length of the nail plate. These shapes affect the appearance of the hands. The four natural nail shapes are:

- Pointed
- Square
- Oval/almond
- Round

5.1.1 Creating Nail shapes for Nail Art

The naturally endowed shapes of nails can now be easily changed, through the techniques of filing or extensions or artificial nails. Nail art helps provide this opportunity. Some popular shapes that can be created are :

1. Round

This simple shape is perfect for short nails, extending only slightly past the nail bed and maintaining its natural shape.

2. Square

This doesn't take a lot of effort to maintain, as for a square shape the tip is filed flat. One doesn't need much of an edge to achieve it, so it is good for relatively short nails.

3. Rounded Square

This version of square nails is a little less intense, its more geometric but it still looks beautifully manicured and is a great canvas for simple nail art.

4. Oval

If one has longer nails and desires a slimmer, more feminine look, this shape is recommended. Oval nails also make hands look longer.

5. Squoval

This style combines the length of oval nails with the contouring of square nails.



Fig. 5.1: Creating nail shape

6. Almond

Taking oval nails a step further, we have almond nails. Narrow and ending at a rounded point, this shape elongates hands and makes them look more slender.

5.2 CLIENT CONSULTATION

All services in salon are preceded by client consultations. Before carrying out the nail art service, it is necessary to assess the condition of the clients nail and cuticles. While assessing the nail one should look for any nail disorders contra indications shape etc. Client consultations is an opportunity to discuss find out what the clients wants or prefers. One can advice the client about the suitability in relation to the condition, shape etc. of the nails. The final decision is left to the client. All details are usually recorded for future reference and after care advice.

It is always good to prepare a large number of nail art designs on artificial nails to show the client for easy selection.

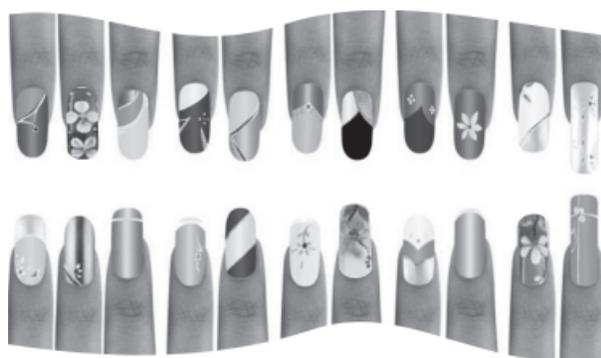


Fig. 5.2: Different nail art designs



Notes

Given below is a sample record card. You can also design your own record card to help gather and record relevant information of the client.

Sample record card

Record Card

Name:	DOB:
Address	
Tel Nos.	
Condition of nails on the first visit:	
B-broken, M/F Mold/Fungus L-Lifting Bi-Biuen I-Infected H-healthy	
Details of previous treatments:	
Details of nail care carried out at home:	
GP Name/Tel no/Address:	
Medical history/Current medication/Allergies	

Clients Signature:

Technician Signature:

Activity 5.1

Design a 'Record Card' for recording details of your client for consultations.



INTEXT QUESTIONS 5.1

Match the following:

- | | |
|--------------------|---------------------------------|
| 1. Square | a) Made of keratin |
| 2. Nail | b) Creative way to design nails |
| 3. French manicure | c) To fill client information |
| 4. Nail art | d) Type of nail shape |
| 5. Record card | e) Emerged in 1976 |



5.3 TOOLS AND MATERIALS

Every service in salon requires its specific tools and implements. Let us study about some of the important ones.

1. **Nail art brushes:** These small paintbrushes are used to paint designs on nails. Several sizes should be stocked all the times. Small or medium size brushes are used for painting background designs.



Fig. 5.3: Nail art brushes

2. **Nail file:** A nail file is a tool used to gently grind down and shape the edges of nails. A strip of roughened metal or an emery board is used for smoothing and shaping the fingernails and toenails.



Fig. 5.4: Nail file

3. **Nail Art Sponges:** Every sponge will create its own unique look. Sponges that are dense, like make-up ones are ideal for creating gradient looks. They have good coverage and make blending colors easy. While a sponge like bathroom or kitchen one will create blotchy patches. This is perfect for galaxy or cloud designs.



Fig. 5.5: Nail art sponges



Notes

4. **Tweezers:** These are small tools used for picking up objects like beads, stones, sequins etc. that are too small to be easily handled with the human hands.



Fig. 5.6: Tweezers

5. **Nail Art Small Scissors:** These have a curved tip which aids in trimming nails in relation to the natural curvature of the nail plate.



Fig. 5.7: Nail scissors

6. **Orange wood stick:** These have number of uses. They can be used as spatula or can be used for applying products on hands and nails.



Fig. 5.8: Orange wood stick



7. **Nail polish drier:** A nail polish dryer is available in a variety of shapes, sizes and prices. It is important to find a quality dryer for the most desirable results. It should have a non-slip hand grip, finger rest, and an airflow passage for both warm and cool air.



Fig. 5.9: Nail polish drier

8. **Pedal dust bin:** A pedal bin is a container with a lid operated by a foot pedal. It is easy to operate when both hands are busy. Helps to keep the work area clean.



Fig. 5.10: Pedal dust bin

9. **Palette:** a thin and usually oval or oblong board or tablet with a thumb hole at one end, used for holding and mixing colors.



Notes



Fig. 5.11: Colour Palette

Material for nail art

- Cotton wool
- Base coat
- Top coat
- Nail enamel
- Nail polish remover
- Acrylic paints
- Glitters
- Foil strips
- Bullion beads
- Tooth picks

**INTEXT QUESTIONS 5.2**

Fill in the blanks:

1. are used to paint design an nails.
2. The should have a non slip hand grip and finger rest.
3. A nail file is used to grind down and the edges of nails.
4. are used for picking up objects like beads, stones and sequins.
5. The palatte has hole at one end for holding and mixing colours.



5.3.1 Nail Art Brushes

Nail art brushes are the most important tools of nail art. A large variety of brushes are used in Nail Art. Let us study about some of these in detail.

1. Round brush

It is the most versatile and common nail art brush. It is used for creating intricate designs. It also helps in creating different strokes patterns. These brushes also help in making 3d nail art using acrylic powder.

2. Striper/liner brush

This nail brush helps in creating stripes (long lines) and striping stroke patterns. These can also be used to make animal patterns such as zebra or tiger prints. You can draw straight lines with these brushes with ease.

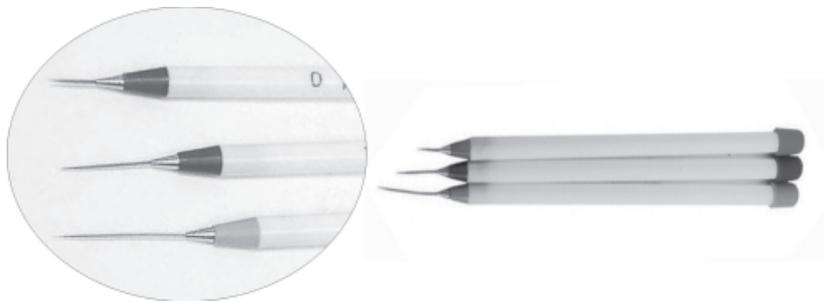


Fig. 5.12: Nail Striper

3. Flat brush

This brush is also known as shader brush. These brushes help in creating long fluid strokes on the nails. It also helps in creating one stroke patterns, blending and shading. They are also helpful in doing gel nails

4. Angled brush

This brush basically helps in one stroke nail art flowers on the nail. It is very easy to double load the two colors while using because of its angled bristles.

5. Fan brush

Fan brush has many functions. It helps in shading, creating swirls and also helps in sprinkling glitter. One can create beautiful stroke effects with this brush. It is also used in brushing off excess flocking powder or glitter.

6. Detailing brush

As the name suggests this brush is used for adding details to nail design and it has a very good precision effect.



Notes

7. Dotter

It has a very small head tip which helps in creating many small dotted effects on the nails. For larger dots, use other bigger dotting tools that are available in the market.



Fig. 5.13: Nail dotter

Care of Nail Art Brushes

Do's

1. Wipe off the excess (polish, water or gliter) on your brush using clean paper towel dampened with isopropyl alcohol. Pull the bristles smoothly together to restore the original shape of the brush
2. Allow the brushes to dry before storage

Don't

1. Never clean brushes in hot water. The bristles will fall out and may also loose their shape.
2. Never leave the brush with its bristles resting on any solid object, instead have them lying flat or upside down.

Activity 5.2

Visit a nail art salon in your neighbourhood and accord your observations with regard to:

1. Tools available
2. Equipment used
3. Materials stocked



INTEXT QUESTIONS 5.3

Match the following :

- | | |
|----------------------|--|
| 1. Nail dotter | (a) gives both warm and cool air. |
| 2. Round brush | (b) to create design on nails. |
| 3. Nail strippers | (c) for sprinkling glitter |
| 4. Fan brush | (d) versatile and common nail art brush |
| 5. Nail polish drier | (e) long slender bristles are good to create fine stripes. |

5.4 PREPARATION FOR NAIL ART

The preparation for nail art involves three steps. These are:

- Preparing the work area
- Sterilization and sanitization
- Pre-preparation

A. Preparing the work area for nail art

1. Ensure that area is well ventilated.
2. Area should be free of dust, as this can settle on the wet nail art.
3. Lighting should be good. It is a good idea to use a table lamp at the area.
4. Ensure all products are stably placed to avoid spilling of products.

B. Sterilization and sanitation:

1. Sterilize all the tools and implements before using on client, to prevent spread of infection and disease.
2. Disinfect work station after each client.
3. Discard all used disposable material properly.
4. Maintain a high standard of personal hygiene.

C. Pre-Preparation

1. Confirm the client's choice of nail art.
2. File the nail as per client's choice.
3. Clear the dead cuticle. Clean the free edge.
4. Wipe the nail bed with non-acetone polish remover to prepare the nail for art.



INTEXT QUESTIONS 5.4

State whether the following statements are true or false:

1. Area should be free of dust to prevent it from setting on wet nail art.
2. Personal hygiene is not important in nail art.
3. Removing dead cuticle and clean free edges are important for nail art.
4. Ensure all the products are stably placed to avoid spilling of products.
5. Disinfection of work station after each client is not advised.

5.5 NAIL ART TECHNIQUE

Nail art is a creative activity where one draws pictures or designs on fingernails. It is a popular type of art as these days fingernails and toenails are seen by some as important points of beauty. Also, it is a type of fashion activity, related to manicuring.

Things you will need

- different shades of nail polishes
- thin paint brush or bobby pins (in case if your design involves dots)
- scotch tape or cello tape
- a pair of scissors
- round shaped band aid (if you are doing a semi-circle design)

Points to keep in mind when applying nail art

1. Nails should be neatly manicured before painting. If the natural nails are too short or bitten down, consider applying acrylic nails before painting the design.
2. One needs to work as fast as possible, since nail polish dries rather quickly. Feel free to mix glitter into the polish colors before painting the nails. Try using stick-on stones to jazz up a simple motif.
3. To make the designs last longer, advice the client to apply a coat of clear nail polish every two or three days and wear gloves when doing tasks that may cause damage to the nails.

There are a number of different nail art techniques you can use to create unique designs. They can be used alone or combined with others to make a look that reflects the client. These are easy to learn, and one needs little or no practice to get a great look. The techniques explained below can be used for all types of nail art.



Stamping

The stamping nail art technique allows anyone to have detailed image on their nails. From animal prints like zebra stripes and leopard spots to intricate designs to images of fruit. There are thousands of different images to choose from.

This nail art technique needs practice before it can be mastered. One needs to master the angle one uses the scraper at, or picking up the design on the stamp and placing the image on the nail. Each step needs to be learned.



Fig. 5.14: Nail stamping

Sponging

The sponge nail art method uses (as the name suggests) a sponge. Sponging allows one to build up color slowly or easily blend two or more together.

Little or no practice is required to master this method. It's pretty much fool-proof.

Dotting

The dotting nail art method uses a special tool to create dots. These can be used to make patterns, flowers, lines and rows.

One can also combine this with other techniques like stamping and sponging where one can start with simple designs and then work up to more complicated ones.

Taping

The taping nail art method allow you to tape off areas of the nail and apply another coat of polish. With this method, one is able to create laser, half moon, crisp clean lines.



INTEXT QUESTIONS 5.5

1. Explain the following in one sentence
 - (a) Taping
 - (b) Sponging
 - (c) Stamping
 - (d) Dotting

5.6 TYPES OF NAIL ART

As a manicurist you will use several tools and techniques for decorating nails. Nail art is thus the art of using various techniques to create different types of nail decoration. Some of the popular ones are:

1. Free hand painting (2D Art)

Freehand nail art is the act of painting an image onto a fingernail or toenail, using a nail polish brush or nail polish pen. Freehand nail art typically takes more skill than airbrushed nail art, simply because it requires the person painting the nail art to be able to create a recognizable image freehand.

Freehand nail art can make use of only one color in the image; for instance, if one is drawing a heart or a star it can be drawn in one colour only. One can also use a number of different colors if the image is more complex. Flowers are quite popular, and often different colors are used for the stem, leaves and flowers. Seasonal items, such as fruits/vegetables/festival themed images are very common. One generally uses different colors in the images. It is important to contrast the colors in the image with the painted color of the nail, so that the images stand out to be noticed.

Procedure for free hand nail art (choose a motif like daisy, butterfly, heart, foot prints etc.)

- Prepare the nail by sanitizing the nail bed.
- File the nail as per desired shape.
- Apply base coat. Let it dry completely.
- Apply nail enamel of chosen colour and allow it to dry.
- Paint the desired motif/design of nail art with acrylic colors using fine art brushes.
- Use contrasting and complementary colours for best results.
- Let the art dry completely and then apply topcoat.



Fig. 5.15: Free hand painting

2. Foil Nail Art

The foil is available as thin cellophane sheet. Effect of foil art appears different on different nails. It is impossible to create similar nail design on all the nails, using this art. Special emulsion glue is applied on the area of the nail where you want the foil to be applied. After the glue is dry, the foils is applied onto the nail and then gently removed. The color of foil adheres to the glue.

Procedures for foil nail art:

- Prepare the nail by sanitizing nail bed.
- File the nail as per desired shape.
- Apply base coat. Let it dry completely.
- Apply nail enamel of chosen colour and allow it to dry.
- Apply emulsion glue on the nail where the foil is to be applied.
- Let the glue dry and then gently press a piece of foil onto the glue.
- Gently remove the cellophane so that the colour of the foil is transferred on to the nail.
- Repeat the process with different colors of foil, till the design is complete.
- Apply topcoat to seal and protect the design.



Notes



Fig. 5.16: Foil nail art

3. Bullion Bead Nail Art

Tiny metallic beads are used to embellish the nail in this art design. Gorgeous colored beads are available to use on the entire nail or to create an intricate design. Excellent for floral designs, funky and abstract designs. It is easy to apply and it is sealed with topcoat or encapsulated in clear acrylic or clear UV gel.

Procedures for Bullion Bead nail art:

- Prepare the nail by sanitizing the nail bed.
- File the nail as per desired shape.
- Apply base coat. Let it dry completely.
- Apply nail enamel of chosen colour and allow it to dry.
- Apply clear nail polish on the area where bullion beads are to be applied.
- Bullion beads can be applied on the wet clear polish with the help of tweezers, orange wood stick or by simply dipping the wet nail surface into the beads.
- If using two different colors, repeat the process with other color after the first application has dried.
- Apply top coat and seal the beads and design.



Fig. 5.17: Bullion bead nail art



4. Marble Nail Art

This is considered a beautiful and popular type of nail art. Different colours of nail polish are applied together in an interesting and decorative manner.

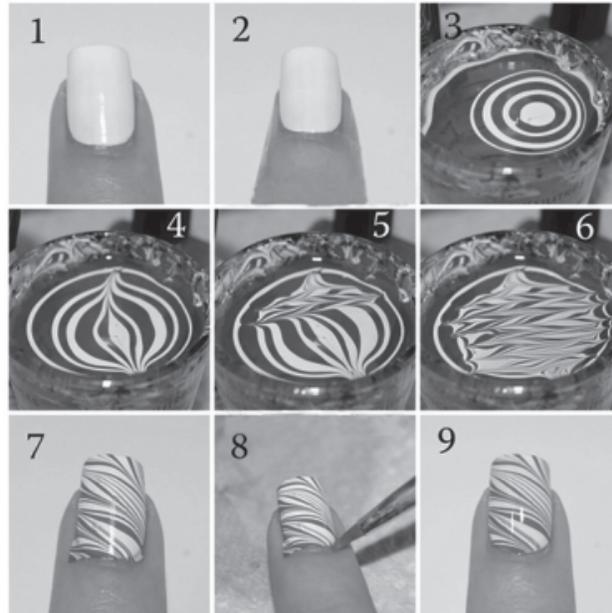


Fig. 5.18: Water marble nail art

Procedure for marble nail art

- Fill a cup of water at room temperature (Remember this does not work with cold water).
- Apply a coat of white or a light colour enamel on the nail. Let it dry. After the nail paint is dry, tape the sides of the fingers.
- Mix drop by drop of different nail paint colours in the cup of water.
- Add drop by drop as many colours as you want.
- Stir these drops of nail enamel in the cup of water gently using a tooth pick.
- Now immerse one finger into this and gently swirl and remove.
- Repeat the procedure for all other fingers.
- Then apply top coat and let it dry for protection

Activity 5.3

Make samples of nail art on artificial nails. Make five samples of each listed below:

1. Sponging
2. 2D Art
3. Foil Nail Art
4. Marble
5. Bullion Bead Art



Notes

5.7 AFTER CARE ADVICE TO THE CLIENT

- Avoid harsh soaps when washing hands.
- Apply good quality hand cream after every wash.
- Wear protective gloves while doing house hold activities.
- Do not use the fingernails as tools.
- Recommend to the client to apply top coat every 3-4 days to protect the polish and nail art.



INTEXT QUESTIONS 5.6

Fill in the blanks:

- (a) is painting an image onto a finger nail or toe nail.
- (b) In art we mix drop by drop different nail paint colours.
- (c) In it is not possible to create similar design on all the nails.
- (d) Gently remove the so that the color of the foil is transferred onto the nail.
- (e) Tiny metallic beads used to embellish the nail is known as art.



WHAT YOU HAVE LEARNT

- Structure and shape of nail
- Nail shapes in nail art
- Client consultations
- Tools and materials
- Different types of nail art brushes
- Preparation for nail art —
 - Preparation the work area
 - Sterilization and sanitation
- Nail art techniques
- Nail art types
 - Free hand painting 2D art
 - Foil nail art
 - Bullion bead nail art
 - Marble nail art
- After care and advice



TERMINAL EXERCISE

1. What do you understand by nail art? Explain
2. Explain the method of applying foil nail art on the client.
3. What points should be considered while consulting the client for nail art. Prepare the client record card.
4. Explain the main tools and implements used in nail art.
5. How would you prepare the client and work area for nail art.



ANSWER TO INTEXT QUESTIONS

5.1

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

5.2

1. Nail art brushes 2. nail polish dryer 3. shape
4. Tweezers 5. thumb

5.3

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

5.4

1. T 2. F 3. T 4. T 5. F

5.5

- (a) Taping: This allows you to tape off areas of the nail before applying another coat of polish
(b) Sponging: Sponging allows to build up colour slowly and to blend together
(c) Stamping: This technique allows one to have a detail image on the nails.
(d) Dotting: A special tool used to create dots to make patterns, flowers, lines and rose.

5.6

- (a) 2D/Free hand nail art (b) marble art (c) Foil art
(d) Cellophane (e) bullion beads



6

HEALTH AND SAFETY

Health and safety at the work area is an important concern not only of government authorities, but also of the salon owner. There are prescribed laws and rules and regulation that we need to observe as owners and workers of the salon. Every one is expected to comply with these strictly. A salon is more exposed to harbouring diseases as it interacts with people of different backgrounds. The tools and equipment used also get contaminated easily. Hence health and safety becomes a major concern.

Workplace safety and health is about protecting employees from work-related injury and illness. Employers have legal responsibilities to ensure a safe and healthy workplace. As an employee you have rights and you have responsibilities for your own wellbeing and that of your colleagues and clients. Your rights as an employee to work in a safe and healthy environment are given to you by law and generally can't be changed or removed by your employer. In this lesson we will learn about the need and importance of health and safety and the techniques of achieving this.



OBJECTIVES

After reading this lesson you will be able to:

- explain the importance and meaning of health and safety in reference to your workplace;
- differentiate between cleaning, sterilizing and disinfection;
- safely use the products and processes of sterilizing and disinfecting equipments and tools;
- identify and list contraindications related to feet and hands;
- understand and follow the manufacturer's instructions with regard to use of equipment and products;
- observe the prescribed and applicable rules and legislation for health and safety at workplace;
- use and store tools, equipments and products safely as per manufacturers/suppliers instructions and the prescribed norms of the salon.



6.1 HEALTH AND SAFETY IN WORKPLACE

Health and safety in the workplace is about making all reasonable efforts to ensure that each employee and the person visiting the place goes home each day as healthy and physically fit as when he or she arrived. This is also reinforced by certain regulatory boards of the country. A clean, healthy and safe workplace provides the optimum environment for employees to carry out their duties. There is a reduction in workplace injuries and a corresponding increase in productivity and staff morale. A safe workplace ensures:

- fewer tripping and slipping accidents in clutter-free and spill-free work areas
- decreased fire hazards
- lower worker exposures to hazardous substances (e.g. dusts, chemicals)
- better control of tools and materials
- more efficient equipment cleanup and maintenance
- better hygienic conditions leading to improved health
- more effective use of space
- improved productivity

To avoid hazards, a workplace must “maintain” order throughout the workday. Although this effort requires the great deal of management and planning, but the benefits are many.

Your duties as an employee include the following:

- To take reasonable care to protect the health and safety of yourself and of other people in the workplace
- Not to engage in improper behaviour that will endanger yourself or others
- Not to be under the influence of drink or drugs in the workplace
- To undergo any reasonable medical or other assessment if requested to do so by the employer
- To report any defects in the place of work or equipment which might be a danger to health and safety.

6.1.1 Personal Hygiene

Personal hygiene is personal, as its name implies. It is defined as a condition promoting sanitary practices to the self. Everybody has their own habits and standards that they have been taught or that they have learned from others. Generally, the practice of personal hygiene is employed to prevent or minimise the incidence and spread of communicable diseases especially at the workplace.



Notes

A person with poor personal hygiene might suffer loss of friendship because telling the person about the situation might be sensitive and culturally difficult. The success of a job or the chance of promotion could be affected by poor personal hygiene; no salon wants to be represented by someone who does not appear to be able to look after themselves. The knowledge and practice of personal hygiene are vital in all our everyday activities.

Clothes hygiene is an important aspect. Changing and wearing clean clothes every day is recommended. Bacteria love to grow on dirt and produce a bad smell in addition to the specific odour of the sweat. Undergarments must be washed more frequently than the outer layer of clothing.

Personal hygiene has social and aesthetic values. An individual who follows the practice of proper personal hygiene gains confidence, pride and dignity. The procedures that apply in personal hygiene (such as handwashing and oral hygiene) need to be followed strictly to gain the best results. The promotion of personal hygiene must be well planned in order to bring positive changes.

6.1.2 Health Benefits of good personal hygiene

Keeping your body clean is vital in combating and preventing illness — both for yourself and for those around you. Washing your hands can prevent the spread of germs from one person to another or from one part of your body to another. Flossing and brushing your teeth can reduce the likelihood of oral and other diseases.

6.1.3 Social Benefits

In many cultures, poor personal hygiene is considered offensive or a sign of illness. Caring for your body regularly can reduce body odor and improve your personal appearance, subsequently improving others' perceptions of you. This is particularly required specially in a salon. Good personal hygiene is also helpful in improving your own self-image and self esteem and being accepted socially.



INTEXT QUESTIONS 6.1

- i. A workplace ensures fewer accidents and improved morale.
- ii. hygiene is defined as a condition promoting sanitary practices to the self.
- iii. Better hygienic conditions lead to health
- iv. An employee should take reasonable care to the health and safety of self and of others.
- v. Good personal hygiene is also helpful in improving your own



6.2 USING CORRECT PRODUCTS AND PROCESSES FOR CLEANING, STERILIZATION AND DISINFECTION OF TOOLS AND EQUIPMENT

There are always well defined and specified guidelines that outline procedures of cleaning (sanitizing) and disinfecting all types of equipment used during salon services. In the salon, all tools, implements, devices or other pieces of equipment must be properly cleaned and disinfected before it comes into direct contact with a client. This is also as required by the licensing rules and regulations of a region, state or country.

Any surfaces coming into direct contact with a client's skin is considered "contaminated". All contaminated surfaces must be thoroughly and properly:

1. cleaned and then
2. disinfected.

To be considered properly clean, a surface must first be thoroughly scrubbed free of all visible signs of dirt or residue (contamination). Proper cleaning is the total removal of all visible residue from every surface of tables, tools and equipment, followed by a complete and thorough rinsing with clean water.

Let us understand some of these terms related to health and safety:

Proper cleaning (also called sanitizing) must be performed before continuing with the disinfection step.

Proper disinfection is the destruction of potentially harmful or infection-causing microorganisms (pathogens) on a pre-cleaned surface.

Sanitisation - Regular cleaning and washing using warm soapy water promotes health by removing dirt and reducing the growth of germs and bacteria. You can wash your hands with soap and water or use an alcohol-based hand sanitiser.

Disinfection - This is a form of cleaning suitable for surfaces such as tools and equipment. It reduces the number of germs and bacteria so that they are not harmful to health. Most disinfectant solutions are alcohol or bleach based.

Sterilisation - Sterilisation kills germs and bacteria and is used for tools and equipment as well as surfaces. Methods used are dry heat, steam sterilisation or sterilisation fluids.

Disposable (Single Use) items Items that the manufacturer designs to be disposed of after one use are called "disposable" or "single-use". These items must be properly disposed of after one use on a single client. Reusing these items is considered an unsanitary, improper and unprofessional practice. Some examples of disposable items are: cotton balls, gauze pads, wooden implements, disposable towels, toe separators, tissues, wooden sticks and certain abrasive files and buffers. Items damaged during the cleaning and disinfecting process must be discarded after every client.

Proper Product Application Some types of products can become contaminated if improperly used. Some examples are: creams, lotions, scrubs, paraffin wax, masks, and



Notes

oils. These products must always be used in a sanitary manner that prevents contamination. For example, paraffin and nail oils should not be applied with a brush (or spatula) that has touched the skin. These practices may introduce bacteria into the product and cause contamination that can render products unsafe for use.

To avoid product contamination always:

- (a) Dispose of used or remaining product between clients.
- (b) Use single-use disposable implements to remove products from containers for application or remove product with a clean and disinfected spatula and put product to be used into a disposable or disinfected service cup.
- (c) Use an applicator bottle or dropper to apply the product.

Proper Disinfection of Multi-Use Tools and Equipment Some items are designed to be used more than once and are considered to be “multi-use”. Multi-use items are sometimes referred to as “disinfectable”, which means that the implement can be properly cleaned and disinfected while retaining its usefulness and quality. Multi-use items are designed for use on more than one client, but require proper cleaning and disinfection between each use. Examples of multi-use items include cloth towels, manicure bowls, nippers, pushers and certain abrasive files and buffers.

Activity 6.1

Collect pictures and make a chart showing (i) Disposable items (ii) Multi-use items used in a salon.



INTEXT QUESTIONS 6.2

State whether the statements are true or false:

1. Any surface coming into direct contact is considered contaminated.
2. Proper cleaning is undertaken on sanitized surfaces.
3. Sanitization is regular cleaning and washing using warm soapy water.
4. Disinfectin should never be used for trolley and heavy equipment.
5. Disposable items must be disposed off after single use.

6.2.1 Procedures

Methods of Proper Cleaning: Proper cleaning requires liquid soap/detergent, water and the use of a clean and disinfected scrub brush to remove all visible dirt and residue. All items should be scrubbed with a clean and disinfected scrub brush under running water. Cleaning is not disinfection; disinfection is an entirely separate step. Different items are cleaned in different ways. This often depends on what the item is made of and how it was used.



Methods of Proper Disinfecting: After proper cleaning, all reusable implements/tools must be disinfected by complete immersion in an appropriate disinfecting solution. The item must be completely immersed so that all surfaces, including handles, are soaked for the time required as per the disinfectant manufacturer's label. If required by the instruction label, rinse thoroughly in running water. Allow items to air dry completely by placing them on top of a clean towel and covering them with another clean towel.

Disinfectant products are designed to destroy disease-causing microorganisms (pathogens) on non-living surfaces. Follow these guidelines:

1. Disinfectants must be mixed, used, stored and disposed of according to manufacturer's label instructions (proper mixing ratio is of the utmost importance to be an effective disinfectant). Some are ready to use and do not require mixing.
2. The country's Law prohibits the use of disinfectants in a manner that is contrary to its label.
3. Disinfectants must be prepared fresh every day (including spray bottles). Further, they must be replaced immediately if the solution becomes visibly contaminated. Disinfectant solutions will lose their strength upon standing and become ineffective within 24 hours. Use a logbook to record when fresh disinfectant is made.
4. Disinfectants are ineffective if implement/tools are not properly cleaned prior to use.
5. Just spraying disinfectants on tools and equipment is inadequate. Pre-cleaning is required before spraying the disinfectant and most types require ten minute contact to be effective.
6. Disinfectants can damage or rust some metal tools if improperly used.
7. All brushes used for cleaning purposes, i.e., nail brushes and electric-file and other cleaning brushes, must be properly cleaned and disinfected between each use.



INTEXT QUESTIONS 6.3

Fill in the blanks

1. All items should be scrubbed and cleaned under water
2. All reusable implements should be disinfected by immersion in solution.
3. Disinfectants must be stored and disposed according to instructions.
4. Just spraying disinfectants is not effective in controlling the multiplication of
5. Disinfectants can some metal tools if improperly used.



6.3 CONTRAINDICATIONS RELATED TO FEET AND HANDS

Contra-indications refers to conditions or situations where a particular treatment cannot be carried out or is restricted. While doing manicure and pedicure you will encounter many situations requiring special care and procedures due to the physical and other medical problems of the client. It is essential for you as a manicurist and pedicurist to have a working knowledge of anatomy and physiology in order to understand and review any pathology present in the client. Each person's needs must be assessed and the principles of contraindications applied to ascertain if the service being given would do any harm. It is essential that you carry out a full investigation of contra-indications before commencing any treatment or therapy. Should the result of such investigation indicate the existence of a previously undiagnosed medical ailment that could be adversely affected by the treatment, the client is to be recommended to consult his/her medical practitioner before receiving any treatment or service from you.

Some Contra-indications that may restrict a manicure or pedicure treatment are :

- **Viral Infections:** These infections are very common and treatment can be adapted by using a waterproof dressing and avoiding the area. For example: Verruca vulgaris (common warts).
- **Onycholysis:** This is a disorder where the nail separates from the nail bed. Non-infectious nails can be manicured or pedicured as long as there is no fungal or bacterial infection.
- **Onychocryptosis (ingrowing nails):** This may affect the fingers or toes.

Some other common disorders which restrict manicure/pedicure services are

- Split nails, brittle nails.
- Blue nails.
- Beau's Line.
- Nail/finger biting.
- Hangnail.
- Splinter haemorrhages.
- Overgrown cuticles.
- Pits and grooves.
- Flaking and breaking nails.
- Bruised nails.
- Eggshell nails.
- Corrugations (or wavy ridges).

- Furrows (depressions).
- White Spots.
- Koilonychia (spoon nails).
- Claw Nails.

Some contraindications requiring special treatment:

Fractures - breaks in bones, varying from a hairline crack to compound fractures.

Gentle massage of muscles adjacent to the fracture may be attempted once the bone is well set.

Sprains - damage to ligaments through forceful overstretching, and often involving damage to the joint.

Massage other areas of the body that are being overused to compensate (e.g. the other leg, if there's an ankle sprain).

Bursitis - inflammation of a bursa through pressure, friction or injury, leading to pain that is aggravated by movement.

In the non-acute phases, massage of the surrounding muscles and passive movements within a comfortable range are useful.

Joint Problems The terms Arthritis and Rheumatism are often used interchangeably in everyday language. Arthritis means inflammation of joints – with pain, stiffness and loss of movement.

Gentle mobilisation of the joints may prevent further deterioration, provided extra care is taken around painful joints.

Spasms and Cramp - are involuntary contractions of a muscle, usually accompanied by pain.

Stretch the muscle to relieve the cramp. When the cramp has reduced, massage can help the muscle to relax.

Strain (pulled muscle) – this is stretching or tearing of muscle fibres due to sudden force.

Massage of mild strains may be beneficial after 48 hours, to improve circulation. If you are uncertain of the appropriateness of massage, consult a physiotherapist.

Shin splints - lower leg problems, due to overuse or misalignment in the ankle.

Gentle massage may help to relieve pain or muscle spasm.

Neuritis is inflammation of a nerve.

Light massage to relieve muscle tension can be beneficial.

Ringworm - looks as if a little worm has burrowed it has a red itchy circle under the skin (but is not caused by a worm).

It is contagious. Take particular care with hygiene precautions





Notes



INTEXT QUESTIONS 6.4

Explain the following in one sentence

1. Oncholysis
2. Onchocryptosis
3. Strain
4. Sprains
5. Neuritis

6.4 FOLLOWING MANUFACTURER'S INSTRUCTIONS WITH REGARD TO EQUIPMENT AND PRODUCT USE

In order to get best results, we must follow the manufacturer's instructions that accompany all tools, equipments and materials used in the salon.

Manufacturer's instructions refers to the guidance issued by the manufacturer or supplier with regard to safe and efficient use of tools, equipment or product.

You must always follow the manufacturer's instructions given on products and equipment. Instructions are usually printed on the side of the product/equipment or in an accompanying leaflet. Failure to follow instructions can result in risks of injury or illness due to misuse or the product or equipment not working properly.

It is important to read instructional guides provided by manufacturers in order to understand how to best use product features. Manufacturer instructions contain specific details about the product that are not readily available anywhere else. Manuals and guides inform consumers about product specifications and assembly instructions. Consumers can find answers in the product instructions should any problems arise. If a consumer damages a product and did not follow the instructions, the product warranty may become invalid, which causes unnecessary replacement costs for the organization.

Correct use of equipment ensures a safe and healthy working environment and also minimises waste. The key thing about a manufacturer's instructions is that they are specific to a certain piece of equipment.

All salons will have their own individual policies in place and it is your responsibility to follow them, so make sure you know what your salon's policies are. All salons will require employees to follow basic rules, like reading and following manufacturer's instructions. If this rule is not followed, treatments could go wrong, resulting in loss of clients and the salon's good reputation.

6.5 APPLICABLE RULES AND LEGISLATION FOR HEALTH AND SAFETY AT WORKPLACE

There are many legislations and state-wide occupational safety and health regulations. These regulations are required to have standards and enforcement programs to protect the employees and the salon by minimising the risk of legal action.



Let us understand some of the terms related to this:

- **Legislation** is a law or set of laws suggested by a government and made official by a parliament.
- **Code of practice** is a set of standards agreed on by a group of people who do a particular job or work within a particular industry.
- **Work place policies** are formal policies which are devised and instituted by the managers or owners of a business. They tend to be written in the form of staff handbooks or notices and establish clear boundaries.
- **Policies Explain** *why* things are done the way they are. Managers need to be familiar with them.
- **Procedures explain** *who does what. who authorises* to do the job.
- **Work Instructions** Explain *how* the job must be done.
- **Records** to document the result of the job done.

As a manicurist and pedicurist you do not need to know all the regulations and legislations in detail however you will need to know what your responsibilities are. ISO 9000 requires everyone who uses product or service needs to be trained. Training *qualifies* you to do your job. Every person has a *training record*.



INTEXT QUESTIONS 6.5

Match column A with column B

A	B
1. Procedures	(a) protect employees
2. Not follow instructions	(b) How the job must be done
3. Rules and regulations	(c) inform and guide consumers
4. Work Instructions	(d) warranty becomes invalid
5. Manuals and guides	(e) explain who does what

6.6 USING AND STORING TOOLS, EQUIPMENTS AND PRODUCTS SAFELY

A further part of a health and safety strategy is to maintain tools and equipment regularly. This helps to identify safety problems before they become a serious hazard. Only qualified people should carry out the maintenance. They should also keep records of their inspections. Elements of good maintenance requirements include:

- Inspection of the tools and equipment at checkout or start-up of the job. This can include such items as a visual inspection of the power cord to make sure it is not damaged, visual inspection to make sure equipment parts are securely attached, and inspection for cleanliness.



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Health and Safety

- Inspection of tools and equipment upon reporting in or at completion of the job. This should include cleaning the tools after use, reporting any problem with the tool or equipment while in use.
- Routine maintenance as per the manufacturer's requirements
- All salon equipment should have a maintenance schedule. Always complete the tasks described on the schedule at the required time. This will help to keep the equipment in safe working order.
- Store commonly used tools in an easy-to-reach location. If a tool, or piece of equipment, is too difficult to return, it should not be left on a workbench or on the floor where it will become a safety hazard.
- Keep your work area tidy. This will help you work more efficiently and safely.
- Do not pour solvents or other chemicals into the sewage system. This is both environmentally damaging and illegal.
- Always use chemical gloves when using any cleaning material because excessive exposure to cleaning materials can damage skin.
- Some solvents are flammable. Never use cleaning materials near an open flame or cigarette.

6.6.1 Handling of Hazardous Materials and Environmental Protection

Ventilate the Room and Let in Fresh Air. Ventilation is the best way to lower the level of chemicals in the salon. These steps can really help improve your health:

- Open doors and windows when possible to let in fresh air. If the salon has a ceiling vent, it should be turned on and kept working.
- Always keep the salon's exhaust system on.
- Place fans near open doors or windows. Fans should pull air in one end of the salon and push it out of the other end.

Use Safe Work Practices to Avoid Regular and Accidental Exposures

- Store chemicals in small bottles with small openings and label them with the information from the manufacturer's label.
- Close bottles tightly when not in use so that the product does not spill or get into the air.
- Use metal trash cans with tight, self-closing lids.
- Use only the amount of product you need to perform services. When possible, do not keep extra products at a workstation.

Health and Safety

- Follow instructions for safely disposing of used chemicals. DO NOT pour them down your sink or toilet, throw them on the ground or down outside drains.
- Wash hands (top and palm) thoroughly and frequently
 1. before and after working on customers,
 2. before eating or drinking, and
 3. after handling products
- When you have a break, go outside to get some fresh air. This will give you a chance to get away from chemicals in the salon's air.
- Keep food and drinks covered at all times, and do not store or eat food in work areas.
- Keep products Off of skin and Out of eyes
- Wear long-sleeved shirts to protect your arms and pants or skirts that are at least knee-length to protect yourself.

6.6.2 Safe and Hygienic Waste Disposal

Within a salon, many treatments generate waste that could be contaminated, for example hair removal, piercing, hair cutting and shaving. Although these treatments do not normally cause bleeding, an accidental skin cut with scissors or blood spotting from manicuring/pedicuring could occur. For this reason, there should be another method of waste disposal provided for such waste.

Hazardous substances The beauty industries use a range of chemicals which must be used, stored, handled, maintained and disposed of safely. Employers must have a list of all the products, including cleaning agents, that they have in the workplace. They must do this because the products could be: flammable, poisonous if swallowed, cause irritation, give out strong fumes and be dangerous if inhaled.

All waste must be removed safely and disposed of in an environmentally friendly way.

Proper disposal of rubbish means its safe storage for a short period of time, proper collection and final disposal at the rubbish dump.

If rubbish is not disposed of properly it will become a major environmental health problem because it can have a most unpleasant smell, can cause injury and spread diseases. It is recommended to:

- Have a waste bin close to your work area and place any waste in it as soon as possible.
- Dispose of liquid and solid waste, such as oils, packs and worn oil components, in the correct manner. Local authorities provide guidelines for waste disposal with fines for non-compliance.



Notes



Notes



INTEXT QUESTIONS 6.6

Explain these terms in one sentence only:

- Legislation.
- Code of practice.
- Work place policies.
- Policies explain .
- Procedures explain .
- Work Instructions .
- Records.



WHAT YOU HAVE LEARNT

- Health and safety in workplace –
 - Advantages - a reduction in workplace injuries and a corresponding increase in productivity and staff morale.
 - Disadvantages – accidents
 - Duties as an employee to prevent accidents
- Personal hygiene —
 - Meaning,
 - benefits —
 - Social
 - Health
- Using correct products and processes —
 - Tools
 - Equipment
- Contraindications
- Following manufacturer’s instructions —
 - Equipment
 - Products
- Applicable rules and legislation —
 - Health
 - Safety
- Using and storing tools and equipments safely
- Handling of hazardous materials and environmental protection
- Safe and hygienic waste disposal



TERMINAL EXERCISE

1. List the 10 things a safe workplace must ensure.
2. What is Personal Hygiene? What are its health and social benefits?
3. Explain proper product application and product contamination.
4. List some Contra-indications that may restrict a manicure or pedicure treatment
5. What are the advantages of using tools, equipment and products as per manufacturer's instructions?
6. What steps will you take with regard to using and storing tools, equipments and products safely?



ANSWER TO INTEXT QUESTIONS

6.1

- | | | |
|-------------|---------------|---------------|
| i. Safe | ii. Personal | iii. Improved |
| iv. Protect | v. self-image | |

6.2

- | | | |
|-----------|-----------|-----------|
| i. true | ii. false | iii. true |
| iv. false | v. false | |

6.3

- | | | |
|--------------|-----------------|-------------------|
| 1. running | 2. disinfection | 3. manufacturer's |
| 4.. organism | 5. damage | |

6.4

1. Onycholysis: This is a disorder where the nail separate from the nail bed.
2. Onychocryptosis: This is also known as ingrowing nail and affect finger or toes.
3. Strain: This is stretching or leaving of muscle fibres due to sudden force.
4. Sprains: This is the damage of ligaments through forceful overstretching.
5. Neuritis: It is a inflation of nerves.

6.5

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



Notes

6.6

- **Legislation** is a law or set of laws suggested by a government and made official by a parliament.
- **Code of practice** is a set of standards agreed on by a group of people who do a particular job or work within a particular industry.
- **Work place policies** are formal policies which are devised and instituted by the managers or owners of a business. They tend to be written in the form of staff handbooks or notices and establish clear boundaries.
- **Policies Explain WHY** things are done the way they are
- **Procedures explain WHO** does WHAT. who AUTHORISES to do the job.
- **Work Instructions** Explain HOW the job must be done.
- Records to document the result of the job done.



7

CLIENT CARE AND COMMUNICATION

Customers expect certain things when they walk into a salon, and with experience you will know how to identify those expectations and meet them to their satisfaction. Remember that each client has a different personality and different treatment needs, each requiring an individual treatment approach. A client can be made to feel intimidated, uncomfortable or ignored – and this can happen without you saying anything. Even without speaking you communicate with your eyes, your face and your body, transmitting some of your feelings. This is called non-verbal communication. How you look and how you behave in front of your clients is important.

In this lesson we shall discuss not only about how to communicate well with the clients but also about meeting client's needs and giving good consultations. These skills help build a healthy and lasting relationship. The quality of your customer service is almost wholly determined by your ability to meet your customer expectations. You can have the greatest service team, but if your customers perceive their needs are not being met, your service reputation suffers.



OBJECTIVES

After reading this lesson, you will be able to:

- adopt and use appropriate communication skills;
- behave in a professional manner with clients and with others in the workplace;
- effectively manage client expectation;
- use effective consultation techniques to identify treatment objectives;
- provide clear recommendations to the client;
- ensure client confidentiality;



Notes

- plan and manage salon routine based procedures;
- prepare, fill and organize service feedback and records/files/documents;
- successfully record information and use it.

7.1 EFFECTIVE COMMUNICATION

Clear communication is the activity of stating our needs and information clearly and to listen to others with the intention of understanding them fully. When communicating clearly, we express our thoughts and feelings with clarity and accuracy, using words and behavior that convey our meaning successfully. The purpose of communication is to get your message across to others. This is a process that involves both the sender of the message and the receiver. This process leaves room for error, with messages often misinterpreted by one or more of the parties involved. This causes unnecessary confusion and counter productivity. In fact, a message is successful only when both the sender and the receiver perceive it in the same way. Whether we use old technology or new, effective communication includes active listening, choosing our words carefully and matching them with our body language.

The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anybody outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.

Clear communication is also important internally and with outsiders. If staff and outsiders understand your messages, they will get the job done efficiently and your business moves forward.

Always use effective communication techniques with your client. When meeting a client, make eye contact, smile and greet them cheerfully. When you talk to your client directly face to face or over the phone, make sure you speak clearly and do not repeat yourself. When you listen, give all your attention, so the client knows you are listening and listen carefully and try to understand what they are saying. That's how you will be able to answer properly. Avoid interrupting the client while they are speaking. Also avoid using technical words, which your client may not understand.

Communication can be verbal or non verbal and written. Verbal communication refers to what is communicated through the use of speech, while non verbal communication refers to the body language, voice modulations, emotions etc. In written communication we send or receive messages in the written format.

Advantages and disadvantages of verbal communication

Verbal communication occurs when you talk directly to another person, either face to face or over the telephone. Always speak clearly and precisely. It is important to be a good listener, this will help you identify the client's treatment requirements and understand their personality and then guide the conversation appropriately.



Advantages - quick, instant response.

Disadvantages - no written record, no time to consider or revise.

Advantages of Non-verbal communication

Non-verbal communication is also referred to as body language. Interpreting body language is an important skill. Learn to notice how the client is behaving, including their voice, their eyes, their body and their arm and hand movements. In body language, a client cannot hide feelings, for example - some expression of feeling that we can easily identify are anger, happiness, confusion. etc.

Advantages and disadvantages of written communication

Advantages – written communication is detailed, recorded, clear, specific, with an opportunity to consider..

Disadvantages – in written communication one cannot see reaction, cannot change mind, no opportunity for discussion

Some dissatisfied clients will voice their dissatisfaction; others will remain silent and simply not return to the salon. This situation can often be prevented through good customer care and effective communication.

7.1.1 Telephonic Communication

In a salon a great deal of communication occurs telephonically. So you need to be familiar with the dos' and donts' of telephonic communication.

Effective telephone etiquette is essential to provide a positive impression of an organization. A friendly voice lets the caller know that they are valued. Good telephone skills apply not only to receptionists or administrative assistants, but to anyone within a company that has contact with customers or clients over the telephone.

Before you pick up the phone, make sure you are focused on the task at hand. Whether answering or placing a call, think about what you need to achieve. Answering absentmindedly, while working on something else, can cause you to answer incorrectly.

Acknowledge with a comment every now and then, so your caller knows you are listening, and have not moved away. Have a notepad and pen ready, so you can write down any important information, and repeat it to the other person if either of you needs clarification. Some points to be keep in mind during telephonic communication

1. **Answer the phone specifying who you are.** It can be disturbing for a caller when they don't know with whom they're speaking. Try to have a bright, happy voice when answering too, as this gets the conversation off to a good start.
2. **Speak clearly.** Pronounce your words well and try to avoid mumbling, or speaking too quickly. If the person on the other end is hard of hearing or speaks a different language from your own, speak slowly and speak more clearly than usual.



Notes

3. **Use words that make sense to the person you're speaking with.** Adjust your language to fit the listener.
4. **Use good, descriptive language when you are trying to evoke images in the listener's mind.** If you need to describe something well, try to choose words that identify its shape, color, size, etc.
5. **Write down important points before making a call.** If you're worried that you'll forget something when you call someone, or that you'll get tongue-tied and not say what you meant to, write a help note before the call and keep it in front of you. Refer to it if need be during the call.
6. **Repeat important points during a call.** This will not only help you to recall well later but also reassures the caller that you are listening seriously and the work will be carried out as per the wishes of the caller.
7. **Expediency.** Answer telephone calls promptly, after no more than three rings. Allowing the phone to ring longer implies that the caller is not important or sends the message of disorganization. Waiting for a second ring may be helpful to mentally prepare, particularly if you were engaged in another task.
8. **Focus.** Before you pick up the phone, make sure you are focused on the call. Whether answering or placing a call, think about what you need to achieve.

Summing up:

1. Talk in a positive manner.
2. Even if the other person has a different approach to using the telephone, it is important to be friendly.
3. Have a pen and paper ready to take notes if it is necessary.
4. At the end of the conversation summarise again what has been said and ask your caller if everything is clear.
5. Don't forget to thank your caller at the end of the conversation.

**INTEXT QUESTIONS 7.1**

Fill in the blanks

1. Communication is a process that involves both the sender of the and the receiver.
2. Pronounce your words well and try to avoid, or speaking too quickly
3. Non-verbal communication is also referred to as language
4. The obvious advantage of clear communications is that people will easily your message
5. Before you pick up the phone, make sure you are on the task at hand



7.2 BEHAVING AND COMMUNICATING WITH CLIENTS AND OTHERS PROFESSIONALLY

Working with professionals is a pleasure. The most important thing is to believe that you are responsible for yourself. No one else is responsible for your behaviour and your personality. Professionals identify and satisfy their customer's needs. Professionals help their peers/colleagues and are respected for doing so. Being a professional involves behaving and communicating with the clients and other people of workplace in a professional manner.

I. Professional Communication

Elements of a professional communication

- Use positive body language
- Abide by salon regulations and codes of conduct.
- Encourage clients to ask questions.
- Be supportive and respectful.
- Be sensitive to client's privacy and personal details.
- Have a professional appearance.
- Avoid inappropriate conversations.

In order to communicate professionally observe the following points:

Maintain eye contact. You should be looking at your listeners' eyes when speaking. (Staring without natural break in the eye contact may be interpreted as hostility).

Have a good posture. Think of yourself stretching from your head to your toes, sitting or standing. Pay attention to the neck, shoulder and upper back regions. Keep your back upright and your shoulder pushed back naturally. You should not be tense, but you should be mindful of your body and its composure.

Express body language. Make gestures that give a sense of warmth and openness on your behalf like open palms, arm movements, smiles, wrinkles of the nose, hugs, etc.

Avoid ambiguity. Explain yourself thoroughly and try not to create obscure responses.

Use appropriate language. Do not swear or talk rudely. Obscenities do not show assertiveness, it shows crude behaviour and irresponsibility of your understanding. Be careful about the tone of your voice. Keep it moderated.

Be mindful of your voice. If you are too soft, the other person will think you are trying to hide yourself and may ignore you. If you are too loud, the other person may become scared or vexed by your voice.



Notes

II. Professional Behavior

1. Put customer satisfaction first

Understanding and satisfying your customer's needs are the goals of a successful business. Do what is necessary to meet those needs. You may not view those you work with as your customers, but in many cases, they are, so behave in a professional manner with them too.

2. Make expertise your speciality

The very word *professional* implies that you are an expert. Technical competence is essential in any profession. Professionals know their trade so,

- Become an expert in the skills and tools necessary to do your job.
- Always perform to the best of your abilities.
- Keep your knowledge up to date.

3. Do more than expected

Professionals aren't bound by a time clock. They are expected to manage their time and work habits. Professionals are expected to produce results. They meet or exceed expectations whenever possible.

4. Do what you say and say what you can do

You should "engage brain" before speaking — can you really do what you are about to say? If you can't, then hard-earned trust can be lost. Professionals deliver on promises made and make promises only what they can fulfill.

5. Communicate effectively

Whether verbal or written, professionals communicate clearly, concisely, thoroughly, and accurately.

6. Follow exceptional guiding principles

Appreciate and support those you work with. Practice good manners and proper etiquette. Have high ethical and moral standards. Be honest and fair in all of your dealings with others. Obey the law. Professionals adhere to high values and principles.

7. Praise your peers not yourself

Respect and acknowledge the talents of your peers. Professionals are humble and generous in their praise of others.

8. Share your knowledge

Professionals help their peers and are respected for doing so.

9. Say thank you

Professionals thank others in a meaningful way that most benefits the recipient.



10. Keep a smile on your face and the right attitude in your heart

This can be the hardest thing to do consistently but try and do it.

7.2.1 Standards of Professional Personal Presentation

Clothing: This must be freshly laundered and clean every day, as smells from food, the environment and smoke can cling to the fibres of the material, which clients may find disturbing. If it is not possible to launder a uniform every day, it should not be worn to and from the workplace but hung up and changed into on arrival at work and then changed out of when it is time to leave. Always wear neat and well ironed clothes

Footwear: The style of footwear will depend on the work you are assigned in the salon. Many salons expect employees to wear sensible, enclosed, low heeled shoes as there is a health and safety issue to consider. Dropping sharp tools and implements could result in injury to the foot if open toed shoes are being worn.

Accessories: The wearing of excess jewellery is not advised as this could scratch clients while carrying out beauty therapy treatments. Small, discreet pieces of jewellery are acceptable.

Hairstyle: Nothing looks more unprofessional than a beauty therapist with long hair not tied up in a neat pony tail or bun. It creates a clean and well groomed image to the client, if hair is tied back. Also hair must be clean and grease free.

Make-up and nails: The hair and beauty industries normally expect employees to wear a light day make-up, although some employers may expect more. The most important thing to remember with make-up and nails is that the application is perfect and remains unsmudged and unchipped throughout the day.

Standards of personal hygiene The hygiene of your hair, skin, nails, teeth and body must be perfect. Working within any beauty salon, treatments and services involve close contact with clients.

Activity 7.1

Make a list of the professional attributes you have and those that you need to develop.



INTEXT QUESTIONS 7.2

State whether the following statements are true or false:

1. Being a professional involves behaving and communicating with the clients and other people of workplace in an assertive manner.
2. Your co-workers are not your customers so there is no need to behave in a professional manner with them .
3. Professionals communicate clearly, concisely, thoroughly, and accurately.
4. To be a professional you need to become an expert in the skills and tools necessary to do your job.
5. The hair and beauty industries normally expect employees to wear heavy day make-up.



Notes

7.3 MANAGING AND MEETING CLIENT EXPECTATION

The quality of your customer service is almost wholly determined by your ability to meet your customer expectations.

Some of the most common and basic expectations customers have:

- Fast, efficient and accurate service.
- High quality products at a competitive price.
- Friendly, helpful service staff to provide information and answer questions.
- Prompt responses to their enquiries, whether online, by phone or in person.
- Sufficient stock to meet their needs without long waits.

Let us take a closer look at some of the client expectations.

1. **Friendliness** – Most people are basically friendly, and most people want to be treated in a friendly manner
2. **Empathy** –Every customer expects little empathy, or understanding. When they call with a complaint, they want to be treated as a customer with a difficulty, not as a difficult customer.
3. **Fairness** – Clients also want to be treated fairly. They want to know the service and product they receive is as good as that received by any other customer
4. **Control** – Clients want to feel like they are in control and not being manipulated or abused because of the non-flexible policies or procedures of the salon.
5. **Alternatives** – Clients want to have choices. Try to give them some creative alternatives to choose from, ones that are fair for both the client and you. Customers don't want to hear that there is only one way or a single solution. They respond positively when given a selection.
6. **Information** – Always give information about what's going on and what they are purchasing, what outcomes they could expect and anything else to help make an intelligent decision when the time comes. Deliver fast, efficient and accurate information.
7. **Fair price for a quality product** –It is important that customers should receive a quality product or service for a fair price.
8. **To be respected** – Don't treat them like a fool they don't know anything. Show respect and you'll earn their respect back.
9. **To be heard** –They may feel that you are hearing what they said, but not listening to what they meant.
10. **Someone they can trust** – When you say you'll handle their request, it should be handled. Otherwise, you will lose trust.



11. Satisfaction –Clients want satisfaction. All the previous experiences will help make them satisfied and this will make for a purchase or service experience again in the future.

Benefits of Meeting Expectations

When you are able to accurately identify and adequately meet your customers' expectations, your customer service reputation will automatically be enhanced.

Some of the benefits of meeting your customers' expectations include:

- Customers that transform from first-time visitors to loyal clients.
- Increased sales as customers feel more comfortable doing business with you.
- More referrals from satisfied customers who bring in additional business by word of mouth.



INTEXT QUESTIONS 7.3

Match the following

- | | |
|-----------------|--|
| 1. Empathy | A. quality product or service |
| 2. Alternatives | B. bring more business |
| 3. Fair price | C. understand the difficulty of a client |
| 4. Satisfaction | D. by fair practice |
| 5. Trust | E. offering more than one solution |

7.4 EFFECTIVE CONSULTATION TECHNIQUES

The **client consultation** is an extremely important element of the manicure and pedicure process. It is at this time that you determine what the **client** wants, what their medical history is, and how you are going to perform the service. The initial assessment is a vital part of any beauty therapy. The consultation procedure can be thought of as a public relations exercise; how the therapist performs during the consultation session and how the client perceives the salon and staff, it could make the difference between the client returning for treatment or not. Consultations should, wherever possible, take place in a quiet, private place where the client does not feel self-conscious or overheard. The consultation procedure should take between 20- 30 minutes.

All treatments are based on what you discover during the client consultation. The correct way to accomplish a valid assessment during the consultation is to ask the relevant questions. This in turn will enable you to recognise your clients' needs. Care and attention to detail is the key to a successful salon consultation.



Notes

- Always greet your client warmly and by name. If it is the first time you are meeting them then introduce yourself.
- Make sure they are comfortable, provide them with a chair that has back support.
- Make sure you have all the necessary records that need to be filled in during consultation
- Maintain eye contact and use open body language
- Use open questions beginning with the words like who, what, why, how, when, which and where?
- Closed questions may be used when a simple yes or no is required and probing questions when you need more information than the client is providing.
- Don't spend too long on the consultation but just allow sufficient time to ensure all information is collected and given.
- It must be agreed mutually that the time and money involved suits both your client and yourself. If either of these are unrealistic, then the client will eventually go elsewhere.
- Make sure your client has realistic expectations from the treatment.

It is always a good idea to have a copy of the salons price list to hand. A good treatment list will have the cost, time taken and a brief list of what is included in the service. Be sure that any claims you make about products are correct and that any sales you make benefits the client. For example selling a product for oily skin to someone with dry skin will only make the condition worse.

The good behaviour and conduct of all employees is essential to the smooth and safe running of a business. The poor conduct of one employee could reflect on each and every member of the business and the visitors to it. The implications of poor conduct could damage the business' image as well as risking injury to self and others.

Activity 7.2

Draw up a list of questions you will ask during a consultation to gather the desired information about the client.

7.5 CLIENT CONFIDENTIALITY

Client confidentiality is an important part of business ethics. Disclosing information would result in a breach of trust and can lead to serious consequences. **Client confidentiality** is the principle, that an institution or individual should not reveal information about their **clients** to a third party without the consent of the **client** or a clear legal reason. This concept is commonly provided for, in law in most countries. Fortunately, there are certain steps that you can take to protect client confidentiality.

Client Care and Communication

Record cards must be treated in strict confidence. They belong to the salon and are an important source of information. They are also private and you should not look at and certainly never alter record cards without permission.

All salons have a responsibility to their clients and to their staff to maintain confidentiality relating to their personal details – for example, address, telephone number or salary. The salon also needs to ensure that details of the services provided to individual clients remain private as well as the information that clients give during consultation. If confidentiality rules are broken it will result in loss of clients and loss of business to the salon. In turn, this will result in loss of jobs

The employers can adopt some of these procedures for protecting confidential information.:

- All confidential documents should be stored in locked file cabinets or rooms accessible only to those who are authorized.
- All electronic confidential information should be protected via firewalls, passwords.
- Employees should clear their desks of any confidential information before going home at the end of the day.
- Employees should refrain from leaving confidential information visible on their computer monitors when they leave their work stations.
- All confidential information, whether contained on written documents or electronically, should be marked as “confidential.”
- All confidential information should be disposed of properly (e.g., employees should not print out a confidential document and then throw it away without shredding it first.)
- Employees should refrain from discussing confidential information in public places.
- Employees should avoid using e-mail to transmit certain sensitive or controversial information.



INTEXT QUESTIONS 7.4

Explain the following in one sentence only:

- a) Alternatives
- b) Client confidentiality
- c) Open questions
- d) Closed questions
- e) Valid assessment.

7.6 RECORDS, FILES AND DOCUMENTS

A business record is a document that records a business dealing. Business records include meeting minutes, memoranda, employment contracts, client information, stock status and



Notes



Notes

accounting documents. These must be easily retrievable at a later date so that the business dealings can be accurately reviewed as required.

In every workplace you are required to identify and keep records. The records that you are required to keep will be determined by your job tasks. Good recordkeeping can help you to find the information when you need it.

By having a better understanding of what records to keep and how to keep records, you will gain the skills and knowledge to participate in your workplace more efficiently and effectively

Importance of Good Record Keeping

- provides good business information;
- helps you to find and share the information you need;
- assists you to promote information sharing and collaboration;
- good recordkeeping results in information that can be trusted;
- helps you to make sound decisions;
- helps you to conduct better business;
- protects the organization and the employees from risk;
- can support the organisation in legal or other challenges;
- help to comply with a range of legislation and prevent legal challenges arising;
- can bring commercial advantage and save you money;
- helps to build better business systems;
- supports long term accountability and sustainability

The 4 basic rules for record keeping are:

- Useful – Don't waste your time keeping records you will never use.
- Easy to use – Simple and neat to encourage you to use the system.
- Accurate – Bad records can lead to poor decisions.
- Compulsory – These are the records you are required to keep by law e.g. financial records for tax returns.

Learn to record and write in the different records of the salon and carry out routine documentation legibly and accurately in the desired formats.

Each organization has its own records and registers to note and record the different activities. Each organization has the option of either using ready available formats or designing their own. It is important that you become familiar with all the records and registers being maintained in your salon. Spend time to learn to use and fill them for reporting and recording all information desired by your boss/parlour. Remember these records and registers are an important means of communication. Fill them as taught,



required and demonstrated to avoid errors in communication and recording details for future planning.

Always write legibly and correctly at the appropriate place/line/column. As stated this is a record and point of reference for future planning and activities. Legibility is important as this data will be used by other people of the salon.

Activity 7.3

Visit a neighbourhood salon to study the types of records, files and documents being maintained by them.

7.7 GIVING RECOMMENDATIONS AND GETTING FEEDBACK

Each time a client has a treatment be it manicure, pedicure, nail enhancements and nail art - they are given an aftercare guide to take home along with recommendations. An increasingly important part of the therapist's role is giving after-care advice to clients and recommending products the clients can use to care for their treatment between visits to the salon.

The response you get from your client will obviously depend on the way you approach the subject and make your recommendations. You should spell out the benefits to the client of using the product at home. Explain to them:

- which product you have used;
- why you have used it; and
- when and how the client should use it.

Remember to ask your client, when they next come into the salon, if they were happy with the product or able to maintain the style.

Feedback from customers, employees and vendors will be a valuable tool to monitor tastes, problems, trends and potential threats.

The purposes of feedback

- Improve your products and services
- Help grow your business
- Suggest improvements to your present products
- Do away with dishonesty and inappropriate behavior

Providing clear recommendations to clients in a beauty salon is important to gain customer trust. Clear recommendations can also lead the customer to trying quality products that will increase their satisfaction.

Activity 7.4

Design a feedback form for your salon.



Notes



INTEXT QUESTIONS 7.5

Match column A with column B

A	B
1. Financial records	(i) customer satisfaction
2. Records and registers	(ii) after care
3. Good record Keeping	(iii) important means of communication
4. Feedback	(iv) support in legal or other challenges
5. Recommendations	(v) compulsory by law



WHAT YOU HAVE LEARNT

- Effective communication
- Types of communication
 - Non-verbal
 - Verbal
 - Written
- Advantages and disadvantages of verbal, non-verbal and written communication
- Elements of a professional communication and behaviour
- Telephonic communication
- Managing and meeting client’s expectation
- Effective consultation techniques
- Client confidentiality
- Records, files and documents
- Importance of good record keeping
- Giving recommendations and getting feedback



TERMINAL EXERCISE

1. What do mean by communication? List the do’s and donts’ of telephonic communication.
2. Briefly explain professional communication and professional behavior.
3. Enumerate the expectations of a client from the therapist
4. Explain the technique of giving consultations.



5. Why is client confidentiality important?
6. What are the benefits of maintaining records?
7. What is the role of giving recommendations and getting feedback?



ANSWER TO INTEXT QUESTIONS

7.1

1. message
2. mumbling
3. body
4. understand
5. focused

7.2

1. False
2. False
3. True
4. True
5. False

7.3

1. C
2. E
3. A
4. B
5. D

7.4

- a) To give choices that are fair for both the client and you
- b) is the principle that an institution or individual should not reveal information about their **clients** to a third party without the consent of the **client** or a clear legal reason
- c) These are probing questions requiring descriptive long answers beginning with the words, who, what, why, how, when, which and where
- d) are used when a simple yes or no is required
- e) is to ask the relevant questions during the consultation

7.5

1. v
2. iii
3. iv
4. i
5. ii