



Unit 1

Working in a Salon

BEAUTY THERAPY

The Beauty Industry has never been taken that serious as it is now. Excellent training and high standards have improved its reputation. As a result The Beauty Industry is now considered as providing an important service to the public. The knowledge and skills required in this industry are numerous and broad. A Beauty Therapist using her skills and knowledge provides a therapeutic treatment to her clients which aims to improve and enhance their facial or body conditions makes them relaxed, de-stressed, hence improves their confidence.

However the beauty Industry would suffer if we did not show the highest standards of HEALTH, SAFETY and HYGIENE at all times. Besides following the health and safety at Work Act, each salon has its own rules and guidelines for keeping employees and general public safe. These are called Work Place Policies or Codes of Practice. In a Salon hygiene is as important a practice as health and safety are. A dictionary definition of hygiene is: 'the science concerned with the maintenance of health or healthy practices'. So for a professional therapist, hygiene could be described as a good practice to maintain:

- Her own health;
- The health of her clients;
- The health of her colleagues.



Good Hygiene Practices

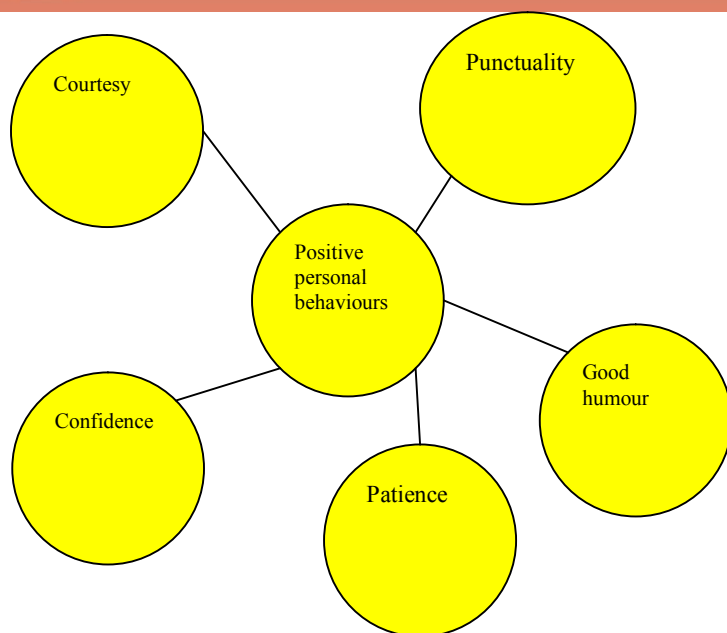


Personal Hygiene and Appearance

It is very important that you have a high standard of personal hygiene because you are going to work in close proximity with people. Sweat, dirt and bacteria cause body odour. Bodily cleanliness is achieved through daily bathing, using an antiperspirant or deodorant. Regular brushing, mouth sprays, mints and breath fresheners are highly recommended to avoid bad breath being passed over to client. While working in a beauty salon you are required to take care of your appearance because you are your own best advertisement. To make sure you remain fit and healthy, you need to eat a well balanced diet which includes something from each of the food group; proteins, carbohydrates, fats, vitamins and minerals. Enough sleep and regular exercise are also very important for good health.

It is very important that your hair look clean and tidy. In the beauty salon if your hair is below shoulder length, it should be tied up so it should not fall across the client you are working on. If your hair is short it should be well styled and kept in good condition. Wash your hands before you start each client. It is a good idea to use hand cream regularly to soften and protect your skin. Finger nails should always be clean and kept fairly short, especially if you are a beauty therapist, as dirt and germs build up under long nails. This can spread infections.

While choosing shoes for yourself, you should be careful that your shoes fit properly and meet certain health and safety requirements. Since you will be spending most of the time standing up when working in the salon so you will need comfortable shoes. Your clothing should also be appropriate, according to your working environment. Beauty therapist should wear a salon dress or tunic because it is hygienic, it gives a professional look and also it saves your clothing from getting dirty. It is not only personal appearance that makes a professional beauty therapist but also your attitude. Put on a smiling and caring expression while you are working. A positive personal behaviour pleases the clients and negative behaviour upsets them. Not only this but it disturbs the other staff and the whole environment. Further negative publicity of any kind is never good for any business. Facial expressions and body language are very much important while working in a salon because you are surrounded by the mirrors and you never know when are you being watched and by whom? Speak clearly and be polite to everyone, this is another golden rule for working in a salon. Your positive personal behaviours contribute a lot towards your popularity among the staff and among your clients.



Positive personal behaviours

Personal Presentation	Yes / No
Are your teeth brushed and your breath fresh?	
Are you freshly bathed or showered?	
Are you wearing the correct uniform?	
Are you wearing proper jewellery?	
Is your uniform clean?	
Is your hair neat and tied up?	
Are your nails clean?	
Are you wearing proper and clean footwear?	
Are you wearing appropriate make up?	

Personal appearance checklist

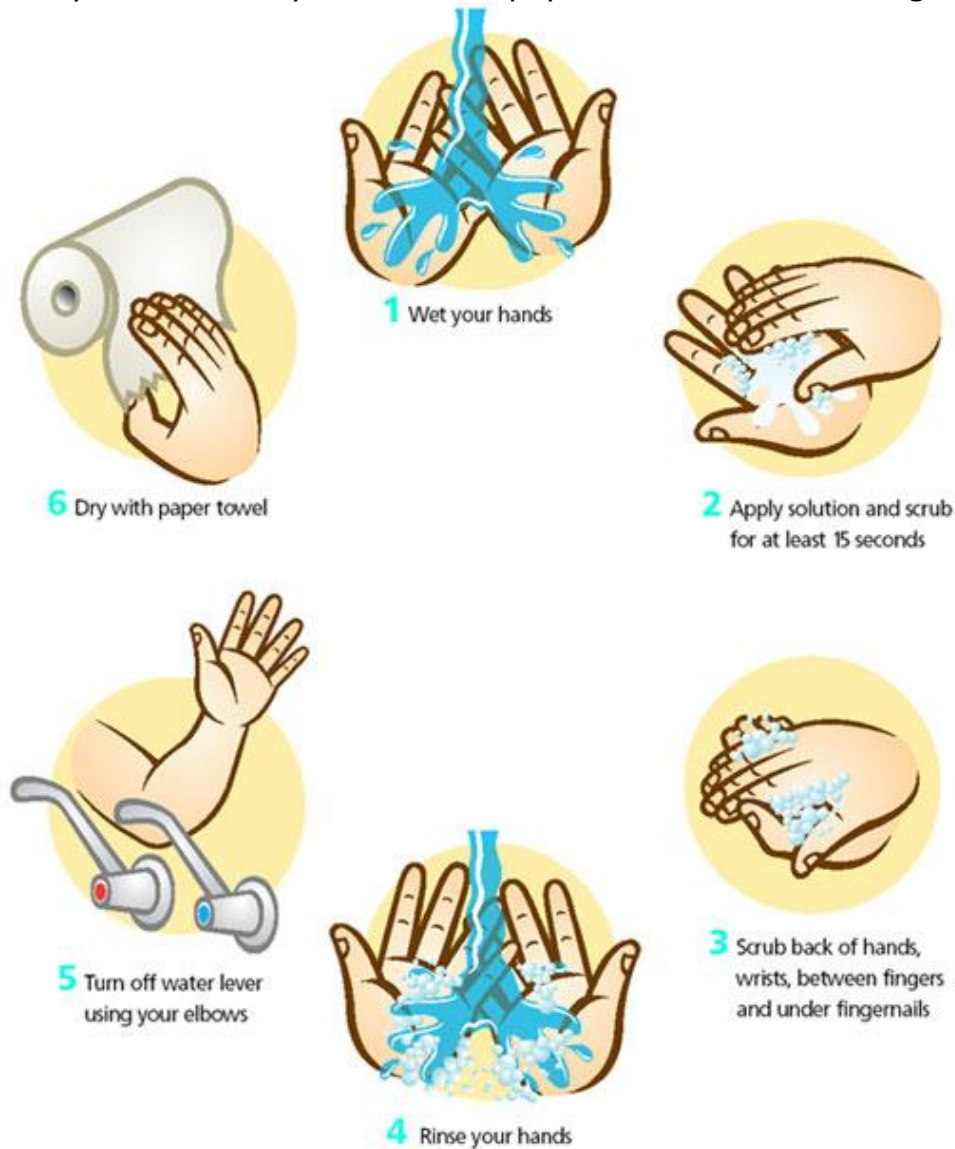
Hygiene at the Workplace

Effective hygiene is necessary in the salon to prevent cross-infection and secondary infection. There are three ways to make sure that the work environment is clean and germs free.



Sanitation

Sanitation is cleaning and washing. It removes dust and dirt but it does not destroy all the micro-organisms (bacteria, viruses, fungi, protozoa). Use liquid soap and paper towel while sanitising your hands. Always sanitise any tools and equipment before sterilising.



Disinfecting

If an object cannot be sterilised, it should be placed in a chemical- disinfectant solution such as quaternary ammonium compounds or glutaraldehyde. Trolleys, surfaces and other equipment are wiped over with a disinfectant solution. This reduces the numbers of germs and bacteria to a level that is less harmful to health.



Sterilisation

Sterilisation is the cleaning method which kills all the germs and bacteria. There are different methods of sterilisation, dry heat sterilising, heat destruction, steam sterilising and ultraviolet sterilising.

Dry Heat Sterilisation

It takes place in a hot air oven. This is similar to a small oven, and heats to 150-180C.

Heat Sterilisation

It takes place in a bead steriliser. This is a small electrically heated unit which contains glass beads; these transfer heat to objects placed in contact with them. This method of sterilisation is suitable for tools such as tweezers and scissors.



Steam sterilisation

It takes place in an autoclave. This is similar to a pressure cooker. Water is boiled in an autoclave, where temperature is from 121-134c.



Ultraviolet Sterilisation

It takes place in an ultraviolet cabinet. A quartz mercury vapour lamp is used as a source of ultraviolet light, which destroys micro-organisms.

However all these methods are not 100% effective at reaching all the surfaces of the tools. Items like sponges and make up brushes are very difficult to sterilise



Beauty Therapy

completely. Most of the salons do not have equipment like autoclave or hot air oven. But still these items can be washed with hot soapy water. The best option however, is to use disposable brushes and sponges where possible.

General Hygiene Rules in a Salon



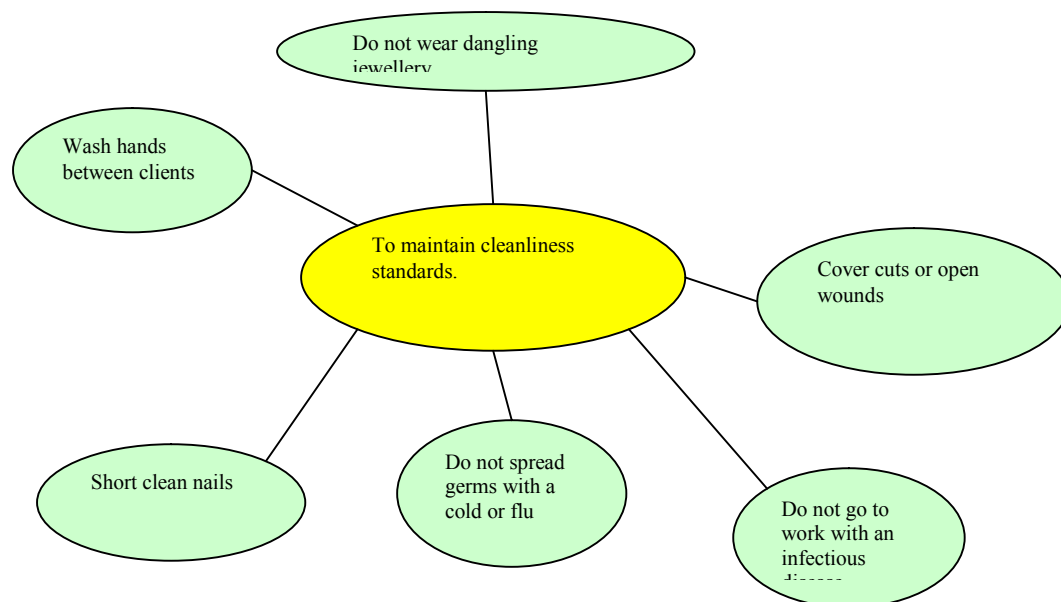
Rules for personal Hygiene

- Wash your hands with detergent containing chlorhexidine before and after every treatment.
- Wear disposable gloves for treatments where there is a possibility of exchange of body fluids i.e. waxing.
- If there are any cuts on your skin cover those with a water proof plaster.
- Keep nails short and clean.
- Wash your hands after each visit to the toilet.
- Wear protective clothing for protection or to keep up the professional look.
- Do not come to work if you have an infection or disease which can spread.
- Do not use any equipment which is cracked or broken.
- Follow all the guide lines given in the personal hygiene and appearance section.



Remember

All workplaces have their own rules and procedures that staff must follow. These are called organisational requirements.



Rules for Salon's Hygiene

- Keep the treatment room as clean as possible. Wipe all the surfaces like trolleys, couches, work surfaces, stools and floors with disinfectants.
- Sanitise all the equipment as fully as possible.
- Couch rolls and the towels can be used as barriers between blankets and the clients.
- Clean gowns and towels should be used for each client.
- Tissues tucked in the headband should be disposed of after use.
- Never treat a client who has a contagious skin disease or any other contraindications.
- Dirty laundry should be placed in a covered container.
- Never use any tools or equipment unless it has been effectively sanitised or sterilised.
- Never eat or drink in the treatment area of the salon.
- Make-up pencils should be re-sharpened after each use. Powder blushers and eye shadows need to be scraped on to a palette and should then be applied to the client. This again is to avoid any contamination.
- Disposable spatulas should be used for waxing. Creams and oils should be decanted into a smaller bowl, using spatula, and any leftover should be thrown away. Never pour back into the original container again.
- Use disposable brushes for applying make-up to prevent cross infection from eyes and lips.



Activity

Visit different salons in your area and compare their standards of hygiene, also speak to different people and find out their experiences of salons.

Client Hygiene

- Always carryout a full consultation to discover any contra-indications.
- Must perform a physical check of the area to be treated for infection.
- Get a declaration signed by the client stating that all the medical and other information is correct and to date, to avoid any possible repercussions later.
- Do not treat if any unrecognised problems are present.
- Provide all possible protection for the client.

Remember:

At the consultation always check whether the client knows if she suffers from some skin disease or disorder.

- Commercially acceptable timings for different treatments
- Treatments are usually recorded in an abbreviated form

Treatment	Abbreviation	Time allowed
Cleanse and Make up	C/M/up	45 mins
Eyebrow shaping	E/B reshape or trim	15 mins
Manicure	Man	45 mins
Nail art mins per nail	N/art	5-10 mins
Pedicure	Ped	45 mins
Waxing: half	½ leg wax	30 mins
Three- quarters mins	¾ leg wax	30-40 mins
Full leg	full leg wax	50 mins
Underarm wax	U/arm wax	15 mins
Arm wax	F/ arm wax	30 mins
Eyebrow wax	E/B wax	15 mins
Facial mins	F	60 mins
False lashes	F/ lash	20 mins

Treatment time does not include preparation for treatment and consultation.

Health and Safety Rules

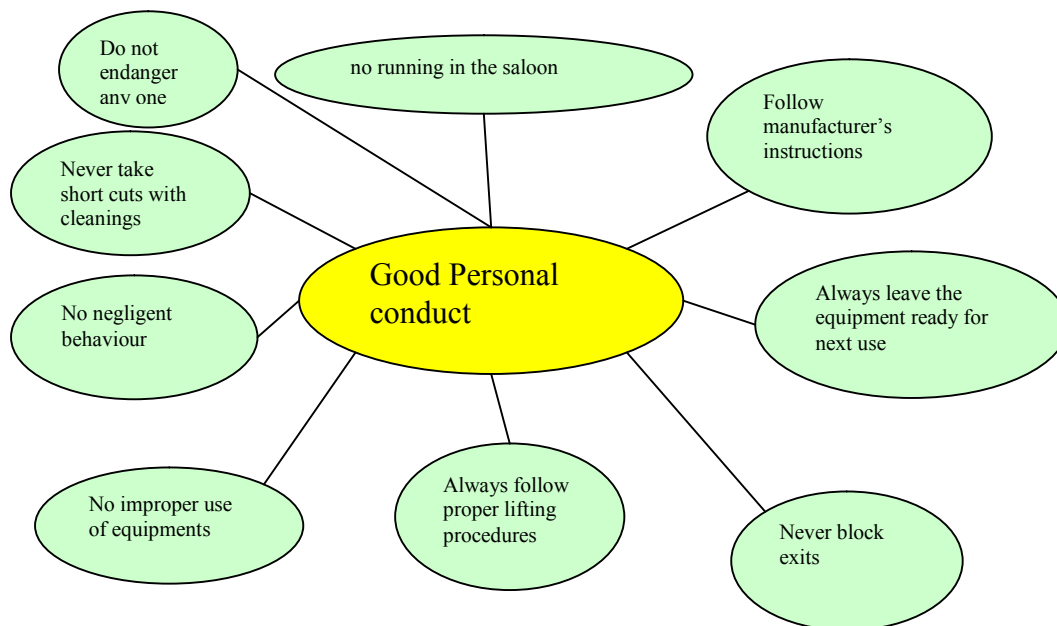
It is the employer's responsibility to provide a safe environment for the employees. In addition the employees have a duty to follow the workplace policies, to make salon a safer and healthier place to work. According to the Health and Safety at Work Act, you have the following responsibilities.

To make sure that you don't do anything that can put you or others in danger. i.e. running in the salon.



To make sure that you don't put yourself and others in danger because you don't do something. If you notice spillage of water on the floor and you don't mop it up immediately, which may cause someone to slip and hurt. Must use things which are given to use to work safely .i.e. gloves. Report to your employer anything that might cause an accident in the salon.

The salon should also have its own health and safety policy to ensure that all the employees and clients are safe.



A Safe Place to Work

- It is your employer's responsibility that he provides you with a safe environment.
- The entrance to the Salon and exit must allow clear and safe access.
- There should be enough space to work without bumping into work stations.
- The Salon's temperature should be comfortable to work in between 18-20c.
- There should be good light in Salon.
- A salon should be well ventilated.
- The salon should have a suitable staff toilet.

Safe Tools and Equipment

- It is again employer's responsibility to ensure that all the equipment used in the salon is well constructed and safe to use.
- Before you use any electrical equipment make sure that the wire is not frayed or split open.
- Make sure that hot items are cooled down before they are put away.
- Make sure that plugs and plug sockets are not broken.
- Use only that equipment which you have been trained to use.
- All electrical and non -electrical equipment should be checked before use.



Dealing with Harmful Substances

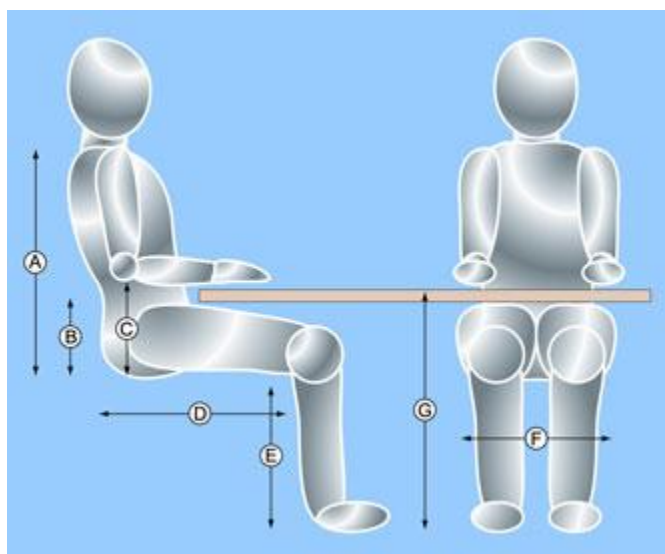
Most of the chemicals used in the Salon can be harmful if used incorrectly. To help you work safely, use protective clothing which includes the following:

- Gloves: these will protect your hands from chemicals. Beauty therapist must also wear gloves during the waxing service to prevent the risk of cross infection.
- Aprons: these are worn to protect your clothing from chemicals and spillages.

You should have appropriate training for handling chemicals safely.

Your Posture

In a salon you need to take care over the way you sit, whether at reception or carrying out a treatment- it is important that the chair or couch is the right height for you. If you have poor posture you will quickly feel tired.



Lifting Objects Safely

It is difficult to work in a Salon if your back hurts, so try following these simple rules for lifting heavy objects:

- Bend your knees not your back.
- Use both of your hands to lift the object.
- Use your leg muscles to help you to stand up.



Remember:

Some deliveries brought to the salon are heavy and they need to be moved somewhere else before they are unpacked. Therefore while lifting a heavy box make sure that you use a proper lifting method.