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SALON MANAGEMENT

Administration & Management of a Salon

Whether you are an owner or a manager, there are certain skills you must develop in order to successfully run a salon. To run a people oriented business, you need excellent business sense, knowledge of sound business principles, ability, good judgment and diplomacy. It takes time to develop these skills. As a new business owner, the best thing you can do is establish a circle of contacts – business owners, if not specifically salon owners – on whose experience you can draw.



Smooth business management depends on the following factors:

- **Sufficient investment capital**

Before you open your business, determine how much money or capital is needed to run it for at least the first two years. Many small businesses fail because their plans and their capital funds are not well matched.

- **Efficiency of management**

Many businesses open and close within few months because of poor management decisions or business operations. Managers must make informed business decisions and if they lack the experience or expertise, then other sources should be consulted before it is too late.

- **Good business procedures**

Nothing can erode a client base faster than a business that does not follow specific procedures for the services it offers or one that does not monitor quality control. Following good business procedures includes everything from complying with the laws to managing cash flow and buying inventory responsibly. Quality control means that when clients come to the salon, they can reasonably expect services to be performed to the same high standards every time.

- **Cooperation between management and employees**

No business can remain in existence for very long if employees and managers do not show respect for one another and a true desire to work together harmoniously. Your business success depends on how the conflicts are handled & resolved even if it means finding & training new employees.

- **Trained and experienced salon personnel**

In order to provide excellent service that will keep clients coming back to your salon, all your employees should be trained to the same high level. As the salon owner, you should be an example to your employees when it comes to learning and improving your technical, business and interpersonal skills.

- **Pricing of services**

Cost of services is generally established according to the location of the salon, types of services and the type of clientele you expect to serve. The salon's pricing strategy should meet the level and quality of service provided.

Operating a Successful Salon

There is only one way to guarantee that you will stay in business and have a prosperous salon, and that is to take excellent care of your clients. To accomplish this, your salon should be physically attractive, well organized, smoothly run, and above all, sparkling clean.



Regardless of the type of salon you plan to open, the goal is maximum efficiency.

A few things to keep in mind when planning layout are:

- Flow and volume of operational services to and from the reception area
- Adequate aisle space
- Adequate space for equipment
- Furniture, fixtures and equipment chosen on the basis of cost, durability, utility and appearance
- A colour scheme that is restful, flattering and expressive of the mood and purpose of the salon you have imagined
- Adequate and appropriate lighting to help achieve the most flattering look when performing hair color and make up applications and other services
- Storage space for products and additional equipment or furniture that may not be needed at all times
- A restroom for clients and employees
- Good plumbing and lighting to ensure satisfactory services
- Good ventilation, air conditioning and heating
- Adequate closets and changing areas for clients

The success of a salon depends on the quality of work done by the staff. When interviewing potential employees, consider the following:

- level of skill
- personal grooming
- image as it relates to the salon
- overall attitude
- communication skills

Managing Personnel

As a salon owner, you need to make a positive impact on your employees. Here are some tips for becoming an effective manager:

- Always be honest with employees
- Expect the best
- Be a mentor
- Share information
- Follow the rules
- Be reliable
- Teach them what you know

The Reception Area

Most salon owners believe that the quality and pricing of the services are the most important elements of running a successful salon. Certainly, these are crucial, but too often the front desk – the “operations center” – is overlooked. The best salon employs professional receptionists to handle the job of scheduling appointments and greeting clients.

Use of telephone in the salon

When using telephone in the salon, you should:

- speak clearly with a cheerful tone and use correct grammar
- show interest and concern when talking with a client or a supplier
- be polite, respectful and courteous to all, even though some people may test the limits of your patience
- be tactful. Do not say anything to irritate the person on the other end of the line
- plan what is to be said during the call. Make a list of the main points you want to discuss. Knowing what you want to say in advance will help you project an image of confidence and efficiency

Advertising

A new salon owner will want to get business up and running as soon as possible to start earning some revenue and begin to pay off debts. One of the first things the new salon owner should consider is how to advertise the salon. It is important to understand the many aspects of advertising.

- Advertising includes all activities that promote the salon favorably from a newspaper ad to radio spots to a charity event, such as a fashion show that the salon participates in
- Advertising must attract and hold the attention of readers, listeners or viewers so as to create a desire for a service or product
- A satisfied client is the very best form of advertising, because she will refer your salon to friends and family. So make your customers happy
- As a general rule, an advertising budget should not exceed 3 percent of your gross income. Try to concentrate your advertising on those slow periods that inevitably occur
- Plan well in advance for holidays and special yearly events such as Diwali, New Year's Eve or the wedding season

Selling in the Salon

An important aspect of the salon's financial success revolves around the sale of additional salon services and take-home or maintenance products. There is a tremendous opportunity to make sales in the salon today, especially as more and more products are added to salon operations. The person who is equally proficient as cosmetologist and sales person is the one most likely to succeed in this business. As owner or manager of the salon, it is in your interest to train and

encourage your employees in the fine points of selling, thereby enhancing their morale, confidence and self- esteem and ensuring the salon's success.

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HEALTH, SAFETY AND SECURITY

The salon

It is important that the hairdresser develops an awareness of health and safety risks and that he is always aware of any risks in any situation. Quite simply, a tidy salon is easier to clean so, the hairdresser get into the habit of clearing up the saloon.

Floors and seating

Floors should be kept clean at all times. This means that they will need regular mopping, sweeping or vacuuming.

The salon's seating will be made of material that is easily cleaned. It should be washed regularly with hot water and detergent.

Working surfaces

All surfaces within the saloon, including the reception, staff and stock preparation areas, should be washed down at least once each day.

Mirrors

Glass mirrors should be cleaned every morning before clients arrive. Never try to style a client's hair while he or she sits in front of a murky, dusty or smeary mirror.

Salon Equipment

Towels and gowns

Each client must have a fresh, clean towel and gown. These should be washed in hot soapy water to remove any staining and to prevent the spread of infection by killing any bacteria.

Styling tools

Most pieces of salon equipment, such as combs, brushes and curlers are made from plastics. These materials are relatively easy to keep hygienically safe if they are used and cleaned properly. Combs should be washed daily. If styling tools are accidentally dropped onto the floor, do not use them until they have been adequately cleaned. Handle non-plastic items, such as scissors and clipper blades, with care.

Regularly used clippers in the hairdressing salon will require frequent routine checks for both safety and efficiency. Clippers will need routine checking and lubricating.

Preventing Infection

A warm, humid salon can offer a perfect home for disease-carrying bacteria.

Some salons use sterilizing devices as a means of providing hygienically safe work environment. Sterilization means the complete eradication of living organisms.

Personal Hygiene And Appearance

Hand and nails

The hairdresser hands should always be perfectly clean. Dirt on our hands and under our nails will harbour bacteria. By spreading germs you could infect other people. Our hands need washing not only before work but also several times throughout the day. Where hands regularly come into contact with water or detergents, the skin may lose its moisture, become dry and crack. Cracked, broken skin allows germs to enter and infection may follow. To prevent this from happening, you should regularly moisturize your skin after washing.

Long nails not only trap dirt but can also cause discomfort to clients. In certain hairdressing procedures it is quite possible that longer nails could even scratch or damage the skin.

Body

Taking a daily shower or bath is necessary to remove the built-up of sweat, dead skin cells and surface bacteria. Skin in areas such as the armpits, feet and genitals have more sweat glands than elsewhere and the warm, moist conditions provide an ideal breeding ground for bacteria. Regular washing is therefore essential if body odour is to be prevented.

Mouth

Unpleasant breath is offensive to clients. Bad breath is the result of leaving particles to decay within the spaces between the teeth. We need to brush our teeth after every meal.

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Personal appearance

In addition to personal cleanliness, our personal appearance is an important factor too. The effort you put into getting ready for work reflects your pride in the job. It is alright for you to have your own individual look, provided that you appreciate and accept that there are professional standards of dress and appearance that must be followed – a sort of personal code of practice.

Clothes

Clothes should be clean and well ironed. It is sensible to wear clothes made from fabrics that are suitable not only for your intended work but also for the time of year. Clothes that are restrictive or tight will not allow air to circulate around your body and will prevent you from keeping cool and fresh; they could lead to uncomfortable perspiration or possibly body odour.

Shoes

Wear shoes that have low heels. They should be smart, comfortable and made of materials suitable for wearing over long periods of time. Remember that hairdressing involves a lot of standing and our feet can therefore get tired, hot, sweat and even sore. It is worth wearing shoes that allow your feet to 'breathe', as ventilated feet remain cool and comfortable throughout the working day.

Hair

Our hair reflects the image and expected standards of the salon in which you work. It should be clean, healthy and manageable.

Jewellery

Only the minimum of jewellery should be worn in the salon. In many hairdressing operations, such as shampooing and conditioning, jewellery can catch and pull at the client's hair as well as provide unhygienic crevices for dirt and germs to lurk in.

Posture

Bad posture will lead to fatigue or even longer-term injury. Adopting the correct posture is essential for trainees and competent hairdressers alike. An incorrect standing position will put undue strain on both muscles, as well as giving your clients an impression of an uncaring, unprofessional attitude towards work.

Code of Hygiene for Hairdressers-

- All premises must be kept clean condition
- All fixtures and fittings should be of such material as to be easily cleanable, e.g. fabric covered chairs not suitable
- All tools or instruments which come into contact with a customer must be sterilized before use on each customer
- All towels and other items which come into contact with customers must be clean and used only once before being washed. All gowns should be washed regularly and should any contamination or soiling with blood etc. occur that gown should not be reused until it has been washed on a high temperature cycle.
- Solid soap, powder puffs, alum blocks or sponges should not be re-used.
- A shaving brush must only be used for the first lather; once shaving has commenced the brush cannot be used. So it is always better to use shaving foams or gels which don't require use of brush for lather formation.
- Where clippers are used they must be sterilized between customers and if the skin is cut the clipper blades must be removed immediately, washed carefully and then sterilized
- The use of razors should be restricted to either disposable or cut-throat razors with disposable blades

Personal hygiene

- Hands should be washed before every client
- Any skin problems, cuts or boils must be covered with a waterproof, impervious dressing.
- Clean, washable overalls must be worn and must be changed if contaminated or soiled by any blood or body fluid.

Disinfections and Sterilization procedures

- All equipment once used should be disinfected or sterilized before reuse and should be divided into plastic items – combs, brushes, etc., and metal items – scissors, razors, etc.
- The plastic items should be rinsed and all hair removed. Any items contaminated by blood or body fluid must be handled with care to ensure that the contaminated area does not come into contact with any broken skin
- These should be then placed in a sterilizer until required
- The metal equipment should be sterilized, ideally in an autoclave or sterilizer.

One Length Bob Cut



Texture Straight Hair, Normal Hair, Fine or Lifeless

Angle 0°, 45°

Procedure –

- Divide the hair into four basic sections.
- Now take subsection from the box area lift it with finger holding horizontally and cut it.
- Now take guideline from the box area and cut the side sections in the same way.
- Now take the second box sub-section taking the upper most hair of the previously cut subsection as guideline and cut the hair at 45° and similarly cut the side sections at 45° taking the guideline from the box area.
- Work in the same manner till crown.
- Now from the front take guideline from back and taking horizontal sub-sections cut at 45°.
- Work in the same manner on the other side also.

Layered Bob



Introduction

This style is best suited on those who have Fine to normal texture wants short haircut which is less manageable and steps only at the ends. This maximum length for this cut is neck level. This gives fuller look & movement. This hair gives different effect on curly hair & different on straight hair.

Preparation--Material

- Cutting scissors
- Texturising scissors
- Draping sheet
- Towel
- Spray bottle
- Cutting comb
- Tail comb
- Detangle comb
- Razor
- Blades

- Section clip
- Blow dryer
- Round brushes-3 sizes

Procedure

- Now starting with nape area take a horizontal section from half of the ear.
- Hold the section horizontally & cut at 0 degree to make the guideline, the length should be at top neck bone or shorter.
- Now take the next section from top of the ear, take the centre box section and hold it vertically at 60 degree & take the guideline from previously cut section & cut by using the point cut technique.
- Now take the right side section and take the guideline from lower section, hold it vertically & cut at 60 degree.
- Same way take the left side section and take the guideline from lower section, hold it vertically & cut at 60 degree.
- Now take the next horizontal section from occipital bone and by taking the below section as guideline, cut the section in the same way as we did in previous section by dividing it into 3 sub sections.
- Follow the same procedure till the crown area as we did in previous section.
- Take the first section from the half of the eyebrow horizontally and merge the vertical section from the back of the ear to this section.
- Divide this section vertically into two halves & cut the first section which is near to the ear, by holding it vertically & cut at 60 degree.
- Take a guideline from this section & merge to the next section and cut at 60 degree by holding it vertically.
- Now take the next horizontal section on the top of previous section & merge the guideline from the previously cut section, & divide the section into two vertical halves & cut at 60 degree by holding it vertically.
- Follow the same procedure till center parting.

- Take the first section from the half of the eyebrow horizontally and merge the vertical section from the back of the ear to this section.
- Divide this section vertically into two halves & cut the first section which is near to the ear, by holding it vertically & cut at 60 degree.

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Graduated Bob



Introduction

This style is best suited on those who have Fine texture, long neck & wants short hair cut which is less manageable. This cut adds height, volume and movement. This cut looks good on western & traditional wears.

Preparation--Material

- Cuttingscissors
- Texturising scissors
- Draping sheet
- Towel
- Spray bottle
- Cutting scomb
- Tail comb
- Detangle comb
- Razor
- Blades
- Section clip

- Blow dryer
- Round brushes-3 sizes
- Pedal brush

Procedure

- Now starting with nape area take a horizontal section from half of the ear.
- Take a box section from the above taken section, comb it at reverse 0 degree, holding it horizontally & see that there should be one finger gap between the section you are holding & the horizontal section that you have taken firstly.
- Now, cut by using the point cutting technique.
- Divide the box section into two halves.
- Cut the side sections also at reverse 0 degree by following the guideline from the centre box.
- Take the next horizontal section from top of the ear.
- Now starting from the centre box section, take the top most section which is shortest from the previously cut section as a guideline and cut this section at 45 degree.
- Now, take the right side section and by taking the guideline from the previously cut section, travel this section to the centre point & cut at 45 degree.
- Now, take the right side section and by taking the guideline from the previously cut section, travel this section to the centre point & cut at 45 degree.
- Take the next horizontal section from occipital bone, and follow the same procedure to cut at 45 degree as we have followed in previous section.
- Follow the same procedure till crown area.
- For the right front section take a vertical section from centre parting till the front of the ear, now take a guideline from the back and hold the section, while holding the section ensure that your finger should be kept diagonally, according to the jaw line and cut at 0 degree.

- Now take the next vertical section which is near the front hair line, taking the guideline from previously cut section, while holding the section ensure that your finger should be kept diagonally, according to the jaw line and cut at 0 degree.
- Comb the front section together & cut the extra hair which is longer than the other hair.
- For the right front section take a vertical section from centre parting till the front of the ear, now take a guideline from the back and hold the section, while holding the section ensure that your finger should be kept diagonally, according to the jaw line and cut at 0 degree.
- Now take the next vertical section which is near the front hair line, taking the guideline from previously cut section, while holding the section ensure that your finger should be kept diagonally, according to the jaw line and cut at 0 degree.
- Comb the front section together & cut the extra hair which is longer than the other hair, but make sure your scissor should move in slant way but not straight.
- Blow dry setting with styling products

Spike Cut



Introduction

As you all know that this hair cut is very inn now a days, as most of the boys like to go with short & funky style. This hair cut looks best on fine to normal hair. If done on curly hair the spikes will not be visible. This style is very easy as it does not need any maintenance.

Preparation--Material

- Cuttingscissors
- Texturising scissors
- Draping sheet
- Towel
- Spray bottle
- Cutting scomb
- Tail comb
- Detangle comb
- Razor
- Blades
- Section clip
- Blow dryer
- Round brushes-3 sizes

- Pedal brush
- Hair gel
- Mousse
- Cleaning brush
- Cotton strip

Procedure

- Now starting with nape area take a horizontal section from half of the ear & take diagonal sub sections from right side & hold it vertically & cut at 90 degree and you will get the guideline which is the shortest of this section.
- Now take the centre box section diagonally and hold it vertically at 90 degree & you will get the guideline which is the shortest of this section & cut by using the point cut technique.
- Now take the left side section diagonally and hold it vertically at 90 degree & you will get the guideline which is the shortest of this section & cut by using the point cut technique.
- Now take the next horizontal section from occipital bone and by taking the below section as guideline, cut the section in the same way as we did in previous section by dividing it into 3 sub sections at 90 degree.
- Follow the same procedure till the crown area as we did in previous section.
- Take the first section from the half of the eyebrow horizontally and merge the vertical section from the back of the ear to this section.
- Divide this section diagonally into two halves & cut the first section which is near to the ear, by holding it vertically & cut at 90 degree.
- Take a guideline from this section & merge to the next section and cut at 45 degree by holding it vertically.
- Now take the next horizontal section on the top of previous section & merge the guideline from the previously cut section, & divide the section into diagonal sub sections & cut at 90 degree by holding it vertically.
- Take the first section from the half of the eyebrow horizontally and merge the vertical section from the back of the ear to this section.
- Divide this section diagonally into two halves & cut the first section which is near to the ear, by holding it vertically & cut at 90 degree.

- Take a guideline from this section & merge to the next section and cut at 45 degree by holding it vertically.
- Now take the next horizontal section on the top of previous section & merge the guideline from the previously cut section, & divide the section into diagonal sub sections & cut at 90 degree by holding it vertically.
- Now, take a horizontal section from pivot point, sub-divide the sections into 2 or 3 sections, twist the section & cut it at 90 degree with Razor.
- Now take next horizontal section, sub-divide the sections into 2 or 3 sections, twist the section & cut it at 90 degree with Razor.
- Follow this procedure till you reach the front hairline.
- Now clean the hairline from back & sides with the help of Razor while using the razor please keep in mind that the area on which you are using the razor should be wet & stretched properly with the thumb & index finger.
- Set the hair with Hair gel or mousse.

Gents Undercut



Introduction

This is the type of haircut in which the top is left longer than the sides and the back, leaving an overhang. It could refer to the very popular look right now, where the whole hair in the nape area is shaved/cut and the rest of the hair is still regular length or even longer.

Preparation material

Cutting Scissors

Cutting comb

Spray bottle

Cutting apron/ cape

Clipper

Buzzer with guards

Dryer

Gel/ Wax

Cleaning brush

Procedure

- Take a horse shoe section (U-shape) on top of the head, just below the crown and recession area.
- Cut the hair at the back as short as discussed with your client while doing consultation.
- Using buzzer or do clipper/scissor over comb technique, make back & sides completely short.
- Now take 1 inch profile section on top and cut at 90* straight. Make a line and follow the same on top both sides.
- Remember that the length on the top should always be longer than the back and sides to see the undercut effect.
- There are a lot of variations in this haircut pertaining to length.
- Clean the hairline with clipper as desired and style the hair accordingly.
- Do the blow dry if needed.
- Apply wax/gel to give a desired look.

HAIR COLORING



Color principles

Hair color depends chiefly on the pigments in the hair, which absorb some of the light and reflect the rest. The color that we see is also affected by the light in which it is seen and by the colors of clothes worn with it.

- White light from halogen bulbs and full daylight will show the hair's natural color.
- Yellowish light emitted from standard electric light bulbs adds warmth to hair color but neutralises blue ash or ashen reflects
- Bluish/green light from fluorescent tubes reduces the warmth of red/gold tones in hair.

Mixing colors

The colors of the pigments in paints arise from three primary colors – red, blue and yellow. Pairs of these give the secondary colors – violet, green and orange. The various other colors are made different proportions of the primary colors: i.e. red and blue mixed together create violet; yellow and blue create green; yellow and red create orange. White and black can be added to vary the tone of the color.

The primary colors in light are different – red, green and blue. These are the three colors used in video cameras, computer screens and television. The secondary colors are yellow, cyan and magenta. When you look at an object, what you are actually seeing is light reflected from it. White light is really a mixture of many colours, which is why sunlight refracted to falling rain

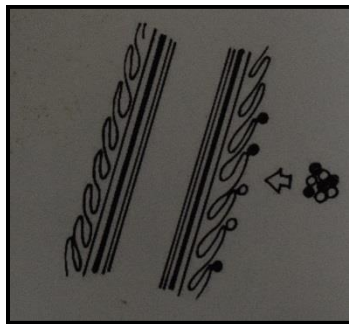
can produce a rainbow. This splitting of white light creates what we see as seven different colours, Red, Orange, Yellow, Green, Blue, Indigo, Violet.

Hair color

The natural color of the hair is determined by the colors of pigments within the hair's cortex. These are formed when the hair is in its germinating stage of growth. Hair color pigments – melanin- are deposited into the hair shaft at the region of the papilla and germinal matrix. The pigments responsible for black and brown hair are called eumelanin. Those responsible for red and yellow hair are called pheomelanin. There are in fact others but these are the main pigments.

Temporary colorants

Temporary colorants are available in the form of lotions, creams, mousses, gels, lacquers, sprays, crayons, paints and glitter dust. On hair in good condition these do not penetrate the hair cuticle, nor do they directly affect the natural hair color. They simply remain the hair until washed off.

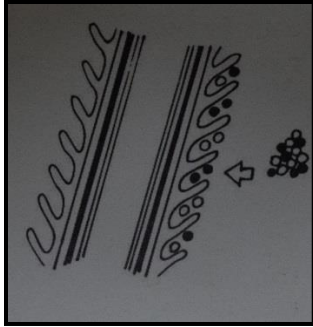


Temporary hair colour only coats the hair shaft.

Semi- permanent colorants

Semi-colorants are made in a variety of forms – some ready-mixed for immediate use, others needing to be mixed and prepared as necessary before use. Always check the manufacturer's instructions to ensure that you know which type of colorants are going to use.

Semi-permanent colorants contain pigments which are deposited in the hair cuticle. The color gradually lifts each time the hair is shampooed. Some colorants will last through six washes, others longer.

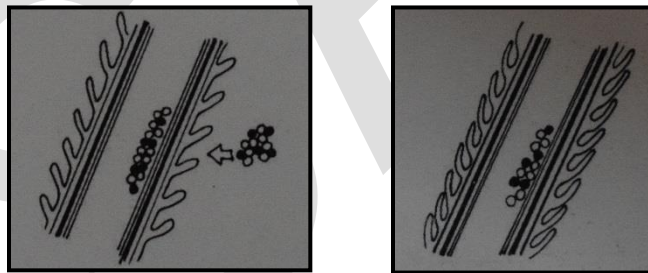


Semi-permanent colours only penetrate cuticle layer.

Permanent colorants

Permanent colorants are made in a wide variety of shades and tones. They can cover wide variety of shades and tones. They can cover white and natural colored hair to produce a range of natural, fashion and fantasy shades.

Hydrogen peroxide is mixed with permanent colorants. This oxidises the hair's natural pigments and joins the small molecules of synthetic pigment together, a process called polymerisation. The hair will then retain the color permanently in the cortex. Hair in poor condition, however, will not hold the color and coloring could result in patchy areas and color fading.



Color molecules and hydrogen peroxide enter the cortex via the cuticle layers. The colour molecules swell, join each other and deposit in the cortex.

Depth and tone: These two key factors help us to describe the hair's color.

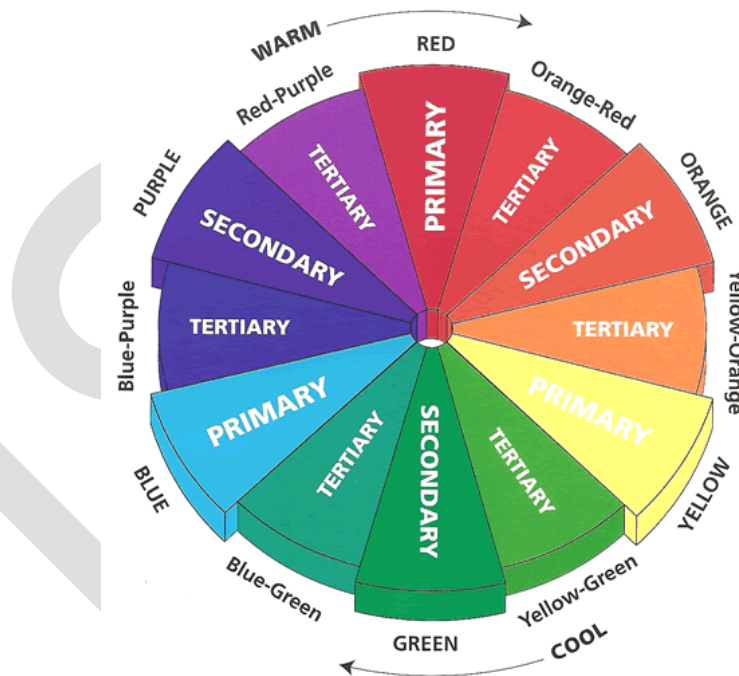
We refer to hair color in the following terms:

Depth= how light or dark it is

Tone= the coloration or hue, i.e. ashen, golden, mahogany, etc.

These terms are easier to understand if we tabulate in the following way.

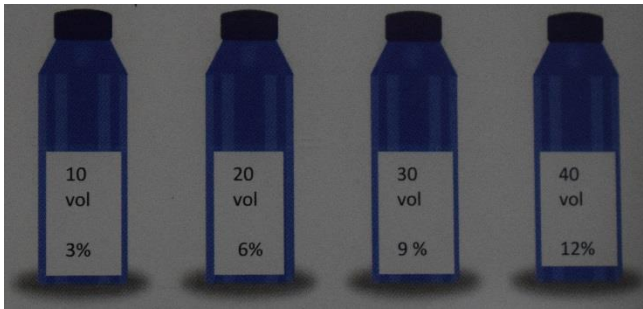
Depth	Very light				
	Light				
	Medium				
	Dark				
	Very dark				
Tone		Copper	Gold	Natural	Ash



Usages of Hydrogen Peroxide

S.No.	Strength of H ₂ O ₂	Usage of H ₂ O ₂
1	3% or 10 Volume	Only Deposition

2	6% or 20 Volume	1-2 Level lift, Tone on Tone Coloring, Grey coverage.
3	9% or 30 Volume	2-3 Level lift
4	12% or 40 Volume	3-4 Level lift



Color choice

Choice of color is crucial. Take time to make it carefully. A hurried choice may give disastrous results! A number of questions need to be answered before the final choice of color is made.



What does the client require?

Clients look to color as a solution for many things. Many clients requesting a permanent color are seeking to disguise their greying hair. A client who wants something to tone a few grey hairs may be successfully assisted with temporary, semi-permanent or longer lasting colorants. However, if the client is really longing simply to be young again it is difficult to help much with any type of color, though it may well be possible to help her to look a little more youthful.

What other factors are relevant?

During consultation with your client, you will need to consider the following points:

- Client's age and lifestyle
- Her job, if she has one
- Her fashion, dress sense and the colors she prefers to wear
- Her natural hair color and skin color
- Hair's texture, condition and porosity
- Colorants you could use
- Techniques you would employ
- Time and cost involved

When you have taken these points into consideration, you should be able to determine which hair color shade, colorants and process to recommend to your client.

Color-related tests

The following tests are designed to help us and to protect our client:

- Skin test
- Color test
- Porosity test
- Elasticity test
- Incompatibility test
- Strand test
- Patch test

Skin allergy test for coloring

Before doing any chemical job on hair we should test skin as some people are allergic to chemicals.

1. For testing the skin mix a little tint with hydrogen peroxide, secondly clean the area of testing like under elbow, knee and behind of ear take spirit on cotton wool to remove the grease from the skin.
2. Apply tint mixture to the skin and wait for 25 – 30 minutes after that wipe off with moist cotton wool. Tint patch area should be covered for protection and wait for 24 hours or 48 hrs. If there is no negative sign like soreness, swelling, irritation and skin reaction it means client can go for tinting.

If symptoms of positive discomfort are observed we should not go for coloring treatment because this kind of reaction might affect the whole body.

Color test-

To check the final color that will result.

Porosity test-

A test to indicate how fast the chemicals will be absorbed. Rub the hair between your fingertips- is the cuticle smooth or rough/ the rougher the cuticle, the more porous it is, and the faster it will absorb chemicals.

Elasticity test-

If the hair has less elasticity, chemical processing might cause it to break.

Incompatibility test-

Place a small cutting of hair in a mixture of hydrogen peroxide and ammonium hydroxide (40ml of 20 volume hydrogen peroxide and 2 ml of ammonium hydroxide). Watch for signs of bubbling, heating or discoloration: these indicate that the hair already contains incompatible chemicals. The hair should not be permed. Perming treatment might discolor or break the hair and might burn the skin.

Strand test-

A test during the processing, to check progress. If the color is uneven or further processing is required.

Working with Color

Please note that the mixing ratio can differ from company to company.

Application Techniques

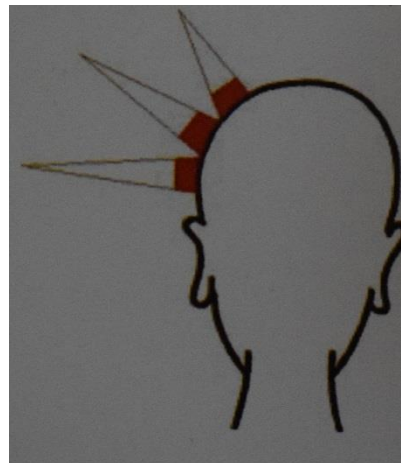
NOTE- Before the application of color please read the manufacturer's instructions. The development time can vary from company to company but the process is same.

Global Hair Coloring

Virgin Hair Technique

1. Divide the head into four basic sections.
2. First apply the colour on middle lengths and ends about 1 cm away from the scalp.
3. Wait for 15 minutes.
4. Apply the color on roots section by section.
5. Let the color develop for 35 minutes and then shampoo the hair.

The total development time in virgin hair technique is 50 minutes (35 minutes + 15 minutes). Please note that the application should be fast.



Apply the product about 1 cm
away from the scalp

Apply colour to the roots after 15 mins

Regrowth Technique

Little fade –

1. First apply the color on the roots and let it develop for the 35 minutes.
2. Just after the application wait for some time and apply the color + little lukewarm water on the middle lengths and lengths.
3. Keep this for 5 minutes (last 5 minutes of the total development time) and then shampoo the hair.

The total development time for this is 35 minutes.

Medium fade-

1. First apply the color on the roots and let it develop for the 35 minutes.
2. After some time apply the color + little lukewarm on the middle lengths and lengths and keep it for the last 20 minutes.

The total development time is 35 minutes.

Strong fade-

1. First apply the color on the roots and let it develop for the 35 minutes. Application should be very fast.
2. Just after the root application apply color to the middle lengths and lengths, wait for 15 minutes.

The total development time is 50 minutes.

Long Regrowth Technique

1. First apply the color on the middle lengths and wait for 15 minutes.
2. Now apply the color on the roots and let it develop for the 35 minutes.
3. Immediately after the root application apply color + warm water to the lengths and the ends.

The total development time is 50 minutes (15 minutes + 35 minutes)

Grey Coverage

Determining the percentage of unpigmented hair.	
% age of unpigmented hair.	Characteristics.
10% - 25 %	Mostly pigmented difficult to see, generally most heavily located in temples and sides with some blending of color throughout the head.
25% - 50 %	More pigmented than unpigmented easy to see in dark colors but may blend in with lighter natural hair.
50% - 75%	More unpigmented than unpigmented; unnecessary to study hair to see unpigmented hair.
75% - 100%	Virtually no pigmented hair; tends to look white.

Rules to follow-

Always follow the manufacturer's instruction as the mixing ratio differs from company - company.

The basic shades ensure optimum coverage of white hair. When using fashion shades for covering white hair it is essential to add to the fashion shade the corresponding base shade.

% age of Grey Hair	% age of Base Color	% age of Fashion Reflect
25 %	25 %	75 %

50 %	50 %	50 %
75 %	75 %	25 %
100 %	100 %	00 %

ISAS

BLEACH / PRE-LIGHTENING

Hair lightening products will help achieve lighter shades and remove artificial colour pigments when necessary. They can be used for many colour creations and corrections including regrowth and full head application, as they can achieve 5 or 6 shades of lift. They are available in powder, gel or cream form. These products are alkaline and contain ammonia. When they are mixed with hydrogen peroxide, oxygen is released and natural and artificial colour pigments will be oxidized. The development time and the level of lift will change greatly according to the strength of the hydrogen peroxide and the condition of the hair.

Bleaching: Bleaching is a process of making the hair colour lighter. The colour pigment Eumelanin is the first to be acted upon. Pheumelanin pigments are difficult to alter.

Toning: Toning is a process adding colour to previously bleached or lightened hair. The lightest toners can be used on the lightest bleached hair. If the hair is too dark it will absorb the toner colour. Adding colour to colour produces slightly darker shade of the previous colour.

Henna / Dye

An extremely permanent but natural plant based colour. It is reddish brown and does not need a developer. Dye is extremely permanent but chemical based. It is very difficult to remove henna or dye from the hair as it coats the hair completely.

Ammonia

Ammonia is a key ingredient in permanent hair colour. It is colourless and activates the oxidation of colour when mixed with hydrogen peroxide. Ammonia swells the cuticle of the hair allowing the penetration of hair colour to the cortex.

Highlights

Highlighting technique for hair colouring, we use darker or lighter shade of colour to enhance and accentuate the hair style. There are a number of techniques available, some of which produce effects throughout the entire hair and others which are designed specifically for small areas of the hair style. Weaving is done to the strands of hair and are held separately from the other hair by using aluminium foil or similar materials.

HAIR COLOR RECORD

Name _____

Tel: _____

Address _____

City: _____

Patch Test: ▪ Negative ▪ Positive

Date: _____

Eye Color: _____
Tone: _____

Skin _____

DESCRIPTION OF HAIR

Form	Length	Texture	Density	Porosity	
▪ Straight	▪ Short	▪ Coarse	▪ Sparse	▪ Very porous	▪ Resistant
▪ Wavy	▪ Medium	▪ Medium	▪ Moderate	▪ Porous	▪ Very resistant
▪ Curly	▪ Long	▪ Fine	▪ Thick	▪ Normal	▪ Perm waved

Natural hair color

Level
(1-10)

Tone
(Warm, Cool, etc)

Scalp Condition

▪ Normal ▪ Dry ▪ Oily ▪ Sensitive

Condition

- Normal
- Dry
- Oily
- Faded
- Streaked (uneven)

% Unpigmented: _____ Distribution of unpigmented

Previously lightened with _____ for
_____ (time)

Previously tinted with _____ for
_____ (time)

- Original hair sample enclosed
- Original hair sample not enclosed

Desired hair color -

Level
(1-10)

Tone
(Warm, Cool, etc)

CORRECTIVE TREATMENTS

Color filler used _____ Conditioning treatments with

HAIR TINTING PROCESS

Whole head _____ retouch inches (cm) _____ shade desired

International School of Aesthetics & Spa

Formula: (color/lightener) _____ application technique

Results: · **Good** · **Poor** · **Too light** · **Too dark** · **Streaked**

Comments:

Date Operator Price Date Operator Price

Coloring Problems and Corrective Measures

Problems or Fault	Possible Reasons Why	Corrective Actions
Color Patchy	Insufficient coverage by color, Poor application Poor mixing of chemicals, Sectioning too large, Overlapping causing color build up, Under processing	Spot color the patchy areas

Color too light	Incorrect color selection, Peroxide Strength too high, Under processed, Hair in poor condition.	Choose a darker shade, Check strength & recolor, Apply restructuring.
Color fades quickly	Effects of sun or swimming, Over drying Ceramic straightener etc., Hair in poor condition.	Recondition before next application.
Color too dark	Incorrect color selection, Over processing Metallic salts present	Color wash
Color too red	Peroxide strength too high, Hair not prelightened enough, Under processing	Apply matt/green tones
Discoloration	Hair in poor condition, Color comb through Incompatibilities present	Use color wheel to correct unwanted tones Senior assistance required
White hair not covered	Resistance to peroxide/color, Lack of base shade within the mixed color	Pre soften, Recolor with correct amount of base and tones
Hair resistant to coloring	Cuticle too tightly packed, Under-processed, Incorrect color selection, Poor mixing.	Pre soften, Recolor, Senior assistance required Senior assistance required
Scalp irritation	After processing chemical not removed properly, Peroxide strength too high, Poor quality material, Client allergic to chemicals	Wash hair again, Senior assistance required Refer to doctor/hospital



HAIR PERMING



Perming is the term given to the physical and chemical processing of hair, changing it into waves or curls. It can either re- shape curls that already exist or add curls to the straight hair. The hair is wrapped in cylindrical shaped perm rods then the hair bonds are broken down & rebuilt in the shape of perm rod. Perming is permanent the hair does not return to its previous state when it is damp. Whoever hair continues to grow and the new hair retain its natural tendency so the waves produced, gradually get further and further away from the scalp as the hair grows. To keep the same style the hair will, at some point, need to be permed.

The Chemistry of Perming Solution

Permanent solutions contain thio compounds, commonly referred to as simply thio. **Thio Glycolic Acid** is the most common. It is the colorless liquid with the strong unpleasant odor. The strength of the perming solution is determined by the concentration of thio. Stronger perms have a higher concentration of thio with greater number of hydrogen atoms.

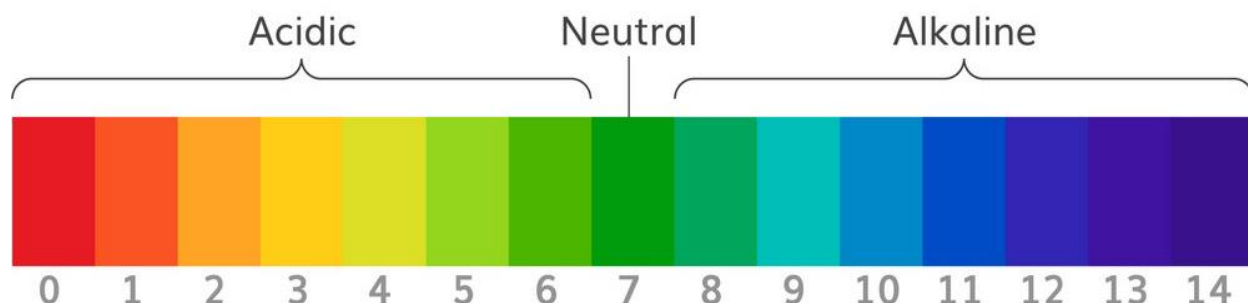
Thio Glycolic Acid is an acid and since acids do not swell the hair or penetrate into the cortex it is necessary for manufacturers to add an alkalizing agent. The addition of ammonia to thio glycolic acid produces a new chemical called **ammonium thio glycolate** which is alkaline.

Chemistry of Neutralizer

Acid Perm: A type of permanent wave that produces softer curls and PH level of 6.5 to 8.0

Alkaline Perm: A stronger yet harsher type of perm solution use to create tight, firm curls. It has a PH level of 7.5 to 9.5

The Ph Scale



This 14 point scale is used to indicate the acidity or alkalinity of a substance. The symbol pH (potential Hydrogen) refers to the quantity of hydrogen ions present. The center of the scale (7) is neutral and is a point which is neither acid nor alkali. pH of less than 7 is acid and more than 7 is alkaline. The further from the central point of 7, the higher the level of either acidity (pH of less than 7) or alkalinity (pH of over 7).

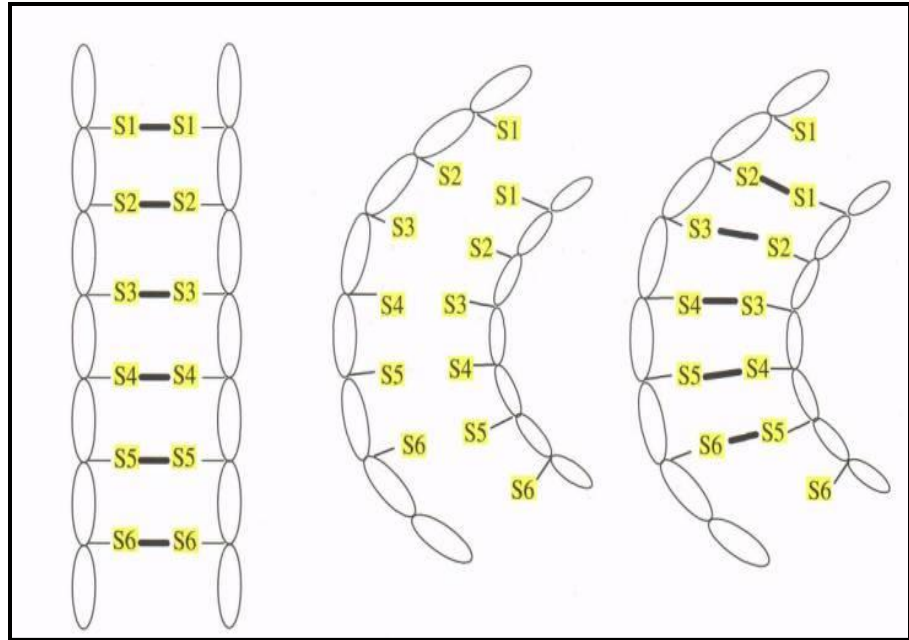
How Perming and Neutralizer Works

Disulphide bridges give hair its strength and are the strongest of all cross links between polypeptide chains of hair keratin. Each disulphide is a chemical bond linking two sulphur atoms one in each of two polypeptide chains lying alongside each other. Each sulphur atom forms part of an amino acid unit called cysteine. The pair of linked units is called cystine.

During perming some of these bridges are chemically broken converting each cystine into two cysteine units. The breaking of bridges makes the hair softer and more pliable allowing it to be moved into a new position of wave or curl.

Only 10 to 30 percent (depending on lotion strength) of the disulphide bridges are broken during the action of perming. If too many are broken the hair will be damaged **beyond repair**. You need to keep a check on the progress of the perm and stop it at the right time.

This process is often described in chemical terms. The first part softening the hair by breaking some of the cross links. The disulphide bridges are split by the addition of chemicals from the perm lotion. The keratin is now stretched: it is in a beta – keratin state.



Sulphur atoms

Disulphide Bridges

Polypeptide

Chains

The final part of the process is the neutralizer stage in which new cross links are made the keratin is now in a new unstretched form: it is the alpha keratin state again.

Alfa Keratin & Beta Keratin:

Hair that is wet and dried in its natural shape is called the "Alfa Keratin" (hair in its natural form).

Wet hair that has been stretched or curled & dried into a different shape is called "Beta Keratin" stage. (This will go back to alpha keratin stage when wet).

Contraindication for perming

The following list indicates situations when perming should not be undertaken

- When the hair is particularly porous (possibly over bleached)
- When the scalp has abrasions or sensitive areas
- When the hair is broken
- When the hair is unelastic
- When incompatibles have been used on the hair.
- When the hair has varying levels of porosity through out the lengths
- When any evidence of scalp disease or disorder is observed.

Consultation for perming

Find out your clients requirements – what they expect from perming – and determine whether this is the best solution bearing in mind the added maintenance, care and attention needed to achieve the desired effect.

- Considered the style and cut together with your clients age and life style
- Always read manufacturer's instructions carefully

- Determined the types of curl needed to achieve the chosen style
- If this is the regular client refer to the records of previous work done on the hair
- Advise your client of the time and costs involved. Summarize what has been decided to be sure there are not any misunderstanding

It is important to make sure you chose the most suitable perm lotion, the correct processing time and the right type of curl for the chosen style. Considered the following factors:

- Hair texture
- Hair porosity
- Hair elasticity
- Previous treatment history
- Length and density of hair
- Style
- Size of rod
- Incompatibility test
- Check the client's medical history



Tests

- **Elasticity** – Stretch a hair between your fingers. If it breaks easily the cortex may be damaged and perming could be harmful.
- **Porosity** – Rub the hair between your fingertips to feel how rough or smooth it is. Rougher hair is likely to be more porous and will therefore process more quickly.
- **Incompatibility** – Place a small cutting of hair in a mixture of hydrogen peroxide and ammonium hydroxide (40ml of 20 vol hydrogen peroxide and 2 ml of ammonium hydroxide). Watch for signs of bubbling, heating or discoloration: these indicate that the hair already contains incompatible chemicals. The hair should not be permed. Perming treatment might discolor or break the hair and might burn the skin.
- **Test curl** – Wind, process and neutralize one or more small sections of hair. The results will be guide to the optimum rod size, processing time and strength of the lotion to be used.
- **Processing test** – Unwind and then rewind rods during processing to see how the curl is developing. If the salon is very hot or cold this will affect the progress of the perm: heat will

accelerate it, cold will slow it down. When you achieve the **S** shape you want, stop perm by rinsing and then normalizing the hair.

Pre-perming and post-perming treatments

Matching the correct perm lotion hair type is an essential part of the hair examination. Dry, porous hair will absorb perming solutions more readily; therefore special attention needs to be given in these situations. Pre-perming treatments are the way to combat these defects. Porous hair that is suitable for perming will have an uneven porosity throughout the lengths. Hair that is nearer the root will have a different porosity level to mid-length hair, or that of the ends. Therefore the hair's porosity levels will need to be balanced before the perm lotion is applied. This enables the hair to absorb perm lotion at the same rate, evening out the development process and ensuring that the perm doesn't over-process in certain areas. A pre-perming treatment is applied before winding damp hair and then combed through to the ends. Any excess is removed and the hair is wound as normal.

After perming and neutralizing it is also necessary to rebalance the hair's pH value to 5.5. Post-perm treatments do this by removing any traces of residual oxygen from the neutralizing process. These treatments are also known as antioxidants.

Perm preparation:

- Protect your client with the gown and towels
- Shampoo the hair to remove grease or dirt with pre perming shampoo
- Towel dry the hair (excess water dilutes the lotion but if the hair is too dry the perm lotion will not spread evenly through the hair)
- Some perm lotions contain chemicals to treat porosity. If you are going to use a pre perm lotion to help even out porosity apply it before winding (too much pre perm lotion may block the action of the perm itself)
- Prepare your trolley you will need :
 - Perm rods, end papers
 - Pin tail comb
 - Section clips
 - Cotton wool strips to protect your client
 - Vinyl gloves
 - Perm lotion and a suitable neutralizer
 - Water spray to keep the hair damp

A plastic cap and a timer for the processing stage

- Check that your client's skin and clothing are adequately protected.

Strengths of Perm lotion:

- 1) No. 0 or R: For resistant hair (coarse)
- 2) No. 1 or N: For normal hair
- 3) No. 2 or T: For tinted or colored porous hair.

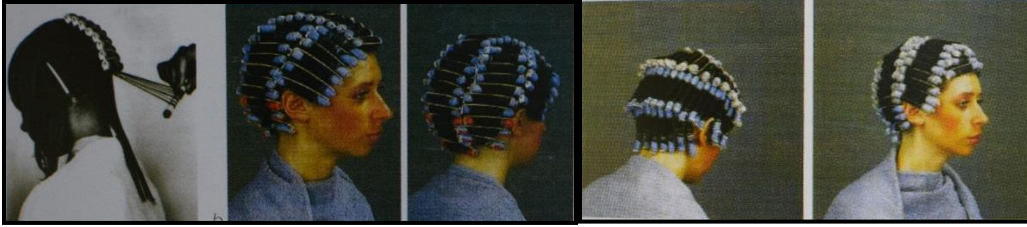
- **Stages of Perm**



Winding: is the process of placing sectioned hair on to a variety of rods curlers. There are various winding techniques designed to produce different effects but the methods are basically the same in each case. In modern perming systems you need to wind the hair finely and evenly, but without stretching the hair.

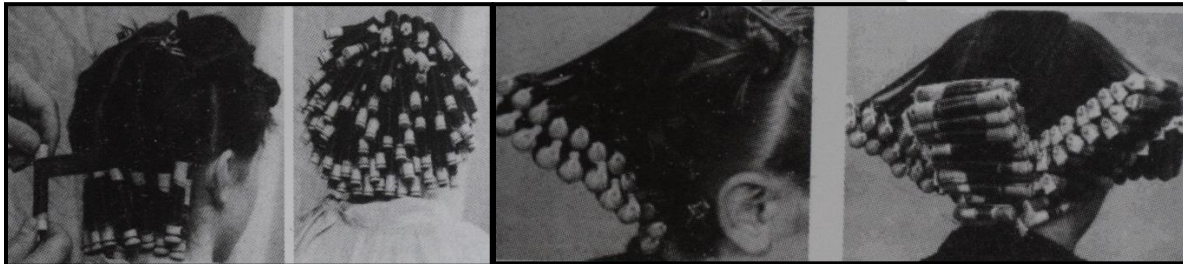
Winding techniques:

- Classic winding
- Directional winding
- Spiral winding
- Stack winding
- Brick winding
- Double winding
- Piggyback winding
- Ponytail winding



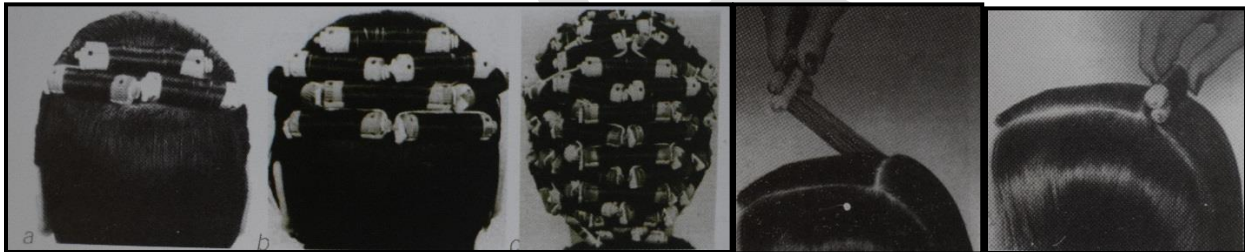
Classic Winding

Directional Winding



Spiral Winding

Stack Winding



Brick Winding

Double Winding



Piggyback Winding

Processing: Processing begins as soon as the perm lotion comes in contact with the hair. The factors to be considered during the perm processing are:

- Hair texture and condition – Fine hair processes more quickly than coarse hair, dry hair quicker than greasy hair.
- Temperature – A warm salon cuts down processing time; in a cold salon it will take longer.
- Curlers – Processing will be quicker with a lot of small sections on small curlers than with large sections on large curlers.
- Winding – The type of winding used and the tension applied also affect processing time.

Testing curls during processing

- Unwind hair from a curler. Is the S shape produced correct for the size of the curler used?
- If the curl is too loose, rewind the hair and allow more processing time.
- If the curl is correct, stop the processing by rinsing.

Neutralizing: is the process of reconditioning or rebalancing the hair after perming. Manufacturers of perm lotion usually produce matching neutralizers. These are designed to work together. If possible always use the neutralizer matching the perm lotion you have used. As most perms are individually packed you will find a perm lotion and its matched neutralizer in the box.

Our neutralizer may be supplied as an emulsion cream, foam or a liquid. Always follow the manufacturer's instructions.

Function of Neutralizing

Neutralizing is the process of returning hair to its normal condition after perming. Neutralizing is necessary to make new disulphide bridges. If you did not neutralize the hair, they would be weak and likely to break. When the hair has assumed desired shape because of the broken disulphide bonds, they must be chemically re-bonded in the new shape. Neutralizer re-hardens the chemical bonds in the new form creating a permanent wave.

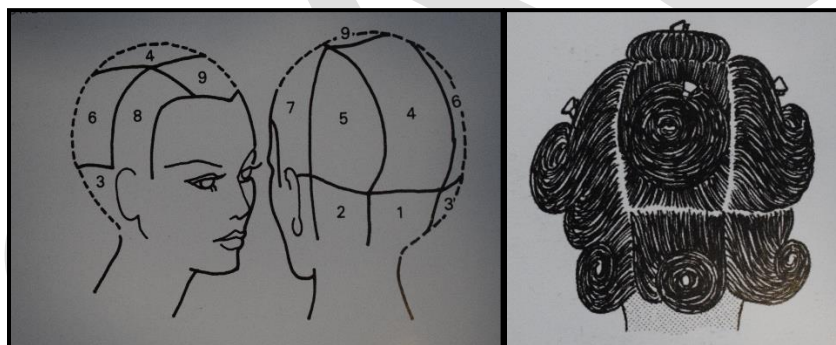
Applying Neutralizer -

1. Raise your client to a comfortable sitting position.
2. Apply the neutralizer with sponge or applicator bottle on all the hair, cover with towel at least for 10-15 minutes.
3. Rinse the hair thoroughly to remove the neutralizer. When the neutralizing process is complete, wind off the rollers.

Successful neutralizing

- The reduction and oxidation processes should be completed

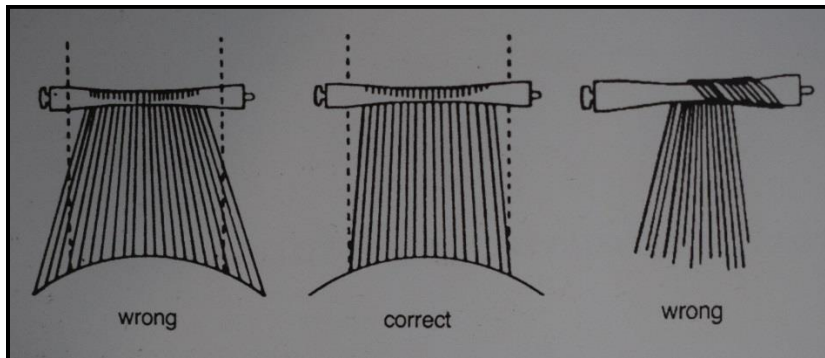
- Finishing aids or conditioners may need to be applied to counteract the oxidants used
- The hair will now be slighter weaker – fewer bonds will have formed than were broken by the perm. Special conditioners may be needed. If the cuticle is lifting or roughened, this too may be countered with conditioners.
- Record any hair or perm faults on the client's record.
- Under-neutralizing – not leaving neutralizer on for long enough – results in a slack curl or waves.
- Over-oxidizing – leaving the neutralizer on too long or using oxidants that are too strong – results in weak hair and curl.



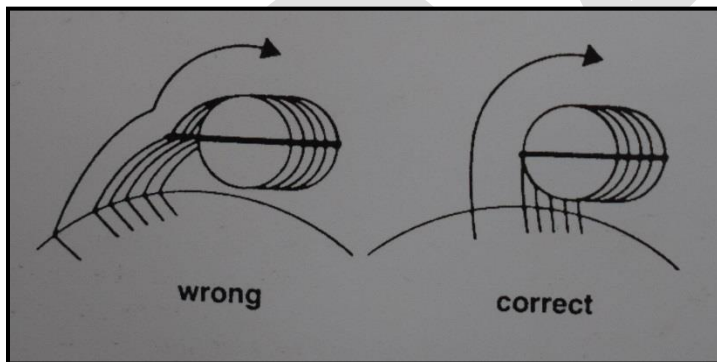
Procedure

- Apply protective barrier cream to the hair line and ears.
- Wind the rollers.
- Apply cotton strip around the hair line.
- Slowly and carefully apply the perm solution on each roller. Continue to apply the solution slowly until each tool is completely saturated.
- If a plastic cap is used, punch a few holes in the cap and cover all the hair completely. Do not allow the cap to touch the client's skin.
- Checks the cotton strip around the hairline, if saturated with solution replace them.
- Process according to the manufacturer's instructions. Processing time varies according to the strength of the solution, the hair type and condition of the hair.
- Check frequently for curl development. Unwind the perm rod and check the S pattern formation.
- When processing completed rinse the hair thoroughly for at least five minutes.

- Towel- blot each perm rod to remove the excess water.
- Apply the neutralizer slowly and carefully to the hair on each perm rod.
- Leave the neutralizer according to the manufacturer direction.
- Remove cotton from hair line.
- Rinse the hair thoroughly.
- Remove the perm rods carefully.
- Towel- blot the hair.



The band should be secured parallel to the rod and not touching the scalp.



Post perm precautions: after blotting your new perm is ready for final shaping and styling. It is important to avoid shampooing, conditioning, stretching, or excessive manipulations of freshly permed hair. While styling do not pull on the hair or use intense heat that could result in curl relaxation. Generally hair should not be shampooed, conditioned, or treated harshly for 48 hours after perming. This special care will help ensure that the perm does not relax.

Perming Problems & Solutions

	Possible cause	Immediate action	Future action
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Hair/Scalp Damage			
Breakage	Too much tension or bands on curlers too tight. Hair over-processed – chemicals far too strong.	Apply neutralizer or deep-action conditioner to remainder of hair	Use less tension. Review choice of lotion, timing etc.
Pull Burn	Perm lotion has entered the follicle. Tension on hair excessive. Poor rinsing of surplus perm lotion.	Apply soothing moisturizer to affected area. If condition serious, refer to doctor.	Use less tension. Take smaller meshes.
Sore hairline, skin irritation	Chemicals allowed to come into contact with skin. Poor scalp ventilation.	Consult regarding allergies, and then apply soothing moisturizer to affected area. If condition serious refer to doctor.	Curlers to reset on hair not skin. Keep lotion away from scalp. Renew cotton wool after damping.
Straight frizz	Lotion too strong for hair. Excessive winding tension. Hair over-processed.	Cut ends to reduce frizz. Apply neutralizer or penetrating conditioner.	Ensure appropriate lotion is used in future. Wind with less tension. Time carefully.
Perm result/effect			
Too curly	Curlers too small. Lotion too strong.	If hair condition allows reduce curl amount by relaxing.	Ensure appropriate curlers and lotion are used.
No result	Lotion too weak or not enough used. Curlers too large. Poor neutralizing. Hair under-processed.	If hair condition allows, reperm hair with suitable lotion.	Use appropriate lotion and rods. Process perm and neutralizer in line with manufacturer's instructions.
Fish-hooks	Hair points not wrapped properly. No ends papers	Remove ends by cutting	Check points of hair are wrapped correctly. Use end papers.
Perm weakness	Poor neutralizing. Hair stretched excessively while drying.	If hair condition allows reperm hair.	Check method and timing of neutralizer. Do not over-stretch while drying hair.

Good result when wet, poor when dry.	Hair stretched while drying. Ineffective neutralizing. Over-processed.	If hair condition good reperm. Apply conditioning agents to moisturize hair.	Check method and timing of neutralizers. Avoid stretching while drying.
Uneven curl	Uneven winding technique. Uneven tension. Uneven lotion application. Ineffective neutralizing.	If hair condition allows reperm affected areas.	Check wound curlers before applying perm lotion or neutralizer.
Straight pieces	Lotion not applied evenly. Rods too large.	If hair condition allows, reperm affected area.	Ensure even lotion application.

PERMANENT WAVE RECORD

Name: Tel:

Address..... City: State:

PIN:.....

Description of Hair:

- | Length | Texture | Type | Porosity |
|---------------|----------------|---------------|---------------------|
| ▪ Short | ▪ Coarse | ▪ Normal | ▪ Very porous |
| ▪ Medium | ▪ Medium | ▪ Resistant | ▪ Moderately porous |
| ▪ Long | ▪ Fine | ▪ colored | ▪ Normal |
| | | ▪ Highlighted | ▪ Slightly porous |
| | | ▪ Bleached | ▪ Resistant |

Condition

- Very good ▪ Good ▪ Fair ▪ Poor ▪ Dry ▪ Oily

Tinted with

Previously permed with

TYPE OF PERM

- Alkaline ▪ Acid ▪ Body Wave ▪ Other

No of rods Lotion Strength.....

Results

- Good ▪ Poor ▪ Too tight ▪ Too loose

Date	Perm used	Stylist	Date	Perm used	Stylist
.....
.....
.....