

Iyara Day Spa

GENERAL FACIAL PROTOCOL

For protocols for each individual facial procedure please check the appropriate file from , Sundari, Viora Infusion, Clark's Botanicals Intelligent Nutrients and Algotharm

FORM:

First time clients must fill out a consultation form and sign this BEFORE any treatment. Returning clients should have a completed form on file with us so take this out to check over. Make sure that you keep a record of each facial on the back of the form with any notes.

EXTRACTIONS:

Do not let clients insist on extracting all blackheads or clogged pores 100% if you feel that the blackheads are too deep or the pores are too closed (esp with clients that don't do facials regularly) Its best to say that you will do your best but you need to be careful about irritating their skin or causing too much inflammation or redness. You may need to suggest the client returns after a few days or 1 week for another facial and continue extractions.

Eyebrows:

All facials may include a quick plucking of any stray brow hairs but not re shaping

But this is usually at the request of the client

A brow re shape is charged separately

Treatment course:

Most of our facials should be done in a series of 6 to 8 sessions every 7 to 10 days initially and then according to a regular maintenance schedule. Please check treatment recommendations for each facial type. Suggest to clients that they should use suitable home care products for best results. If a client complains that she is not seeing any results from the treatment course then inquires about her home care routing and lifestyle. Also suggest that she see a doctor if she suspects that there may be a hormonal or medical issue to her skin condition.

Time:

Many clients are always rushed and impatient. It's best to manage their expectations as much as possible. Suggest that 1st time clients allow an additional 10 minutes for consultation. Before starting

the facial, ask the client what they like to achieve during the session (relaxation, cleansing, anything else?) Then inform the client how you will use their time based on their skin condition. For example if they have a lot of clogged pores and blackheads then let them know that you will spend more time on extraction/cleansing and less time on massage. Do not leave the room once the treatment has started, unless absolutely necessary. When this is the case you must inform the client that you will be back in a minute. Try your best not to leave the client unattended. We definitely do not leave a client to start work on another client. We service 1 client at a time.

CLIENT COMFORT

Always ask the client during the session how they feel or if they experience any discomfort. If this is the case, adjust the treatment or stop the service and find out what the issue is.

Hygiene

Wash hands thoroughly with soap and water in the treatment room, in the presence of client BEFORE handling client

Wear a clean face mask with each treatment

Do not handle any facials or skin care if you have a cut or open wound on your hand.

All tools for treatment should be disinfected with alcohol in the presence of the client. Tools should be cleaned with hot water and soap after each use and placed into the UV disinfectant cabinet.

Home Care products

During the session try to discuss the client's home care. Of course if the client wants to rest doesn't want to chat, just be mindful of this. Sales style should never be pushy but more informative. Suggest suitable products for them to use for best results between facials. When the client is at the reception desk to pay, you can place recommended products on the counter to show client.

FOLLOW UP

The service doesn't end when you finish the treatment. Make it a habit of calling the client to follow up on their condition if there were specific concerns like acne, breakout of sensitive skin. If this is the case, contact the client a few days after the facial to see how their skin is. If their condition is worse or not

improving its best to suggest that they see a doctor as there may be a medical reason. The client should not come back for treatment if they are on medication or if the doctor advises against it.

Make sure you put in notes of each service and any follow up call on the client consultation form (on the back)