

TREATMENT PROCEDURE

- Step 1.** Seat client at basin
- Step 2.** Ensure the neck sponge is on the basin, for extra comfort.
- Step 3.** Tuck towel around back of neck
- Step 4.** Cup back of client's nape and lay back into basin.
- Step 5.** Explain to the client what treatment you will be using today, and what benefits the treatment will provide.
- Step 6.** Shampoo client with appropriate shampoo
- Step 7.** Lightly towel dry hair ready for treatment
- Step 8.** Apply treatment
- Step 9.** Comb through evenly
- Step 10.** If the treatment is a mini treatment do as follows: Use circular motions with the tips of your fingers. Apply pressure and continue massaging without taking your hands off your clients head. Give particular attention to the nape of the neck area. Do this for 5 minutes.
- Step 11.** If the treatment is a deluxe treatment do as above then: Wrap client in towel and take them back to the seat. Turn on steamer and place client under steamer for 5mins
- Step 12.** Once treatment is complete rinse at the basin
- Step 13.** On completion, place the client up and gently remove any water that may have fallen into their ears and then wrap hair tightly in a dry towel.
- Step 14.** Take the client back to the chair, tell the client their stylist will be with them shortly and let the stylist know you have completed the treatment service.

*Please ensure that for all procedures relating to touching a client and/or touching cash that you perform appropriate Workplace Health & Safety Procedures in line with your State requirements.