

Quick Study Guide

FACIAL PROTOCOL



- Facial steps
- 60 minute- one extended focus either longer exfoliant. Longer extractions, longer massage or longer masking
- 90 minute- 2 extended focuses can do both longer exfoliant and longer massage or longer extractions and longer masking
- Spa facial- begin with back massage and hot towel compress with peppermint
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- 1) Pre treatment consult- Spa consultation tool
- 2) Instruct guest about getting changed
- 3) Begin by wrapping the head, assess the skin, discuss needs and solutions
- 4) Pre cleanse with oils and lymphatic drainage massage
- 5) Cleanse with cleanser, and remove with hot towel
- 6) 1st focus (usually exfoliation) –
dry rough skin- BSR upsell
dry sensitive skin- Plant peel upsell
clogged pores and doing extractions- professional exfoliating formula and steam
or hot towel wraps
excess oil- clay mask
perform hand and arm massage while guest is masking
- 7) Cleanse off first treatment mask with hot towel compress
- 8) Extractions if you are doing them
- 9) Tone the skin or nano mist
- 10) Massage face neck shoulders
- 11) Apply last mask customized to guest skin
Intensive hydrating- dry
Tourmaline mask- exfoliation and moisture
Clay mask for further oil absorption and purification
Massage in mask if you are doing a massage focus facial (use hands or gu shua or cryglobes)
Foot wash with hot towels and foot massage while masking
- 12) Wash hands once foot massage is done before returning to the face
- 13) Hot towel off the mask
- 14) Finish the skin with custom creams, serums eye cream and lip balm
Post treatment consultation, review needs discussed “because you told me” and solutions offered “I did this” and any suggested retail or repeat visits.

Quick Study Guide

Pre Treatment Consult

Review intake form

Do risk assessment (contraindications, modifications needed for considerations)

Spa Consultation Tool

Speak to the guest, be curious, analyze the skin, share your findings and your plan

Risk Assessment

What could go wrong?

Client perspective

Service provider perspective

Business perspective

How can I mitigate that?

Can we make modifications?

Is it safe to proceed

Is the risk too great?

Post Treatment

Review “Because you told me’s” and “I noticed” and share “I did’s” that addressed these concerns

Show guest their skin, discuss home care (lifestyle and retail options) Talk, touch, feel, smell engage all the senses

Invite feedback. Ask guest their favorite part of the treatment, share future booking recommendations

Ask guest if they need assistance getting up

FACIAL CONSULT



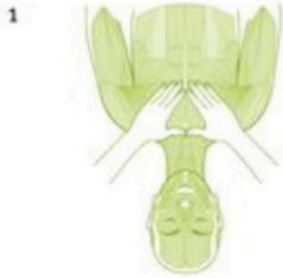
The most important part of your treatment, this is done BEFORE and AFTER treatment

We cannot meet the guests' expectation if we don't know what they are

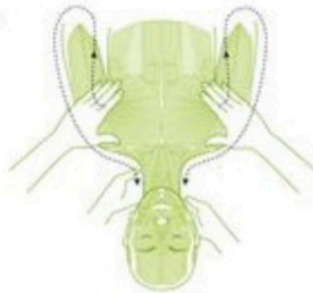
LISTEN, don't argue, even if your perception varies from the guests', its their treatment and we MUST treat for their concern

• Pre treatment Steps- Review intake form, do risk assessment, Speak to the guest, be curious, analyze the skin, share your findings

FACIAL MASSAGE



1 Resting position



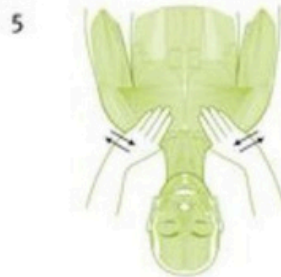
2 Upper-body hug



3 Half upper-body hug - right side



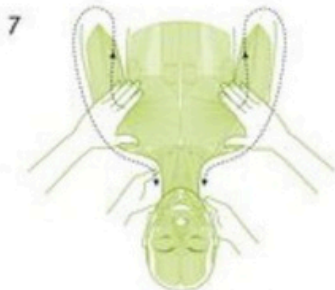
4 Half upper-body hug - left side



5 Trapezius friction - movement #1



6 Trapezius friction - movement #2



7 Transitional upper-body hug



8 Auricular massage



9 Décolleté circle



10 Scoop and shovel



11 Neck rolling



12 Mandible slide

FACIAL MASSAGE

TECHNIQUES 13 THROUGH 22

13



Naso-labial massage

14



Lip scissors

15



Cheek lift and roll

16



Forehead slide

17



Forehead pressure

18



Figure eight

19



Frontal zigzag

20



Frontal circles

21



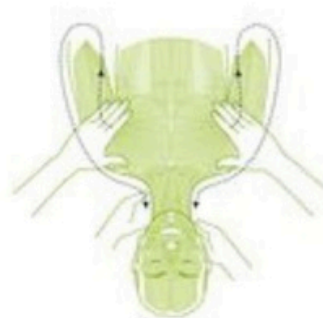
A



B

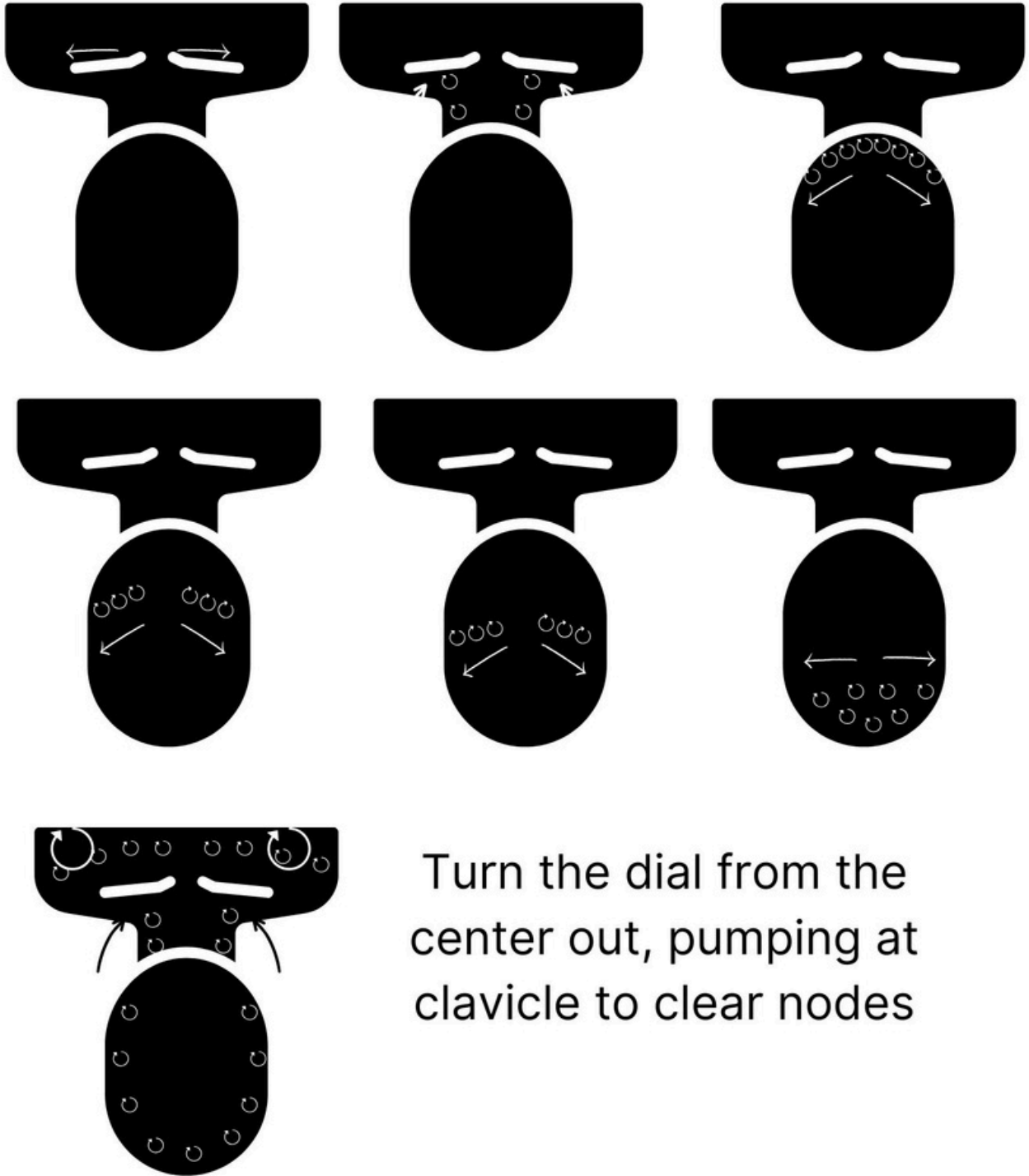
Waltzing the face

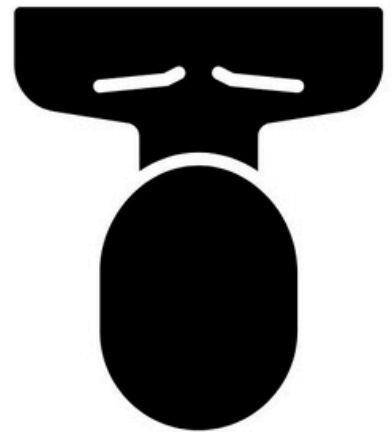
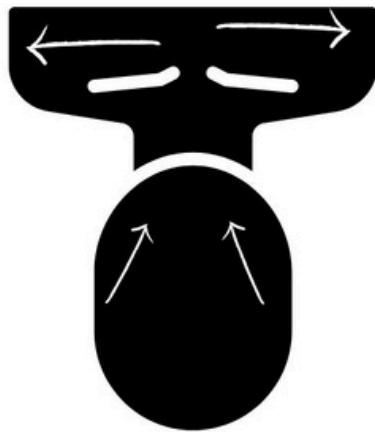
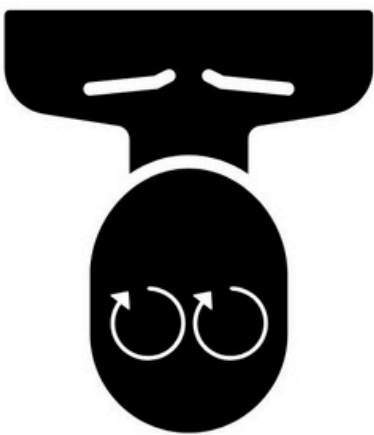
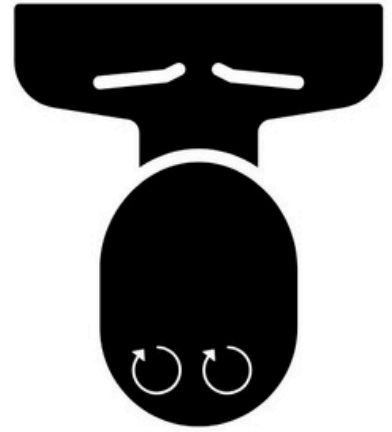
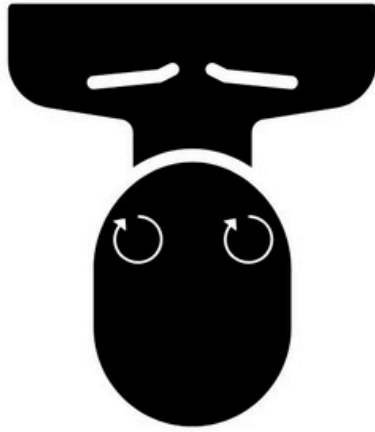
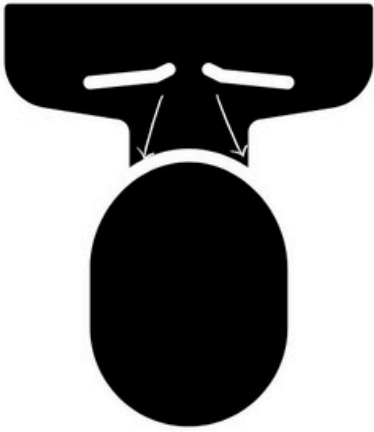
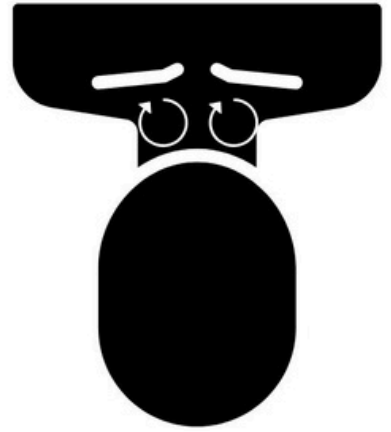
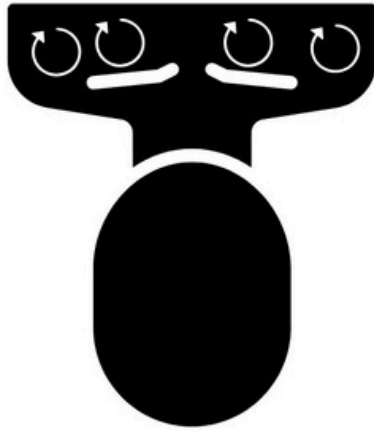
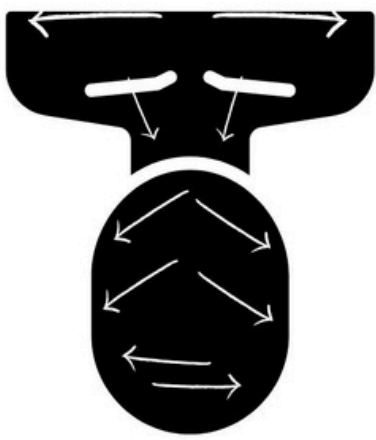
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Upper-body hug

Lymphatic Drainage Precleanse





Cleansing Massage