

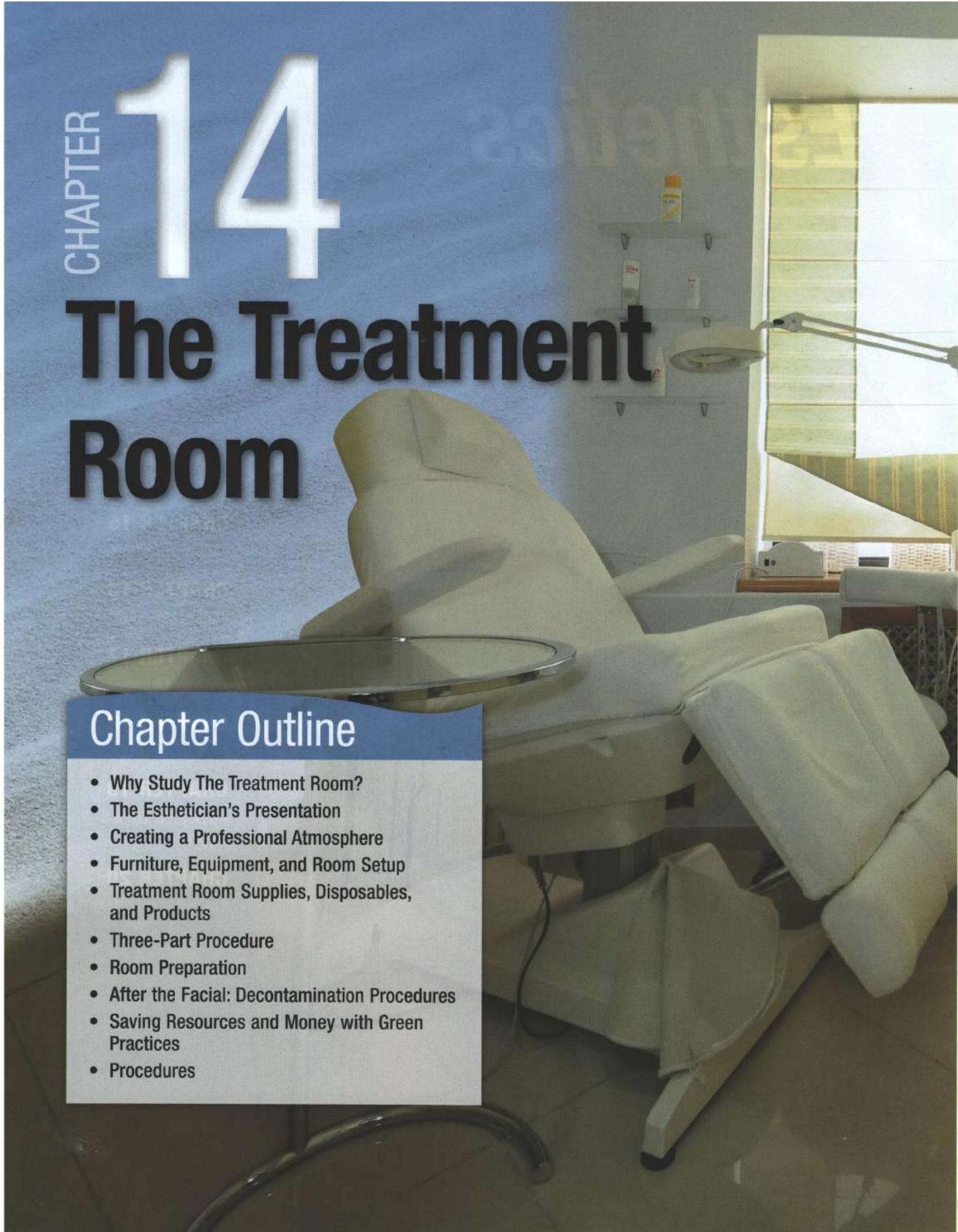
CHAPTER

14

The Treatment Room

Chapter Outline

- Why Study The Treatment Room?
- The Esthetician's Presentation
- Creating a Professional Atmosphere
- Furniture, Equipment, and Room Setup
- Treatment Room Supplies, Disposables, and Products
- Three-Part Procedure
- Room Preparation
- After the Facial: Decontamination Procedures
- Saving Resources and Money with Green Practices
- Procedures



Learning Objectives

After completing this chapter, you will be able to:

- L01** Understand the components of creating a professional atmosphere.
- L02** Describe what equipment and supplies are needed for facials.
- L03** Prepare and set up the treatment room for services.
- L04** Explain why the room setup should be comfortable for the esthetician.
- L05** Properly clean and disinfect the treatment room.

Key Terms

Page number indicates where in the chapter the term is used.

dispensary
pg. 360

implements
pg. 365

**LOHAS (Lifestyle
of Health and
Sustainability)**
pg. 371

sharps container
pg. 359

sustainability
pg. 370



▲ Figure 14-1
A prepared treatment room.

This chapter is designed to help estheticians learn to prepare the treatment room for services. Included are easy-to-use checklists and advice for setting up, cleaning, and keeping the room well stocked. Just about everything needed for basic room preparation is listed in this chapter. Treatment room setup and preparation are integral parts of giving treatments (Figure 14-1). Creating a professional atmosphere involves many details. After the facial service, proper decontamination measures are needed to prepare the room for the next client. Treatment room setup includes choosing furniture, equipment, supplies, and products.

Why Study The Treatment Room?

Estheticians should study and have a thorough understanding of the treatment room topics in order to provide a comfortable and clean environment for both the client and technician so that the client's experience is enjoyable and relaxing.

- Planning and preparing a well-stocked and organized room is necessary to function efficiently and provide good service.
- Creating a clean, comfortable, and relaxing atmosphere is part of your service that clients expect.
- Estheticians/students are responsible for the cleanliness of the treatment rooms, and a clean environment is necessary for client safety and to comply with the laws of your state board regulations.
- Your success depends on many factors, including your appearance and professionalism, and you will feel confident if you are organized and prepared.



▲ Figure 14-2
The technician's presentation.

The Esthetician's Presentation

Making a good first impression is important in any business setting. Your success depends on many factors, including your image and attitude. An esthetician's appearance and professionalism reflect on the business. Practicing good hygiene, dressing professionally, and having a neat appearance all convey a polished image (Figure 14-2). Additionally, employers, coworkers, and clients appreciate working with someone who has a positive attitude. This positive attribute will contribute favorably to the team.

Being dependable and providing excellent customer service is imperative. Professionalism includes being a self-starter and taking

the initiative to prepare the treatment room. Plan enough time to set up the room before the day begins. You will project a calm, confident image if you are prepared. Refer to Chapter 3, Your Professional Image, for more information on professionalism.

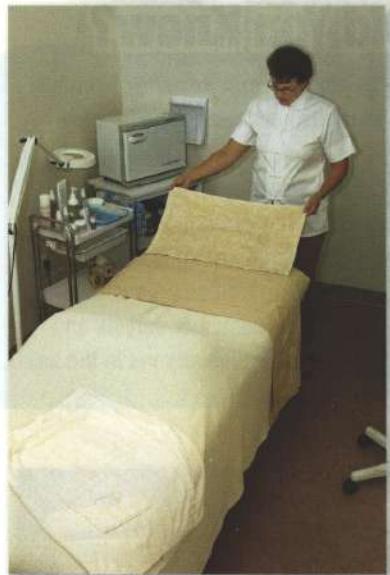
Creating a Professional Atmosphere

Planning and preparing the treatment room for clients is the first step in performing services (Figure 14–3). The setup and supplies will vary, depending on the workplace and treatments offered. Whether you are an employee or self-employed, a well-stocked and organized room is necessary to function efficiently. You can provide services with minimal equipment, if necessary. Creating a clean, comfortable, and relaxing atmosphere is part of your service. A pleasant ambiance also improves the work environment for the staff.

A facility needs to be professional looking and clutter-free. Stations and supplies must be spotless. Consider the clients' comfort and yours when choosing equipment. The goal is to give quality service in a nice, quiet atmosphere. In this service-oriented business, the primary focus is the client and their entire experience while they are in your care.

Furniture, Equipment, and Room Setup

Treatment room furnishings can range from the basics to high-end designer equipment. A spa environment is usually more relaxing than a clinical one. Relaxing colors, music, and décor are preferable in a spa (Figure 14–4). Room esthetics is vital to create a relaxing, professional



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▲ Figure 14–3
Preparing the facial room.

CAUTION!

A workstation that is uncomfortable for the body and posture could cause neck, back, and hand problems over time.



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◀ Figure 14–4
A beautifully appointed treatment room.

Did You Know?

Clients form their opinion of you and your business during the first few minutes of their visit. No matter how good the service is, they might not return if they are not greeted politely, if the treatment room is in disarray, or if they are treated poorly after the service. Customer service and teamwork affect everyone in the salon.



▲ Figure 14–5
An adjustable facial bed.



▲ Figure 14–6
The esthetician's stool.

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▲ Figure 14–7
The towel warmer.

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▲ Figure 14–8
The magnifying lamp.

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▲ Figure 14–9
The steam machine.

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atmosphere which includes scents, music, and both visual and thermal comfort. When setting up a room for treatments, think about the services you will perform and how you will work at the station. Another consideration is how comfortable the client will be on the treatment table (be sure to consider the needs of the male client). Client safety and following health regulations are the two most important considerations before, during, and after treatments. Facial equipment and machines are reviewed in Chapter 17, Facial Machines. L01

A Checklist of Furniture and Equipment

Equipment for the facial treatment consists of the following items:

- **Treatment Table** (also called a facial chair or bed). The treatment table can be a massage table or an esthetician's table. Make sure it is large enough to accommodate clients comfortably and is suitable for body waxing (Figure 14–5).
- **Esthetician's chair**, or operator's stool (Figure 14–6). The technician's stool needs to be *ergonomically correct*: healthy for the body and spine. Make sure it is comfortable for you while you perform services and that it can roll around easily. Back support and adjustable height is preferable.
- **Towel warmer**, or "hot cabbie." A towel warmer keeps towels warm and can also be used to warm products and cotton pads (Figure 14–7). Plastics will melt in a towel warmer, so use glass or ceramic dishes for warming products. Professional product warmers are also available.
- **Magnifying lamp or light**. Also referred to as a "mag" lamp; used to analyze the skin and to perform detail work such as tweezing (Figure 14–8).
- **Steamer** (Figure 14–9). Steamers are great tools for warming and softening the skin. Steam is part of a standard facial procedure.

- **Stepstool.** A stepstool helps clients get on and off the bed safely. Make sure the stool is stable. Assist clients if they need help.
- **Utility cart.** A cart holds tools, supplies, and products. This can be a stationary table or roll cart.
- **Galvanic, high-frequency, brush, vacuum and spray machines** (Figure 14–10). These can either be individual machines or multifunctional machines all on one stand. See Chapter 17, Facial Machines, for information about machines.
- **EPA-registered Disinfectant.** A wet disinfectant should be located in each treatment room for disinfecting tools and equipment (Figures 14–11). Implements must be thoroughly cleaned of all visible matter before being placed in disinfectant solution.

Note: An ultraviolet (UV) sanitizer unit does not disinfect tools and is only used for storage.

- Optional: An **autoclave** is a sterilizer for implements (Figure 14–12). This is necessary for a medical facility.
- **Wax heater.** The wax heater is an electric warming device used for soft-wax, paraffin, or hard-wax application (Figure 14–13). They are usually kept activated during the day for walk-ins or unexpected requests. Waxing is discussed in Chapter 18, Hair Removal.
- Closed, covered **waste container**. A metal receptacle with a self-closing lid and foot pedal is required for preventing contamination.
- Closed, covered **laundry hamper**.
- **Sharps container.** A **sharps container** is a biohazard container for disposal of lancets. It is red, labeled, and puncture-proof (Figure 14–14). Follow OSHA and state regulations for proper disposal. Not all facilities perform services that require a sharps container.

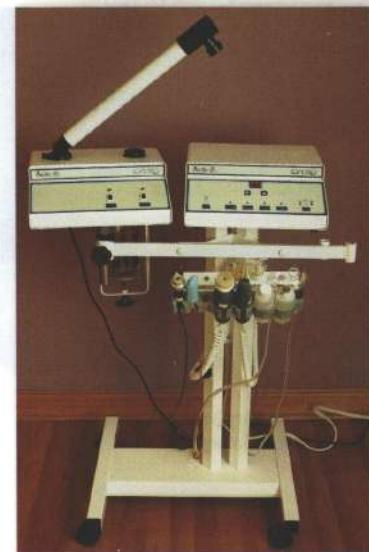


▲ Figure 14–12
Autoclave.

Courtesy of MIDMARK.



▲ Figure 14–13
Wax heaters.



▲ Figure 14–10
Multifunctional machines.

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▲ Figure 14–11
Wet sanitizer.

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▲ Figure 14–14
A sharps container.

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▲ Figure 14–15
A neat dispensary helps maintain and control inventory.



▲ Figure 14–16
Proper setup of supplies helps the treatment go smoothly.

► Figure 14–17
Facial supplies.

Treatment Room Supplies, Disposables, and Products

The Dispensary

If supplies and products are not kept in the treatment room or at the workstations, then they are kept in a **dispensary**, which is a separate room for mixing products and storing supplies (Figure 14–15). Supplies are kept in clean, covered, labeled containers. Proper storage is necessary to keep items from being contaminated. The amount of supply usage depends on the facility. Different setups require different numbers of towels or cotton supplies. Each instructor or manager will have a special setup procedure to follow (Figure 14–16). The following section presents an example of what is needed for a basic facial. Refer to the waxing and makeup chapters to set up for those services.

Facial Supplies

Facial supplies include the following (Figure 14–17):

- Hand cleanser or antibacterial soap for hand washing
- Face and hand towels
- Disinfectant to decontaminate implements, equipment, and surfaces
- Bowls to warm or mix product in; also used to hold cotton pads or other supplies
- Spatulas to disperse products from jars
- Fan and mask brushes to apply masks or massage lotions
- Client headband to protect the hair and hold it out of the way
- Client gown/wrap for the client to change into
- Clean sheets/linens/bath towels (depending on the setup, use either sheets or towels)
- Blankets to cover the client
- Finger cots to use during extractions



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- A bed warmer
- A bolster for back support, placed under the knees
- A pillow or rolled hand towel for neck support
- Implements: tweezers; an extraction tool
- Tongs to handle hot towels and retrieve clean items
- Distilled water for the steamer
- Client chart and home-care prescription card/pad
- Relaxing music
- Product retail brochures

Single-Use Items

Single-use items are disposable and can only be used once. This supply usage depends on your facility and may include the following:

- Paper towels
- Cotton 4" × 4" (10 cm × 10 cm) pads or single-use sponges to remove product from the skin (sponges are porous and cannot be disinfected or reused)
- Gauze squares for use with certain facial treatments
- Cotton or cotton pads, or 2" × 2" (5 cm × 5 cm) pads, for toner application and to make eye pads and cleansing pads
- Tissues for blotting the face
- Cotton swabs for product application, removing eye makeup, or performing extractions
- One pair of vinyl or nitrile gloves (latex is not recommended, as many people are allergic to latex and oil can break down the latex, compromising the protection of the gloves)
- A sealable plastic bag for proper disposal of single-use items
- Extraction supplies: cotton, swabs, lancets/needles, or extraction tool (see state regulations for extraction rules)
- Wax supplies (see Chapter 18, Hair Removal)

CAUTION!

Do not put an electric blanket beneath the bed linens. This is a fire hazard and can scorch the treatment table. Use only specified bed warmers made for this purpose. Electric blankets must go on top of the blankets. Bed warmers are a nice addition for client comfort.



▲ Figure 14-18
Gather all products to be used before beginning the service.

Products

Products are the main ingredients in performing services. Chapter 13, Skin Care Products: Chemistry, Ingredients, and Selection, addresses the guidelines for choosing products. Have the correct products for all client services on hand. Basic products used in facials include the following (Figure 14-18):

- Cleanser
- Exfoliant
- Mask
- Face massage cream or lotion

- Toner or astringent
- Sunscreens
- Moisturizer
- Serums, eye cream, lip balm L02

Three-Part Procedure

It is easier to keep track of what you are doing, to remain organized, and to give consistent service if you break your skin care procedures into three individual parts. The Three-Part Procedure consists of: 1) pre-service, 2) actual service, and 3) post-service.

Part One: Pre-Service Procedure

The pre-service procedure is an organized step-by-step plan for making sure your tools, implements, and materials are clean and disinfected; for setting up your facial room; and for meeting, greeting, and escorting your client to your service area.

PROCEDURE 14-1 Pre-Service Procedure

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Part Two: Service Procedure

The service procedure is an organized, step-by-step plan for accomplishing the actual service the client has requested such as a basic facial, hair removal, or makeup application.

Part Three: Post-Service Procedure

The post-service procedure is an organized step-by-step plan for caring for your client after the procedure has been completed. It details helping your client through the scheduling and payment process and provides information for you on how to prepare for the next client.

PROCEDURE 14-2 Post-Service Procedure

PAGE 375

Here's a Tip

When setting up for a facial, preheat your towel warmer, towels, and steamer first. They take the longest to heat up (approximately 15 minutes).

Room Preparation

Before setting up the room, refer to the setup checklist that the facility uses. Look at your schedule to see what supplies are needed. If specified, put the clean laundry away. Have the client's chart notes ready, and review the product retail consultation forms if applicable. After practicing for a while, you will find that setting up becomes easier. The following guidelines are for a standard facial setup. It takes approximately 10 to 15 minutes to set up for a service and 10 to 15 minutes to clean up after a service. A checklist of equipment, supplies, and single-use items is summarized in Chapter 15, Facial Treatments. Once you have gathered all that you need for treatments, you can start setting up.

Equipment Preparation

To prepare equipment, use the following guidelines:

1. Turn on the wax heater as needed. Check and adjust the temperature.
2. Preheat the towel warmer and put in wet towels, product dishes/bowls, and cotton cleansing pads to warm.
3. Preheat the steamer. First check the steamer water level (it should be just slightly below the fill line). If necessary, refill the steamer—using only distilled water. Follow the manufacturer's directions for care. Refer to Chapter 17, Facial Machines, for steamer information.
4. Preheat any other equipment needed.

Prepare the Treatment Table

Procedures for preparing the treatment table are as follows (Figure 14–19):

1. Place clean linens neatly on the treatment table.
2. Place a blanket on top of the linens to keep the client warm and comfortable.
3. Lay out one hand towel to place under the head and one for placement over the décolleté (day-call-TAY) on the upper chest area if applicable.
4. Have a clean headband and gown or wrap ready for the client.
5. Have a bolster and pillow available.



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▲ Figure 14–19
Prepare the facial bed properly.

Setting Up Supplies

Follow these procedures for setting up supplies:

1. Wash your hands with soap and warm water before setting up and touching clean items.
2. Check to make sure the disinfectant is ready. Wet disinfectants are filled and changed according to manufacturer's instructions (check to see that the strength is maintained by regular refilling).
3. Place supplies on a clean towel (paper or cloth) on the clean and disinfected workstation. (Put out supplies in the order used, lined up neatly, and cover with another towel until you are ready to use them.)

ACTIVITY

Time yourself to see how fast you can set up the workstation for a facial. See if you can set up from memory after practicing for a while.

Setting Out Single-Use Items

Single-use items are kept in clean, covered containers or closed cupboards to prevent contamination. After washing your hands, dispense only the amount needed for the service. Use clean forceps or tongs to retrieve additional supplies during a service.

Set out single-use supplies on a clean towel in the order they will be used. Do not put clean or soiled supplies on bare counter surfaces. Contaminated, single-use items must be disposed of properly in a covered waste receptacle.

Here's a Tip

Use a checklist to set up and clean up the treatment room—put an outline of the steps on 3" × 5" (7.5 cm × 12.5 cm) index cards for easy reference.

fyi

A bolster can be a rolled-up towel or blanket in a pillowcase. Comfortable pillows are also important to a client's neck comfort and make a difference in how relaxing the facial is for the client. Check-in with clients to avoid causing neck or back pain from uncomfortable positions.

Here's a Tip

Keep a clean nail brush in your room to scrub your nails and hands before performing services. Be sure to clean and disinfect the nail brush after every use.



▲ Figure 14-20
Correct sitting posture
for an esthetician.

Arranging the Products

Set out the treatment products in order of the procedure application: cleanser, massage cream or lotion, masks, toner, moisturizer, and other products as determined by the client's skin analysis.

Setting Up the Dressing Area

Set up the dressing area for the client, if appropriate. Arrange a place for the client to sit while changing. Get water or tea ready for the client, and have a client chart and release form prepared.

Remember to explain to the client where to put their personal belongings and how to put on the spa wrap. Explain how to get into the bed and where to position their head (if you leave the room for them to change). Some clients have not had a facial or wax service and do not know exactly what they are expected to do. **L03**

Ergonomics

Ergonomics is the study of adapting work conditions to suit the worker. The equipment and the positions we use should be healthy for the spine and body. Adjust the facial table height, if possible. When setting up, remember to align the stool with the facial table for the correct height and position for performing services. The technician's feet should be flat on the floor, and hands should be below chest level (**Figure 14-20**). A good stool with back support is essential for esthetic work. It is worth paying a little more for a well-padded and quality stool. The room setup should be comfortable for the technician to avoid strain on the hands, body, and back.

Arrange the supply cart or counter as close to the facial table as possible. When reaching for a product or implement, or to adjust equipment, get up out of the chair. Do not overstretch your back to reach for something. Be aware of the position of your back, and remind yourself to sit up straight. Pay attention to your posture. Stretching and loosening up the hands before and after working is helpful in maintaining the health and flexibility of the wrists and hands. **L04**

After the Facial: Decontamination Procedures

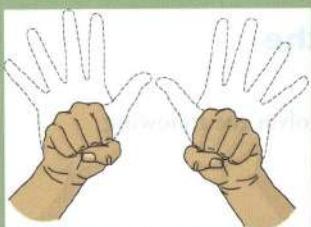
Now that the facial setup has been reviewed, this is a good time to discuss the clean-up procedures, even though the facial procedure has not been performed yet. It is helpful to learn and practice each phase of a service before moving on to the next step. This way you can focus on the procedure since you will already be familiar with the pre- and post-service steps.

After completing the post-consultation with the client, be sure to record the client chart notes and write up retail sales. Then prepare the room for the

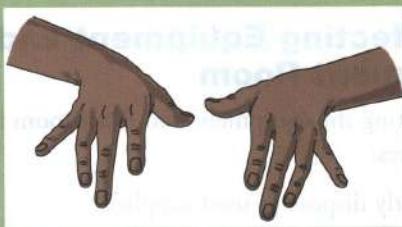
FOCUS ON

Exercises for Strengthening the Hands and Wrists

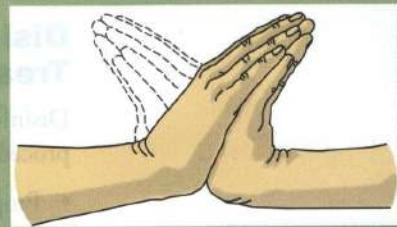
1. Hold the hands at chest level with fists clenched. Make a fist, squeezing as hard as you can, while holding for a count of five. Release the hands, spreading the fingers wide for a count of five. Repeat 10 to 20 times. This exercise is excellent for strengthening the hands and wrists (Figure 14-21).
2. Place both hands, palms down, on a flat surface. Tap each finger, beginning with the thumbs, and count each finger from thumb to little finger, as it is tapped in rhythm. Count 1, 2, 3, 4, 5. Then, starting with the little finger, tap each finger to the count of 5, 4, 3, 2, 1. This exercise is similar to playing the piano and is especially good for building coordination and hand control (Figure 14-22).
3. Place the palms together at chest level. Keep them together as you bend the left wrist as far back as it will go, and then do the same with the right wrist. Keep bending the wrists in rhythm for 20 counts. This exercise strengthens the hands and wrists and makes them more flexible (Figure 14-23).



▲ Figure 14-21
Strengthening hands and wrists.



▲ Figure 14-22
Building coordination and hand control.



▲ Figure 14-23
Increasing flexibility of the hands and wrists.

next client, or clean the room in preparation for the end of the day. Remember that the order of the clean up varies with each facility's guidelines and that decontamination procedures improve as laws and technology evolve.

As discussed in Chapter 5, Infection Control: Principles and Practices, there are two methods of decontamination:

- Decontamination Method 1: Cleaning and then disinfecting with an appropriate EPA-registered disinfectant.
- Decontamination Method 2: Cleaning and then sterilizing.

Cleaning and Disinfecting Implements

Appropriate cleaning and disinfecting involves the following:

- Wear gloves for all decontamination procedures to prevent contamination and protect hands from the strong chemicals. Wash hands after completing decontamination procedures.
- Wash and disinfect all brushes, tweezers, and other nondisposables. **Implements** are multiuse items and tools such as brushes, tweezers, and comedone extractors.
- Wash implements thoroughly with antibacterial soap and dry them off first before placing in the disinfectant. This process is important to maintain the wet disinfectant strength and keep it from becoming dirty or diluted.

Here's a Tip

To avoid cross-contamination, roll the used side of linens and sheets inward so the dirty side is inside the laundry bundle. This also keeps product or hair off the floor and saves cleaning time. For additional cleanliness, do not let the linens or other items touch your clothing before or after use.

- Be sure all implements remain in the disinfectant for the appropriate amount of time according to the manufacturer's instructions. Do not leave implements in longer than the recommended time—doing so will ruin certain items that will break down and have to be replaced more often.
- Remove, rinse, dry, and put them away.
- Store clean items in a covered container in a drawer or cupboard when not in use.
- Clean and disinfect bowls and other multiuse items. Dry and store properly.
- Change the disinfectant to comply with manufacturer's directions and infection control regulations. If required, record on a dated log when the disinfectant is changed (Table 14–1).

Disinfecting Equipment and the Treatment Room

Disinfecting the equipment and facial room involves the following procedures:

- Properly dispose of used supplies.
- Turn off the table warmer if used.
- Clean the wax machine (and turn it off at the end of the day).
- Disinfect the steamer and mag lamp.
- Disinfect the bottom tray and the inside of the towel warmer after removing all used items.
- Disinfect any other equipment used, and turn it off.
- Clean all containers, and wipe off dirty product containers with a disinfectant.
- Clean all counters, sinks, surfaces, and floor mats with disinfectant.

DISINFECTANT LOG

Change the high-level disinfectant solution in the container according manufacturer's directions or if it is cloudy and seems to require changing. Record when it is changed.

DATE CHANGED	YOUR INITIALS
3/5/13	S.L.

▲ Table 14–1 Disinfectant Log.

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Laundry and Linens

Clean-up procedures for laundry and linens:

- Remove dirty linens, and remake the treatment table for the next client or leave it unmade.
- Place the used linens, towels, and sheets in the appropriate covered container or laundry hamper.
- Fasten the Velcro® on the headbands and client wraps before putting them in the laundry to keep lint from sticking to the Velcro®.

Single-Use Items

Appropriate handling of single-use items involves the following:

- Soiled items such as gloves and extraction supplies must be placed in a sealable plastic bag and then in a covered waste container or biohazard container.
- While in use, single-use items must be placed on surfaces that can be disinfected or disposed of, such as a paper towel.
- Keep the clean supplies separate from the used ones. Take out only what is needed for each service.
- Disposable extraction lancers and needles go in a biohazard/sharps container. (Check OSHA and state rules for proper handling.)

End-of-the-Day Clean-Up

In most facilities, estheticians/students are responsible for the cleanliness of the treatment rooms. Technicians must be prepared to clean up areas they use. Be sure to alert the manager about areas of the facility that may need repair or deep cleaning. Clean-up procedures are regulated by regional laws, so be aware of these regulations.

End-of-the-Day Checklist

At the end of the day, be sure to follow these procedures:

- Prepare the room, and check the schedule for the next shift or workday.
- Use a clean-up checklist to make sure you did not forget anything.
- Turn off all equipment.
- Leave the towel-warmer door open to dry, and empty the tray underneath before cleaning and disinfecting it.
- Clean anything that has not been cleaned after the last service including the bed, sink, counters, and doorknobs.
- Refill all containers, supplies, and the steamer.
- Check floors; sweep or mop as required. Check for wax spills.
- Empty waste containers. Replace with clean trash liners.
- Remove personal items from the area.

REGULATORY AGENCY ALERT

Check with the regulatory agencies on extraction laws and the disposal of extraction supplies.

Here's a Tip

Do not put wet brushes in a closed drawer or container because they will mildew and not dry. Lay brushes out to dry, covered with a clean towel, before storing them in a closed container.

ACTIVITY

It is interesting to find out what setting up a treatment room might cost. On your own, make a list of suppliers that carry the tools and supplies you need. Check out beauty supply houses, Internet sites, trade journals, and trade shows to get an idea of what is available. Research the supplies and equipment costs to determine what you would need to spend to set up your own room (Table 14–2).

DETERMINING THE COSTS OF SETTING UP A TREATMENT ROOM	
ITEMS	ESTIMATED COSTS
Sink/water supply	
Treatment table/chair	
Esthetician stool	
Hot cabinet/towel warmer	
Utility cart	
Magnifying lamp	
Steamer	
Stepstool	
Waxers	
Optional electrical equipment	
Furniture	
Linens	
Products	
Supplies	
Single-use items	
CD player/music	
Total Cost: \$	

▲ Table 14–2 Determining the Costs of Setting Up a Treatment Room.

FOCUS ON

Professionalism

Being a team player means going out of your way to help others with cleaning, setting up, and assisting clients. Taking the initiative to build your own clientele is how you become successful. Never gossip or discuss pay or tips in the workplace. The primary focus is on taking care of clients; personal gain is a secondary goal and benefit. When you are happy and truly enjoy your job, it is easy to share positive enthusiasm and energy with everyone else.

You now have a good idea about how much work goes into preparing for services. Once you have a good setup and all of the tools needed, it is easy to stay organized and work efficiently. A clean environment is necessary for client safety and to comply with the laws of your local regulatory agencies. Clients will be confident in your ability and feel safe in your hands when they know your facility is clean. Keeping the room organized is necessary for a smooth, efficient operation. Now you are ready to welcome clients. The chapters following this one will cover facial, waxing, and makeup procedures. **L05**

Saving Resources and Money with Green Practices

It is practical to think about saving resources and costs when planning the facility, treatment room, amenities, and what services to offer. Businesses that strive to be sustainable are more balanced, healthy, and successful. Green practices such as reducing energy and water use lead to many positive results. The conscious movement to improve the way

we live and lessen the impact on the world is at the forefront of today's culture. Customers expect businesses to use green practices and be socially responsible (**Figure 14–24**).

Sustainability and green business models are becoming mainstream. It is an opportunity to make a difference in the way the beauty industry does business. While the industry is known for the focus on caring for others, it is often wasteful in the excessive use of packaging, water, supplies, and other resources. It's a natural extension for the holistic nature of the beauty and spa industry to take better care of the planet and people, and not to exist just for profit. Sustainability balances these three aspects: people, planet, and profit. Greening the business strengthens relationships between employees and customers that share these same values.

Green Facility Operations

Beauty services, products, supplies, operations, utilities, green building, and responsible facility management are all components of a green facility. Many salons are implementing energy and water conservation practices that save both money and natural resources. Buying organic and healthier products and fewer disposable supplies are ways to green up the facial room. Consider what could save natural resources when purchasing items for the facility.

Treatment Rooms

Choosing equipment, supplies, and other needs for the treatment rooms makes an impact on the business. Purchasing equipment that lasts will save money and time in the long run. Having dependable equipment also makes the services more reliable. A good magnifying light or steamer may last 10 years, whereas an inexpensive one may only last 2 years. Quality linens improve the client experience and quality of the service. Water conservation is another important practice that can be implemented in the facility by using low-flow fixtures and instant hot-water taps.



◀ **Figure 14–24**
Greening the facility is
good for business.

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Did You Know?

What is Sustainability? Sustainability is meeting the needs of the present without compromising the ability of future generations to meet their needs. The three facets of sustainability are the three E's: the *Environment*, the *Economy*, and social *Equity*.

The Treatment Menu

When designing a treatment menu consider the equipment, products, and supplies that will be needed. These all contribute to the overhead and cost of providing services. As a case in point, a complicated treatment such as a body mask that takes excessive water for rinsing could be altered to use less water by changing to a product that is easier to rinse off. Using locally-sourced natural products such as local clay or herbs are also popular treatment choices.

Choosing Green Products

Research the ingredients and packaging when choosing retail and back bar products. Many clients want organic, healthy products in recycled packaging. Plastic bottles replaced with recycled content packaging is a positive step in the packaging industry. Some buyers now want to know how responsibly products are manufactured and how toxic the chemicals are in producing our goods.

Using Fewer Supplies

With strict client safety and cleanliness standards, it is challenging to get away from using single-use, disposable supplies. It is essential to adhere to laws and regulations. Check local regulations for rules on using single-use items, such as using glass drinking cups for clients in the facility. Using washable drinking glasses is not legal in some areas that require single-use, throw-away cups. There are compostable alternatives to plastic cups. Of course only disinfected or clean items are used for clients, but changes can be made to save on throw-away supplies.

Choosing washable alternatives for single-use items, such as 4" x 4" (10 cm x 10 cm) esthetic wipes saves throwing away thousands of cotton pads and other items. This also saves money and time spent on purchasing in the long run. Microfiber esthetic wipes are great choices to replace the cotton wipes or sponges. Another way to save resources and money is to use towels instead of single-use, throw-away paper items. Using smaller towels and fewer towels and linens leads to saving water and time used in doing laundry.

Other ways to save money and time are to be conscious of the products and supplies used. Try and use less without sacrificing the quality of the service. Does the client need to put on a gown or can she just slip under the sheet? Give them the option. Spatulas and other nonporous items can be disinfected

instead of thrown away. It's good for business to work more efficiently and keep costs down.

Conscious Purchasing

When purchasing other supplies, paper, packaging, front-desk items and office supplies, try to minimize packaging. Look for recycled paper, products, and containers. Print minimal marketing materials on recycled paper. Do more Internet marketing and save on printing expensive brochures.

Waste Reduction

The Three *R*'s of waste reduction are: *Reduce, Reuse, and Recycle*. Precycling by buying less is the first step in reducing waste. This helps save money and storage space. Be creative with displays and use what you have on hand or can reuse later when buying things. Reducing plastic material and switching to glass is another easy way to help green up the facility. Glass can be recycled much easier than plastic.

The Green Facility

Energy conservation is the primary focus to save money and resources. Heating and cooling a building is expensive. Reducing energy use by monitoring the temperature, using energy efficient light fixtures, and turning off power strips that are not in use can save thousands of dollars per year in a typical facility. Water conservation is an important and scarce resource. Using conservation methods both indoors and outdoors in landscaping can also save hundreds of dollars per year for a facility. Letting water run full blast at the sink wastes thousands of gallons of water and dollars.

Another component of a green building is healthy indoor environmental quality. Using green materials such as nontoxic paint has many healthy benefits. The green choices for furniture and interiors are definitely expanding. Healthy indoor air quality is important for the staff and clients. Good ventilation and use of nontoxic products without chemicals are essential to the occupants' health. Indoor environmental quality includes comfortable room temperatures, acoustics, visual aesthetics, and scents. It is interesting to note that these healthy practices are all aspects that spas offer as part of the client's relaxing experience.

When greening the facility, consider the stations, client lounge, changing rooms, front desk, reception area, office, retail area, staff break room, and bathrooms. Start with small steps and goals to make your facility more sustainable. Share your progress with coworkers and clients. It is also a great team builder and marketing promotion.

Did You Know?

The LOHAS, acronym for **Lifestyle of Health and Sustainability**, consumers are forward-thinking individuals who consider the impact on the environment and society when making purchasing decisions. In 2010 the LOHAS market comprised 20% of the adult population and was a \$200 billion market that is expected to double by 2012.

Web Resources

- www.americansalon.com
- www.dayspamagazine.com
- www.greenspanetwork.com
- www.milady.cengage.com
- www.modernsalon.com
- www.skininc.com
- www.estheticians.com

PROCEDURE 14-1

Service Tip

Before servicing a client, take a moment to sit on your facial chair and take a good look around. Based on what you see, hear, and feel, ask yourself this question: What kind of an experience will my client have while she is here?

Answering the following questions will enable you to provide your client with a positive experience:

- Is my room clean and organized or cluttered and messy?
- Will the music and the temperature be comfortable for the client?
- Am I wearing too much perfume/cologne? Am I carrying an unpleasant food or tobacco odor? Is my breath pleasant-smelling?
- When I look at myself in the mirror, do I see the professional I want to be? Does my personal grooming—my hair, makeup, and clothing—look professional?
- Do I look as if I am happy and enjoying my work?
- Is there some problem bothering me today that is affecting my ability to concentrate on the needs of my client?

Remember the old adage: You only get one chance to make a good first impression. Stack the odds in your favor!

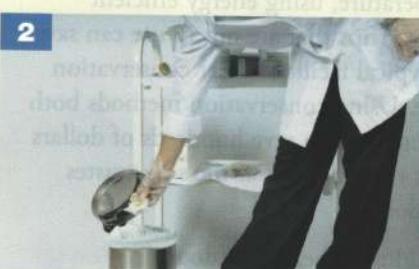
Pre-Service Procedure

A. Preparing the Facial Room

Check your room supply of linens (towels and sheets) and replenish as needed. For the first appointment of the day, preheat your towel warmer, towels, wax heater, steamer, and any other equipment as needed.



1 Change the bed or treatment chair linens.



2 Throw away any disposables used during the previous service.



3 Clean and disinfect any used brushes or implements such as mask brushes, comedo extractors, tweezers, machine attachments, and electrodes. See Procedure 5-1, Disinfecting Nonelectrical Tools and Implements on page 104, to clean and disinfect implements properly.



4 Clean and disinfect any machine parts used during the previous service.



- 5** Clean and disinfect counters and magnifying lamp or lens.
6 Check the water level on the steamer/vaporizer as needed.



- 7** Replace any disposable implements you may need such as gloves, sheet cotton, gauze squares, sponges for cleansing and makeup, disposable makeup applicators (mascara wands, lip brushes, other brushes), spatulas and tongue-depressor wax applicators, cotton swabs, facial tissue, and wax strips.

8 Prepare to greet your next client.



- 9** Review your client schedule for the day and decide which products you are likely to need for each service. Make sure you have enough of all the products you will be using that day. You may have to retrieve additional product from the dispensary. This is also a good time to refresh your mind about each repeat client you will be seeing that day and his or her individual concerns.

10 Place supplies on a clean towel or cloth in the order to be used, lined up neatly, and cover with another towel until you are ready to use them.

11 Your room should be ready to go from the previous night's thorough cleaning. (See "At the End of the Day" in Procedure 14-2, Post-Service Procedure.)

B. Preparing for the Client

12 Retrieve the client's intake form or service record card and review it. If the appointment is for a new client, let the receptionist know that the client will need an intake form.

13 Organize yourself by taking care of your personal needs before the client arrives—use the restroom, get a drink of water, return a personal call—so that when your client arrives, you can place your full attention on her needs.

14 Turn off cell phone, pager, or PDA. Be sure that you eliminate anything that can distract you from your client while she is in the salon.

15 Take a moment to clear your head of all your personal concerns and issues. Take a couple of deep breaths and remind yourself that you are committed to providing your clients with fantastic service and your full attention.

16 Wash your hands using Procedure 5-3, Proper Hand Washing on page 108, before going to greet your client.

PROCEDURE

14-1 Pre-Service Procedure (continued)

C. Greet Client

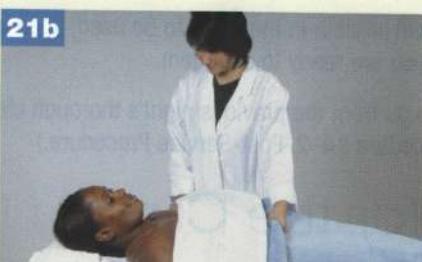


17 Greet your client in the reception area with a warm smile and in a professional manner. Introduce yourself if you've never met, and shake hands. The handshake is the first acceptance by the client of your touch, so be sure your handshake is firm and sincere. If the client is new, ask her for the intake form she filled out in the reception area.

18 Escort the client to the changing area for her to change into a smock or robe. Make sure you tell her where to securely place her personal items. If you do not have a changing room or lockers, she will need to change in the treatment room.

19 Ask the client to remove all jewelry and put in a safe place because you do not want to stop the service for her to remove the jewelry later.

20 Invite her to take a seat in the treatment chair or to lie down on the treatment table.



21 Drape the client properly and either place her hair in a protective cap or use a headband and towels to drape her hair properly. Give her a blanket and make sure she is comfortable before beginning the service. Remember, the client is not just a facial or another service, but a person you want to build a relationship with. By first showing clients respect, you will begin to gain their trust in you as a professional. Openness, honesty, and sincerity are always the most successful approach in winning clients' trust, respect, and, ultimately, their loyalty.

22 Perform a consultation before beginning the service. If you are servicing a returning client, ask how her skin has been since her last treatment. If the client is new, discuss the information on the intake form, and ask any questions you have regarding her skin or any conditions listed on the form. Determine a course of action for the treatment, and briefly explain your plan to the client.

PROCEDURE
14-2

Post-Service Procedure

A. Advise Clients and Promote Products



1 Before the client leaves your treatment area, ask her how she feels and if she enjoyed the service. Explain the conditions of her skin and your ideas about how to improve them. Be sure to ask if she has any questions or anything else she wishes to discuss. Be receptive and listen. Never be defensive. Determine a plan for future visits. Give the client ideas to think over for the next visit.

2 Advise client about proper home-care and explain how the recommended professional products will help to improve any skin conditions that are present. This is the time to discuss your retail product recommendations. Explain that these products are important and how to use them.

B. Schedule Next Appointment and Thank Client



3 Escort the client to the reception desk and write up a service ticket for the client that includes the service provided, recommend home-care, and the next visit/service that needs to be scheduled. Place all recommended professional retail home-care products on counter for the client. Review the service ticket and the product recommendations with your client.

4 After the client has paid for her service and take-home products, ask if you can schedule her next appointment. Set up the date, time, and type of service for this next appointment, write the information on your business card, and give the card to the client.

PROCEDURE

14-2 Post-Service Procedure (continued)

**5**

- 5** Thank the client for the opportunity to work with her. Express an interest in working with her in the future. Invite her to contact you should she have any questions or concerns about the service provided. If the client seems apprehensive, offer to call her in a day or two in order to check-in with her about any issues she may have. Genuinely wish her well, shake her hand, and wish her a great day.

**6**

- 6** Be sure to record service information, observations, and product recommendations on the client record, and be sure you return it to the proper place for filing.

At the End of the Day

- 1** Put on a fresh pair of gloves to protect yourself from contact with soiled linens and implements.
- 2** Turn off all equipment.
- 3** Remove all dirty laundry from the hamper. Spray the hamper with a disinfectant aerosol spray or wipe it down with disinfectant. Mildew grows easily in hampers.
- 4** Remove all dirty spatulas, used brushes, and other utensils. Most of these should have been removed between clients during the day.
- 5** Thoroughly clean and disinfect all multiuse tools and implements.
- 6** Wipe down all counters, the facial chair, machines, and other furniture with an approved disinfectant. The magnifying lamp should be cleaned on both sides in the same manner.
- 7** Replenish the room with fresh linens, spatulas, utensils, and other supplies so it is ready for the next day.
- 8** Change disinfection solution.
- 9** Maintain vaporizer as necessary.
- 10** Check the room for dirt, smudges, or dust on the walls, on the baseboards, in corners, or on air vents. Vacuum and mop the room with a disinfectant.
- 11** Replenish any empty jars. If you are reusing jars for dispensing creams from a bulk container, always use up the entire content of the small jar and thoroughly cleanse the jar before replenishing. Never add cream to a partially used jar. Rinse the empty jar well with hot water and then disinfect, rinsing thoroughly. Allow the jar to dry before refilling.
- 12** Empty waste containers. Replace with clean trash liners.

PROCEDURE

14-3 & 14-4

**IMPLEMENT
S AND MATERIALS**

- Roll of cotton
- Bowl
- Water
- Disinfectant
- Covered container or sealable plastic bag for storage

PROCEDURE

Preparation: Making Cleansing Pads and Butterfly Eye Pads

Preparation of Cotton Pads and Compresses

If prepackaged 4" × 4" (10 cm × 10 cm) esthetic wipes or sponges are not available, cotton pads can be made from a roll of cotton. You can prepare all cotton cleansing pads, eye pads, and the cotton compress pads that are used in a facial before the treatment begins. In a busy salon, the esthetician should check the appointment book at the beginning of each work day to see how many appointments are booked for that day. To save time, enough pads and compresses can then be made for the entire day if they are kept clean. Store pads and compresses in a covered container.

Remove enough pads from the container before each treatment and place them in a bowl that is kept within easy reach during the facial treatment. For each client, you may need a minimum of one pair of eye pads, one cotton compress mask, and four to six cleansing pads. The pads and compresses that are not used on the day they are made can be stored safely in an airtight, covered container or placed in a plastic bag and refrigerated for use the next day.

PROCEDURE
14-3

**IMPLEMENT
AND MATERIALS**

- Roll of cotton
- Bowl
- Water
- Disinfectant
- Covered container or sealable plastic bag for storage

Making Cleansing Pads



1 Divide a roll of cotton into strips approximately 4-inches (10 centimeters) wide. This is about the width of the average hand. Tear the cotton (do not cut) so that the edges are frayed and the cleansing pads are less lumpy when the edges are folded under.



2 To make cleansing pads, hold one of the cotton strips in one hand and pull downward with the other hand until the cotton tears, making a cotton square approximately 4-inches (10 centimeters) wide by 5-inches (12.5 centimeters) long. Four to six of these pieces will be needed for each facial treatment.



3 Submerge the cotton in water while supporting the pad with your fingers.



4 Tuck the edges of the cotton under while turning it in your hands. Place the round pad in the palm of your hand, placing the other palm over the pad. Squeeze out excess water from the pad.

PROCEDURE
14-4

**IMPLEMENT
AND MATERIALS**

- Roll of cotton
- Bowl
- Water
- Disinfectant
- Covered container or sealable plastic bag for storage

Making Butterfly Eye Pads

Eye pads can be made from either 4" × 4" (10 cm × 10 cm) cotton squares, prepackaged round cotton pads, or pieces of cotton. There are two types of eye pads: round and butterfly. Both styles of eye pads are correct, and the choice of which to use is up to the esthetician. The pads should be large enough to cover the entire eye area, but not so large that they interfere with product application or treatment. The advantage of the butterfly pad over the round pad is that it will not fall off of the eyes as easily. Round eye pads are made following the same procedure as for round cleansing pads, but the cotton piece should measure about 2½" × 2½" (6.25 cm × 6.25 cm).



1 Dip a piece of cotton measuring approximately 2" × 6" (5 cm × 15 cm) into the water.



2 Twist the cotton in the center with a one-half turn.



3 Fold the pad in half and squeeze out the excess water.

Optional: Take a prepackaged esthetics square 4" × 4" (10 cm × 10 cm) pad, unfold lengthwise, and twist it in the middle.

Clean-Up

- Perform

PROCEDURE
5-2 **Aseptic
Procedure** PAGE 106

- Complete

PROCEDURE
14-2 **Post-Service
Procedure** PAGE 375

Review Questions

1. What type of salon atmosphere is it important to create?
2. What are the two most important considerations in preparing and cleaning the room?
3. What essential equipment do you need for facials?
4. What does ergonomically correct mean?
5. How long does it take to set up for a facial?
6. How do you disinfect implements?
7. Where do you put soiled single-use items when you have completed the service?
8. What steps are involved in cleaning the room or workstation at the end of the day?

Glossary

dispensary	Room or area used for mixing products and storing supplies.
implements	Multiuse items and tools such as brushes, tweezers, and comedone extractors.
LOHAS	Acronym for <i>Lifestyle of Health and Sustainability</i> ; forward-thinking consumers who consider the impact on the environment and society when making purchasing decisions.
sharps container	Plastic biohazard containers for disposable needles and anything sharp. The container is red and puncture-proof and must be disposed of as medical waste.
sustainability	Meeting the needs of the present without compromising the ability of future generations to meet their needs. The three facets of sustainability are the three E's: the <i>Environment</i> , the <i>Economy</i> , and social <i>Equity</i> .