INTRODUCTION

The outward appearance of a person is the first thing that catches the eye of others. Therefore, being presentable at all times is of considerable importance. Here, comes the role of a Beauty Therapist, who carries out various beauty treatments on a person to improve her/his overall look, which includes dressing-up appropriately, putting the right make-up, skincare and hairstyle. Besides, s/he gives wellness treatments, including manicure and pedicure, which involve massage, followed by after care advice, to clients for relaxation. Sometimes, they are also suggested a balanced diet and nutrition, and a daily exercise regimen to maintain a healthy lifestyle.

In this unit, you will learn about the basic aspects of the beauty and wellness industry, career opportunities in the sector, various beauty therapy services, preparing and maintaining the work area, and health and safety standards to be followed at a workplace.

BEAUTY AND WELLNESS INDUSTRY IN INDIA

The Beauty and Wellness sector is growing at a fast pace and is an important industry in India. It contributes a lot to the country’s economic growth and is gradually becoming a leading employer — creating
millions of employment opportunities. The reason for this exponential growth is the rising consumerism, globalisation and changing lifestyles of Indian consumers. The rapid growth of the beauty and wellness industry, along with the entry of many small and large companies in the sector, has led to a huge demand for trained personnel or beauty therapists. Though the beauty and wellness industry is new in India, there has been an increasing awareness about health and well-being. The industry is booming and it is mainly due to the growing desire among both men and women to look stylish and feel good about themselves. Customers visit a salon to avail beauty treatments and therapies (Fig. 1.1). Therefore, a beauty salon has to provide a satisfied experience to its customers. A snapshot of beauty business in India is shown in Fig. 1.2.

![Fig. 1.1: A customer undergoing a beauty therapy](image)

### The Business of Beauty

<table>
<thead>
<tr>
<th>₹41,224 crore</th>
<th>₹80,370 crore</th>
<th>20-30%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated size of the beauty and wellness market in India in 2012-13</td>
<td>Projected size of the beauty and wellness industry in India in 2017-18</td>
<td>Projected compounded annual growth rate in the organised beauty and wellness sector</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>₹3.4 million</th>
<th>48%</th>
<th>48%</th>
<th>4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated workforce in beauty and wellness services</td>
<td>Beauty and wellness</td>
<td>Slimming and fitness</td>
<td>Rejuvenation</td>
</tr>
</tbody>
</table>

**Source: KPMG**

![Fig. 1.2: A snapshot of the beauty business in India](image)

(Source: https://www.businesstoday.in/magazine/features/vlcc-clsa-everstone-kpmg-ac-nielsen-report/story/209609.html)
One segment of the beauty industry that is doing particularly well is specialised hair care. Another segment expanding rapidly is bridal make-up. Earlier, it was usually only the bride who visited a salon prior to her wedding, but these days even the bridegroom, their friends and relatives also take similar services in salons, which often offer special packages for this type of clientele.

The reasons for the growth of the Beauty and Wellness sector are as follows:

1) People are buying more beauty products.
2) People are moving to cities and spending more money to avail beauty products and services.
3) Young people are being exposed to advertisements through media, which increases their aspiration to look beautiful and presentable at all times.
4) There is an obsession with young looking skin as more and more consumers ask for cosmetic treatments and anti-ageing products.
5) More product innovation is being done for enhancing marketability.

**SESSION 1: CAREER OPPORTUNITIES IN THE BEAUTY AND WELLNESS SECTOR**

**Major sub-segments in the beauty and wellness sector**

The beauty and wellness sector has several sub-segments. The major sub-segments are given in Fig. 1.3.

**Beauty centres or salons**

A beauty salon provides skin, hair, nail care and other related therapies to improve the overall look of a person. These services are provided in order to suit customers’ requirements.

**Hair salons**

These are specialised salons, which provide services, like haircut, hairstyling, shampooing, hair colouring and
scalp treatment. Some hairstylists even provide nail and skincare services.

**Product and counter sales**

This involves counter sale of beauty products, including cosmetics and toiletries, which address age-related health and appearance issues of clients by a salon.

**Fitness and slimming**

It includes service providers in the fields of physical exercises, yoga, aerobics, other mind and body practices, and weight loss and slimming.

**Rejuvenation centres**

This includes the core spa industry services, such as spa operations, spa education, spa products and events. The sector primarily offers pro-active services aimed at relaxing the body and mind.

**Alternate therapy centres**

Clinical diagnosis and treatments under alternative therapy is provided in this segment. Alternative therapy relates to various kinds of natural healing methods, which are different from the regular western medical treatments or any other kind of allopathic or pharmaceutical procedures. Apart from naturopathy, this includes crystal healing, cupping and vibration therapy.

**Emerging unisex service**

Unisex beauty salons offer beauty and wellness services to both men and women. Many organised segments are offering such services, and unisex beauty and wellness centres are gradually gaining acceptance in the Indian society.

**International beauty brands**

The growing number of customers in the beauty and wellness sector has attracted a number of international brands to the Indian market. Some of the popular international cosmetic brands with a presence in India are —Maybelline New York, L’Oréal Paris, MAC, etc. Besides,
with an upsurge of online retail, Indian consumers have an access to a wide range of beauty and grooming products — both indigenous and international. Some of the Indian cosmetic brands are — Lakmé, Himalaya, VLCC, Biotique, Shahnaz Husain, Forest Essentials, etc.

**Career path for an Assistant Beauty Therapist**
Most Assistant Beauty Therapists start their career in beauty centres and hair salons. However, anytime during their career, they can shift to other sub-segments. Apart from urban areas and metro cities, the rising awareness of beauty and wellness is causing the expansion of the industry in other areas as well (Fig. 1.4, 1.5 and 1.6).

![Career Path Diagram]

*Fig. 1.4: Career path in skincare services*

**Beauty and Wellness Industry, and Beauty Therapy**
Fig. 1.5: Career path in make-up services
Check Your Progress

Multiple Choice Questions

1. What are the current beauty and wellness industry trends?
   a) Changed consumer psyche
   b) Emerging unisex salons
   c) International beauty brands
   d) All of the above

Beauty and Wellness Industry, and Beauty Therapy
After completing this session, are you able to:

• describe different services in beauty therapy
• identify and list various beauty and wellness sub-segments
• state career paths in the beauty industry

**Session 2: Beauty Therapy Services**

Beauty therapy is a term, which includes a wide spectrum of activities or services from head to toe (Fig. 1.7). Each service has a procedure of its own, which has to be followed step-by-step carefully, else it can create muscle and skin problems, like rashes, allergies and infections, which can lead to unsatisfied clients. Each service requires a thorough knowledge of the products, tools and equipment to be used. Also, care must be taken that a client is not allergic to any beauty product.

![Fig. 1.7 (a) and (b): Various beauty services being provided to clients](image)

**Subjective Type Questions**

1. Name the sub-segments of the beauty sector.

2. ______ centres offer pro-active services aimed at relaxing the body and mind.
   a) Fitness and slimming
   b) Alternate therapy
   c) Rejuvenation centres
   d) None of the above

**What have you learnt?**

After completing this session, are you able to:

- describe different services in beauty therapy
- identify and list various beauty and wellness sub-segments
- state career paths in the beauty industry
Let us take a look at beauty therapies and services generally provided by a salon.

<table>
<thead>
<tr>
<th>Manicure and pedicure</th>
<th>Threading</th>
<th>Waxing</th>
<th>Bleach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face clean-up</td>
<td>Make-up</td>
<td>Hairdo</td>
<td>Mehendi</td>
</tr>
</tbody>
</table>

**Manicure**

It is a treatment for improving the appearance of hands and is popular among both men and women. Most salons have a separate area catering to this service. This treatment helps in keeping the hands and nails clean and well-groomed, by pushing back cuticles, removing dead skin cells and softening the skin — exfoliation, massaging and application of nail paint. Manicure has the following benefits:
- softens the hands
- improves blood circulation
- helps in relaxing
- improves the appearance of hands and nails

**Pedicure**

It helps in improving the appearance of feet and toenails. It also includes exfoliation, using a pumice stone, and massage, followed by painting the toenails. It has the following benefits:
- softens the feet
- improves blood circulation in the feet
- gives shape to toenails
- improves the appearance of feet and toenails
- helps in relaxing aching feet
- reduces hard and dead skin cells

The major difference between manicure and pedicure lies in the positioning of a client, treatment of hard skin and massage process.

**Beauty and Wellness Industry, and Beauty Therapy**
Threading

It is a hair removal technique, wherein a cotton thread is used to remove the entire hair follicle (Fig. 1.9). The hair is pulled out in a twisting motion, wherein the thread traps the hair and pulls it out.

- Threading is less painful than pulling out individual hair.
- It is much quicker and safer than waxing.
- It is suitable for almost all skin types, including sensitive skin.
- No chemical is used.
- It gives a clean and well-kempt look to the face and eyebrows.

Waxing

It is also a hair removal technique, in which the hair is pulled out from the root by the use of hot wax. It takes around three to six weeks for the new hair to grow. This depends on a person’s hair growth pattern. Waxing is of two types — strip waxing (Fig. 1.10) and stripless waxing.

In strip waxing, a thin layer of wax is applied on the skin and a cloth or a disposable paper strip is placed over it, and pulled against the direction of hair growth. This removes unwanted hair along with the wax.

In stripless waxing, a thick layer of wax is applied and no cloth or paper strip is used. On cooling, the wax hardens, which helps in the easy removal of unwanted hair. It is said to be less painful and removes even the finest hair.

Bleach

Bleach refers to a bleaching agent, which helps to lighten the skin tone. It is, generally, used to lighten the colour of facial hair (Fig. 1.11). The process is termed ‘bleaching’. Bleach is, generally, used for the following purposes:

- reducing dark spots and freckles,
- lightening dark areas on the elbow or underarm
• brightening the skin
• lightening the facial hair and making them less visible

Face clean-up
Clean-up is done for unclogging the skin pores and allowing the skin to breathe (Fig. 1.12). It helps to remove dead cells and clean deep-seated dirt from the skin. In the process of clean-up, the skin is cleansed, exfoliated and moisturised. Unclogging clears the pores and decongests the skin, thereby, allowing it to breathe. It has the following benefits:
• imparts a healthy glow to the face
• cleans the skin thoroughly by removing harmful bacteria, sweat and impurities due to pollution
• wards-off acne and pimples
• improves blood circulation in the face

Make-up
It is a process of applying cosmetics to enhance one’s appearance (Fig. 1.13). Lipstick, eyeliner, eye shadow, mascara, foundation, kohls, lip gloss, lip balm, concealer, face powder, etc., are commonly used in make-up. The film and TV industry, including television media, and theatre, need make-up artists on a regular payroll, and hence, there is often an opening in this sector. Make-up has the following benefits:
• helps create a favourable first impression
• boosts confidence
• hides skin flaws and blemishes
• protects the skin from pollution
• adds to the desired expression and looks

Hairdo
A hairdo or hairstyle is a way in which the hair is styled (Fig. 1.14). It is considered as an important aspect of personal grooming and fashion and is popular among both men and women. A hairstyle is achieved by arranging the hair in a certain way by the use of combs,
blow-dryer and cosmetics, like hair gel, etc. Styling the hair is also called ‘hairdressing’, especially when practised as an occupation. Hairstyling includes adding accessories, such as hairbands, clips, pins, barrette, tiaras, etc., to the hair to hold it in place and enhance its appearance. It has the following benefits:

- enhances the appearance of the hair and face, thus increasing the confidence of a person
- groomed hair gives an impression of being well-kept
- helps in taming unruly hair

**Mehendi (Henna)**

It is an art of decorating the hands (including palms) and legs (including feet) with designs using a natural plant dye that colours the skin maroon-red and gives it a cooling effect (Fig. 1.15). Mehendi stays on one’s skin for a few days. It is done mostly on special occasions, such as weddings, festivals, religious ceremonies, etc.

Mehendi is made from henna leaves. It is also used to dye the hair and has conditioning properties.

**Check Your Progress**

<table>
<thead>
<tr>
<th>Multiple Choice Questions</th>
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<tbody>
<tr>
<td>1. ________ is a treatment for improving the appearance of hands and nails.</td>
</tr>
<tr>
<td>a) Manicure</td>
</tr>
<tr>
<td>b) Pedicure</td>
</tr>
<tr>
<td>c) Threading</td>
</tr>
<tr>
<td>d) Bleaching</td>
</tr>
</tbody>
</table>

| 2. ________ is a treatment that helps in improving the appearance of eyebrows. |
| a) Pedicure |
| b) Threading |
| c) Manicure |
| d) Bleaching |
3. ________ is a method which uses chemicals for lightening the skin tone.
   a) Waxing
   b) Face clean-up
   c) Threading
   d) Bleaching

**Fill in the Blanks**

1. Bleach refers to a _________ that helps to lighten the tone of the skin.
2. In the process of clean-up, the skin is cleansed, _________ and _________.
3. The way of styling the hair is called ________.

**What have you learnt?**

After completing this session, are you able to:

- list the different services used in beauty therapy
- describe the benefits of various beauty services

**SESSION 3: PREPARING AND MAINTAINING THE WORK AREA**

A salon must be kept clean and disinfected. A suitable temperature and adequate lighting facility must be maintained. Besides, it must follow the required safety measures. In the absence of these basic facilities, the services offered by a salon can go wrong, which might affect its reputation and clientele. In case of a mishap or an accident, clients can even sue the salon, thus, destroying its reputation and business.

Hygiene is of utmost importance in the beauty and wellness sector. Therefore, a salon’s work area must always be kept clean with adequate safety measures in place. Tools and equipment needed for a treatment may be kept in the area before a customer is seated and the process actually begins. It must be ensured that waste disposal is done immediately after each treatment. The cleaning and disinfection of tools is mandatory.

**BEAUTY AND WELLNESS INDUSTRY, AND BEAUTY THERAPY**
You will study about various aspects related to customers’ information, maintaining clean and disinfected environment, personal presentation and behaviour to be maintained in the beauty salon in the following sections.

![Image of a beauty salon](image)

**Fig. 1.16 (a) and (b): The work area of a beauty salon**

**Maintenance of record cards**

A record card is an important document, which contains the following:
- past treatments taken by a client
- treatment the client has booked for
- history of the client about the products to be used, her/his skin type, and if s/he is allergic to any product

Before starting a treatment, the record card should be referred to and details, like name and address, must be confirmed with the client to ensure that the correct card has been picked up.

**Essentials of the work area**

Usually, a work area is used for providing multiple services. So, it must have the following:
- clean and disinfected environment
- clean treatment couch or chair, towels and aprons

**Assistant Beauty Therapist – Class IX**
• adequate ventilation and lights
• temperature controllers
• space to allow movement and for keeping the belongings of clients
• a quiet atmosphere with soft and soothing music being played in the background as it helps in relaxation
• tools and products needed for a procedure
• tools arranged in a trolley for a treatment
• pen and a record card of clients
• adequate cotton and tissues

Sterilisation and disinfection methods
Cleaning, sterilisation and disinfection of tools and equipment are the ways to prevent contamination and infection (Fig. 1.17). In addition to this, clean towels, spray bottles, spatula, etc., must be used to avoid contamination and infection.

• **Cleaning** just removes the dirt and dust. It is done before sterilisation and disinfection.
• Next step is **disinfection**, which kills bacteria, viruses and fungi. The cleaning agent should be changed at regular intervals during the process of disinfection.
• **Sterilisation** is a method of killing microorganisms with the help of steam. This is done using an autoclave (a closed container used for processes that involve high temperatures and pressure). Only those tools made up of metals, like scissors and tweezers, and few heat-resistant glassware can be autoclaved.
• **Sanitising** also destroys germs completely. It is done by using heat and/or chemicals. Household bleach (4% chlorine) and alcohol solution (70%) are examples of few chemical sanitisers.

Equipment and material used in a beauty salon
The various equipment and material used in a beauty salon are shown in Fig. 1.18 (a–k).

**Beauty and Wellness Industry, and Beauty Therapy**
Fig. 1.18 (a–k): Equipment and material commonly used in a beauty salon

(a) Tweezers  (b) Scissors  (c) Pumice stone
(d) Metal scraper  (e) Cuticle nipper  (f) Cuticle trimmer
(g) Comedone extractor  (h) Facial sponge
(i) Loofa  (j) Cuticle cutter  (k) Face pack brush

ASSISTANT BEAUTY THERAPIST – CLASS IX
**Personal presentation and behaviour**

The way a person presents herself or himself impacts her/his professional life to a great extent. The way s/he looks, speaks, acts or greets a client — everything should be appropriate at all times.

**Tips for Assistant Beauty Therapist**

An Assistant Beauty Therapist must:

- wear the salon uniform and make sure that it is clean, neat and ironed;
- maintain high level of personal hygiene as s/he will be working closely with customers;
- maintain a neat hairstyle; long hair can be tied neatly in a ponytail or a bun;
- light make-up can be worn — avoid heavy make-up;
- ensure that her/his breath is fresh and does not smell of food or tobacco;
- keep the nails trimmed and clean;
- wear minimal jewellery;
- wear comfortable and covered footwear as it allows working comfortably and protects the feet from injuries by sharp tools;
- avoid eating or drinking in the work treatment area;
- speak politely and always greet your clients (Fig. 1.19);
- listen carefully and patiently to the clients and try to understand what they are trying to say;
- keep a client informed about how long it will take to start a treatment and also give the reason for the delay; and
- wash hands every time before starting a procedure.

**Safe disposal of waste**

Safe disposal of waste is an important step, as it helps in preventing contamination and infections. Waste left after a service is completed can pose health hazards for both the personnel working in a salon, as well as, customers. Besides, it will leave a bad impression about the salon. The following practices must be adopted to dispose of the waste:
• Throw disposable items, like cotton, tissues, wax strips, etc., in a covered bin immediately after use (Fig. 1.20).
• Sweeping of the floor and disposal of waste hair must be done before another treatment is started (Fig. 1.21).
• Maintain a neat surrounding in the salon by putting things in their respective places immediately after use. It also helps in saving time and preparing the work area for the next service.
• Ensure that all bottles have their lids on.
• Use the waiting time during a service to clean the area. For example, when the nail paint is drying during a manicure, dispose the dirty water and tissues appropriately.
• Clean the tools after a service and sterilise them.
• All cleaning activity must be done quietly without causing any inconvenience to clients.
• Follow the instructions mentioned on the packet of an equipment for its usage and cleaning. This increases the life of the equipment.
• Ensure the cleanliness of the workspace after every procedure. Disinfect and sterilise the tools and the work area.
• Change sheets and towels in the work area after every treatment. Keep the used towels and linen in a laundry basket for washing (Fig. 1.22).

Storage of tools and equipment

• Remember to clean, disinfect and sterilise the tools and equipment after use, and before putting them in their respective places (Fig. 1.23).
• Ensure safe storage of sharp tools to avoid injuries.
• Do not put sharp tools in uniform pockets.
• Be careful with electrical equipment. Do not leave the wires or other parts trailing on the floor.
• Turn off electrical appliances when not in use.
Compliance of rules and norms

The rules and regulations for setting up a beauty salon vary in different States/Union Territories of India. These are to be registered under the Shops and Establishment Act. Under this Act, it is compulsory for every shop or establishment to register itself within 30 days of the commencement of work. This Act lays down rules regarding the working hours of employees, guidelines for the opening and closing of shops and establishments, leaves for employees, rules for employment and termination of services, and maintenance of registers and records, including display of notices, licences and certificates.

There are certain generic norms that a beauty salon must follow.

- A salon needs to be registered and must have a licence to operate.
- It must display its business permit and certificates (cosmetics and beauty training) of its employees.
- It needs to maintain drinking water facility and a clean washroom.
- It must have separate bins to collect different types of waste.
- The salon must contain approved disinfectants and sanitisers, and these need to be stored and in their actual containers.
- Single-use or disposable items must be discarded after every treatment.
- Reusable tools have to be sterilised or disinfected.
- The floor must be kept clean and the waste generated in the salon must be disposed of appropriately and immediately.
- All beauty products must be labelled.
- Personnel working in the salon must wear Personal Protective Equipment (PPE).
- A full list of employees is mandatory to be maintained and their police verification must be carried out before they are hired.
- The records of clients need to be kept up-to-date.
- The first aid kit must always be kept in an accessible place.
Responsibilities of an Assistant Beauty Therapist

- Suggest suitable service plans to meet the needs of clients.
- Ask relevant questions to a client to identify contra-indications to skin and make-up products, if any.
- Inform the clients of emergency procedures, if required.
- Estimate the approximate time that will be taken to complete a procedure and inform the customer of the same.
- Periodically inform waiting customers of the time left to start their service.
- Prepare the client for a treatment and provide her/him with a suitable protective apparel.
- Organise the products and equipment or tools related to a service or treatment and keep them handy.
- Sanitise your hands prior to the commencement of a service.
- Position yourself and the client to ensure privacy and comfort throughout the procedure.
- Select and apply products to suit the client’s needs and achieve the desired effect.
- Discontinue a service immediately and provide advice and recommendations to the client in case of contra-actions.
- Clean the skin after a procedure to ensure that it is free of dirt, toned and moisturised.
- Provide specific post-procedure, home care advice and recommendations for product use and further services to the client.
- Ask questions to the client to check if s/he is satisfied with the result.
- Report health and safety risks or hazards to the concerned personnel.
- Report to the supervisor in case of work issues and unruly behaviour of clients.
- Complete the routine documentation in a desired format.
• Minimise the wastage of products by using them economically and following the storage instructions as mentioned on the cover of the products.
• Ensure the safe disposal of waste material.
• Thank customers for post-service feedback. In case a customer is not satisfied with a service, take actions to resolve the matter to customer satisfaction or apologise for the same, and refer it to the supervisor.

Check Your Progress

Multiple Choice Questions

1. Which of the following is not a characteristic of a beauty therapist?
   a) Having knowledge about products  
   b) Polite behaviour  
   c) Pleasing personal appearance  
   d) Being in a hurry
   
2. Sterilisation involves ___________.
   a) wiping  
   b) disinfecting  
   c) steaming  
   d) All of the above
   
3. The basic sanitation practices in a salon include ___________.
   a) ventilated room  
   b) safe drinking water  
   c) clean towels and gowns  
   d) All of the above
   
4. A client record card contains ___________.
   a) client's information  
   b) direction to the salon  
   c) product information  
   e) All of the above
   
5. After a treatment, the following things need to be done:
   a) use clean towels  
   b) throw away disposables  
   c) disinfect work tops and sterilise tools  
   d) All of the above
6. Which among the following is the right way of arranging tools and other materials?
   a) Set them up as per the requirement
   b) Keep them in a far-off room
   c) Place them randomly
   d) Keep them in a bucket

7. Good hand washing protects against ____________.
   a) wound
   b) illness
   c) roughness
   d) hardness

Subjective Type Questions

1. What is the difference between ‘disinfection’, ‘sterilisation’ and ‘santisation’?
2. Name any six tools that are used in a beauty salon.

What have you learnt?

After completing this session, are you able to:
- prepare and maintain the work area
- prepare a client for treatment
- identify the equipment and tools used in various beauty services
- sterilise and disinfect equipment and tools
- segregate and dispose of the waste accordingly

Session 4: Health and Safety in the Work Area

The health and safety of people in a salon, i.e., staff and clients, are important. A beauty therapist has to work with various tools and equipment, which are to be used to carry out certain procedures. There may be situations when an equipment or a product may lead to accidents. Therefore, it is important to learn about the following in order to prevent hazards as they might pose a risk to the health and safety of clients and salon staff. The following needs to be taken care of in a salon:
- identifying hazards and evaluating risks at a workplace
- health and safety laws
In order to be prepared to tackle any kind of eventuality, it is important to identify the risks and threats. Some measures that need to be adopted in a salon are as follows:

**Fire safety**

In a salon, there are various items that can lead to a fire. To be safe and to avoid such a mishap, one must be aware of the flammable items being used in the salon. Some of the items that can lead to a fire are:

- combustible oils
- flammable liquids and gases
- fuel-fired equipment
- refrigeration equipment

**Types of fires**

All fires are not the same. The classification of fires as A, B, C, D and K is based on fuels that trigger a type of fire.
### Types of fire extinguishers

Different kinds of fuels cause different types of fires, requiring different types of extinguishers. Thus, it is necessary to install and maintain them. There are three important elements that can cause fire — heat, oxygen and fuel. Fire extinguishers work by eliminating one or two of these elements. There are primarily the following types of fire extinguishers [Fig. 1.24 (a–f)]:

#### Water and foam

Water works by eliminating the heat element. It is better to use water only for Class A fires because it can cause hazards in case of other fires. If used for Class B, it can spread the flammable liquid, and in case of Class C fires, it can lead to shocks. Foam can be used for Class A and B fires but not at all in case of Class C.

#### Carbon dioxide

It works by eliminating two components, cutting off the oxygen supply and heat by cold discharge. It is used in case of Class B and C fires and is ineffective in Class A fires.
**Dry chemical**

It is effective in case of Class A, B and C fires, which gives it another name of being a ‘multipurpose dry chemical extinguisher’. It creates a barrier between oxygen and fuel, and hence, puts off the fire. If an ordinary dry chemical extinguisher is available, it must be used only for Class B and C fires.

**Wet chemical**

They work in case of Class K fires (those caused by cooking oils, fats, etc.). They work by eliminating the heat and creating a barrier between oxygen and fuel. Some of these can be used in case of Class A fires as well.

**Clean agent**

It uses halon and halocarbon agents to interrupt the combustion process. It is used for Class B and C fires and some larger extinguishers of this type can be used for Class A, B and C fires as well.

**Dry powder**

It creates a barrier between oxygen and fuel, thereby, extinguishing the fire. It is effective only for Class D fires and will not work on any other type of fire.

**Water mist**

Such extinguishers cut the heat element and can be used as an alternative to a clean agent. They are mainly used for Class A fires but can be used in case of Class C fires as well.

**Cartridge operated dry chemical**

Such an extinguisher is mainly used for Class A fires. It cuts the oxygen supply to the fuel and extinguishes the fire.

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**Use of chemical extinguisher:**

To extinguish cooking fires and ordinary combustibles

- Cooking oil
- Paper
- Clothes

- Deep fat fire
- Wood

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**Beauty and Wellness Industry, and Beauty Therapy**
Use of foam extinguisher
To extinguish flammable liquid fires
- Oil-based paints
- Greases
- Hydrocarbon liquids

Use of water extinguisher
To extinguish ordinary combustibles
- Paper
- Wood
- Clothes

Use of halon extinguisher
To extinguish most types of fire, except those caused by combustible metals.

Use of powder extinguisher
To extinguish most types of fires
- Not preferred to be used in fighting celicate electronic appliances fires

Use of Carbon dioxide extinguisher
To extinguish most types of fire, except those caused by combustible metals
- Effective in case of electrical fires
- Less effective in open air due to dispersion

Fig.1.24 (a-f): Types of fire extinguishers

ASSISTANT BEAUTY THERAPIST – CLASS IX
**First action**

Every mishap can be dealt with efficiently and effectively, if a person acts promptly and knows what to do in case of a breakout. So, what must be done in case of a fire at a workplace?

1) Stay calm and do not panic.
2) Alert the people around.
3) Dial fire service helpline number 101 (in India) immediately.
4) Use your presence of mind and decide between escaping (in case of a major fire) and trying to extinguish the blaze if it is a minor one.
5) If one chooses to extinguish the fire, then choose the type of extinguisher carefully, depending on the type of fire.
6) If one is not able to douse the blaze, it is better to escape the building.
7) Make way to the nearest assembly point or designated area in case of an emergency (Fig. 1.25).
8) If a person is on a floor other than the ground floor, s/he must use stairs (Fig. 1.26) to evacuate a building and never use the lift.
9) If someone is trapped inside, inform the firemen and do not re-enter the building under any circumstance.

**First aid**

If one catches fire, one must **stop, drop, cover** and **roll**. This is the first thing that needs to be done to douse the flames on clothes. In case of burns, follow these steps:

1) Put the burnt area under running cold water for at least 20 minutes (Fig. 1.27).
2) Use a wet cloth, if running water is unavailable.
3) Do not use ice, butter, creams, etc., on the burn.
4) Remove clothing and jewellery to protect the skin from further heat and to prevent blood flow from stopping.
5) Do not burst the blisters as it can increase the pain and chances of infection.
6) Check for other injuries, such as bleeding, fractures, head injuries, etc.
7) Do not surround the injured person and provide enough breathing space to her/him.
8) Reach out for medical assistance immediately.

**Rescue techniques**

In case of a fire emergency, the first course of action that needs to be done is to escape from the exit route. Be careful of the surroundings when making your way out and trying to save someone else. Follow these steps for a safe rescue or exit:

1) Look out for the nearest exit point — a door or a window.
2) While making your way out, shout out if anyone is left trapped inside.
3) If there is a casualty, protect the injured person from falling debris using a blanket.
4) Be careful while removing the debris to make way for a safe exit as it can trigger a collapse.
5) Touch the doors with the back of your hand as palm is very sensitive and can easily burn. If a door feels warm, do not open it.
6) Smoke is poisonous, so stay close to the ground. If possible, cover the mouth with a damp cloth.
7) Move quickly and safely through the building and proceed to the nearest stairway. Do not use the lift.

**Electrical safety**

Electricity, a necessity, can be fatal at times. Shocks from faulty or damaged equipment can cause severe injuries and can even lead to permanent disability. One needs to be careful while working around machines or exposed cables. Safety depends on how one deals with a situation and one’s alertness because a harm can be caused by just coming in contact with live parts, directly or indirectly through a conducting material.

**Risks**

The main risk associated here is the death of a person or severe injuries. Some faults can even lead to fires or...
explosions, risking the lives of many people around. The occurrence of a short circuit in a place having flammable liquids can also lead to a fire.

**People at risk**

- Maintenance staff, who look after machines and their operations
- Workers, working near an equipment and those working without taking any training or precautions
- People, who misuse an equipment or try to use faulty equipment

**Causes of common hazards**

- Exposed electrical parts, like cables, broken plugs and sockets, damaged appliances, etc. (Fig. 1.28)
- Improper installation of insulated grounding system or earthing
- Inadequate wiring or damaged wiring, like cracks in cables leading to damaged insulation
- Overloaded circuits, which may lead to short circuits in some cases (Fig. 1.29)
- Faulty equipment and tools, outer cable insulation not secured into plugs, leading to exposed parts
- Wet areas, as water is a good conductor of electricity

**Electrocution**

When a person comes in contact with a voltage, high enough to cause a current flow, s/he experiences a shock, causing serious injury or even death. It is called electrocution. The minimum current experienced by a human body is 1mA, and if it experiences a current of 100mA or more, it can be fatal. Moreover, electric shocks lead to various other complications that can be severe and damaging.
**Effects of electrocution**

*Burns*
Electric shocks lead to burns, which may be minor or major, depending on the voltage of current experienced. Shocks above 500 volt can cause injury to internal organs and these burns can affect the heart too. In extreme cases, organ failure is followed by the death of a person.

*Nerve effects*
Electric shocks can lead to complications in the peripheral and the central nervous system and these may show up early or later in life. The nervous control of heart and lungs may get affected.

*Fibrillation*
A current of 50Hz or 60Hz can lead to ventricular fibrillation, which is rapid, irregular, unsynchronised contraction of cardiac muscles of ventricles. It can even stop the heartbeat.

*Damage to bones*
Electric shocks leading to severe muscle contractions can cause fractures, dislocation of joints, etc.

*Damage to respiratory system*
The respiratory system can get paralysed, affecting the heartbeat or altogether stopping it.

**Preventing electric shocks**
Shocks occur when a human body comes in contact with a source of electricity. Electricity finds its path to the earth through the human body. So, it is important to be careful while working in a place that extensively uses electrical appliances. Some practices that must be taken care of are as follows:

1) Keep all electrical appliances unplugged when not in use and at the time of a power cut.
2) Ensure that an extension cord is not overloaded and replace it when it gets damaged or its wiring wears out. Pull the plug only after turning off the switch.
3) Electric appliances always need to be kept away from water. Do not keep or use any appliance near wash basins and never spill water on them.
4) Do not touch any electronic device with wet hands.
5) Make sure that the insulated grounding system or earthing is functional.
6) Do not try to repair an appliance on your own. Let an electrician handle the repair work.

Rescue techniques and post-incident measures
1) Do not touch a victim with bare hands when s/he being electrocuted. However, try to separate her/him from the source of current.
2) Rescue is safe when power has been cut off and the rescuer is standing on some insulating material. Know the source of electrocution, and then try to rescue the victim.
3) Call the emergency helpline numbers immediately.
4) Careful judgement and planning while rescuing a person is important. Do not proceed if not sure.
5) Check for injuries. There can be visible or hidden injuries, like bleeding, burns or fractures.
6) Cover the victim with a blanket to regulate her/his body temperature. But do not cover in case of large wounds or burns.
7) Stay calm and monitor the status of the victim.

Chemical safety
In the beauty industry, various products, containing chemicals, are used. Frequent contact with these products can lead to some adverse health effects. But these products cannot be avoided. So, it becomes imperative that while using them, utmost care and precautions are taken.

Harmful chemicals
There are some chemicals that are harmful to health but it may be difficult to avoid these due to the lack of safer alternatives. Information about these has been provided in the following table, which will help one to identify the harmful chemicals and products containing them, and take necessary precautions.
<table>
<thead>
<tr>
<th>Chemical name</th>
<th>Found in products</th>
<th>Symptoms of exposure</th>
<th>Potential long-term effects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dibutyl Phthalate</td>
<td>Nail polish</td>
<td>Nausea, dizziness, eye and skin irritation</td>
<td>Reproductive toxicity, birth defects</td>
</tr>
<tr>
<td>Formaldehyde or Methylene Glycol</td>
<td>Nail hardener, nail polish, keratin hair straighteners</td>
<td>Breathing problems, coughing, wheezing, skin rashes, eye, nose and throat irritation</td>
<td>Cancer, dermatitis</td>
</tr>
<tr>
<td>Toluene</td>
<td>Nail polish, nail glue, hair dye, wig, hairglue or hairpiece bonding glue</td>
<td>Dizziness, headache, skin rashes, eye, nose and throat irritation</td>
<td>Liver and kidney damage, birth defects, pregnancy loss</td>
</tr>
<tr>
<td>Methyl Methacrylate (MMA)</td>
<td>Artificial nails</td>
<td>Breathing problems, chest pain, eye, nose and throat irritation, headache and nausea</td>
<td>Loss of smell, reproductive toxicity, asthma</td>
</tr>
<tr>
<td>Cyclopentasiloxane or Cyclomethicone</td>
<td>Flat iron sprays, thermal protection sprays</td>
<td>Under the high heat of a flat iron, cyclopentasiloxane creates formaldehyde</td>
<td></td>
</tr>
<tr>
<td>Formaldehyde</td>
<td>Nail polish, body wash, shampoos, conditioners, cleansers, eye shadows, etc.</td>
<td>Leads to breathing problems, coughing, wheezing, skin rashes, eye, nose and throat irritation</td>
<td>Cancer, dermatitis</td>
</tr>
<tr>
<td>Styrene</td>
<td>Hair extension glue, lace wig glue</td>
<td>Vision problem, trouble in concentrating, tiredness</td>
<td>Cancer</td>
</tr>
<tr>
<td>Trichlorethylene</td>
<td>Hair extension glue, lace wig glue</td>
<td>Dizziness, headache, confusion, nausea, eye and skin irritation</td>
<td>Liver and kidney damage, dermatitis, double vision</td>
</tr>
<tr>
<td>1,4 Dioxane</td>
<td>Hair extension glue, lace wig glue</td>
<td>Eye and nose irritation</td>
<td>Cancer, liver and kidney damage</td>
</tr>
<tr>
<td>2-butoxyethanol or Ethylene Glycol Monobutyl Ether</td>
<td>Disinfectants, cleaners</td>
<td>Headache, eye and nose irritation</td>
<td>Reproductive toxicity</td>
</tr>
<tr>
<td>Quaternary Ammonium compounds or Dimethyl Benzyl Ammonium Chloride</td>
<td>Disinfectants and cleaners</td>
<td>Skin, eye and nose irritation</td>
<td>Asthma</td>
</tr>
<tr>
<td>Chemicals</td>
<td>Description</td>
<td>Effects</td>
<td>Health Issues</td>
</tr>
<tr>
<td>----------------------------------</td>
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<td>--------------------------------------------------</td>
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<tr>
<td>P-phenylenediamine</td>
<td>Hair dye, henna tattoo</td>
<td>Skin irritation</td>
<td>Dermatitis</td>
</tr>
<tr>
<td>Glyceryl Thioglycolate</td>
<td>Permanent wave solution, ‘acid perm’</td>
<td>Skin irritation</td>
<td>Dermatitis</td>
</tr>
<tr>
<td>Ammonium Persulfate</td>
<td>Hair bleach</td>
<td>Eye, skin and nose irritation, coughing, shortness of breath</td>
<td>Asthma, dermatitis</td>
</tr>
<tr>
<td>Ethyl Methacrylate</td>
<td>Artificial nails</td>
<td>Eye and skin irritation, rashes on eyelids, face or neck, difficulty in concentrating, coughing and shortness of breath</td>
<td>Asthma</td>
</tr>
<tr>
<td>Acetone</td>
<td>Nail polish remover, hairspray</td>
<td>Eye, skin and throat irritation, dizziness</td>
<td>Eye, skin and throat irritation, dizziness</td>
</tr>
<tr>
<td>Acetonitrile</td>
<td>Nail glue remover</td>
<td>Eye, skin and throat irritation, reddening of the face, chest pain and nausea</td>
<td>Weakness, exhaustion</td>
</tr>
<tr>
<td>Butyl Acetate, Ethyl Acetate or Isopropyl Acetate</td>
<td>Nail polish, nail polish remover, wig glue/ hairpiece bonding glue</td>
<td>Eye, skin and throat irritation, headache, dizziness</td>
<td>Eye, skin and throat irritation, dermatitis</td>
</tr>
<tr>
<td>Methacrylic Acid</td>
<td>Nail primer, eyelash glue</td>
<td>Skin burns, eye, nose and throat irritation</td>
<td>Kidney damage, dermatitis, reproductive toxicity</td>
</tr>
</tbody>
</table>

**Chemical handling**

The seepage or spilling of chemicals can occur at any stage of providing beauty treatments to clients. We can cut out on the harm caused by them, if handled carefully. The following points must be taken into account while working with chemicals.

1) **Personal Protective Equipment**: All personnel working in a salon must wear Personal Protective Equipment (PPE) to avoid a mishap or injury. PPE includes apron, mask, gloves and head cover.

2) **Work areas**: Never use tabletops as storage areas. However, chemicals for immediate use can be put on tabletops of the work area.

3) **Close bottles**: The lids of bottles or jars, in which chemical products are stored, must be closed.
tightly after use and kept away from the edges so that they do not fall and spill on the floor.

4) **Labels:** All bottles must be labelled with the name of the chemicals or products stored inside, hazard pictogram and description about the product. Make sure that the labels are not worn out or damaged.

5) **Transportation:** Do not carry chemicals loosely or in hands, use a tray or cart to avoid mishaps.

6) **Check at regular intervals:** Examine the inventory at regular intervals so that the expired chemicals can be discarded and replaced with new ones.

7) **Keep the floor clean from chemicals:** In case, a chemical spills on the floor, then immediately clean it (Fig. 1.31).

**Chemical storage**

Storing chemicals safely is important as even the slightest carelessness has the potential to cause a hazard and major accidents. Liquid chemicals are more dangerous as compared to powders because they can spill over to larger areas and increase the risk. So, there needs to be a proper storage area and containment facility to curb accidents. The personnel should be trained in how the chemicals are to be kept and used, and what should be done in case of an emergency. Few precautions can help prevent accidents.

1) It is better to have a separate storage area for chemicals to avoid hazards.

2) They need to be arranged in a shelf according to their compatibility as incompatible chemicals can initiate or intensify a fire.

3) They must not be placed on shelves higher than 1.5 m from the ground level.

4) Heavy and large bottles need to be kept in lower shelves and flammable chemicals must be placed in safety cabinets.

5) Every chemical needs to have a designated place of storage and must be put back in its respective place after use.
6) Ensure that chemicals are not exposed to heat or sunlight.
7) Each chemical must be labelled.

First aid
Chemical exposure can prove to be fatal in severe cases and must be handled only by trained personnel. Every response to an emergency counts, and therefore, the role of a person providing the first aid to a victim is important. The person providing the first aid must do the following:

1) inform the authorities and emergency contacts
2) do not try to neutralise an injury with other chemical(s) as it can make it worse
3) do not touch the burn, or apply an ointment on the affected area, or burst the blisters; s/he must wait for a doctor
4) keep a check on the victim till help arrives
5) note down the name of the chemical that caused the injury

Posture, lifting and carrying
A stylist needs to stand for hours to provide services to clients. Her/his posture affects her/his overall health. An incorrect posture may lead to disorders related to bones and muscles. Elevated arms can lead to musculoskeletal disorders, affecting the neck and shoulders, while bending and standing for long hours can affect the backbone and other body parts. Next comes how one lifts and carries the stock. Sudden and heavy lifting can lead to muscle pull and ligament rupture. So, one needs to be careful with her/his postures while working at all times.

Methods to avoid posture-related problems
- Do not strain a particular part of the body for a long period.
- Move and stretch the body between services or after every half-an-hour.
- Change your body posture by carrying out a variety of services or activities.

BEAUTY AND WELLNESS INDUSTRY, AND BEAUTY THERAPY
• While sitting at the time of rendering a service, it is important to have the chair at the right height.
• Exercise to keep the body fit and flexible.

Measures to adopt while lifting and carrying loads
• Get help while carrying heavy and large loads.
• While lifting, bend at the knees to sit, use both the hands to hold a load, use the legs to lift it, hold it between the knee and the chest (Fig. 1.33) and stand straight without bending at the waist.
• While turning, move the legs and feet, avoid twisting at the waist.
• Always use the leg and buttock muscles while lifting the load as they are strong. Lower back muscles are weak, so avoid straining them.
• Use equipment, like hand trucks or forklifts, to carry the load as they minimise the risk of injury.

Risks at workplace
We have already studied about the different hazards that one can come across at a workplace in the previous section (Fig. 1.34). The risks associated with these hazards are as follows:
• tripping over wires on the floor
• bumping into things and equipment placed in the way and falling or getting injured
• electric shock or fire due to loose or frayed cables
• slipping on water or some other liquid spilled on the floor
• catch an infection from unsterilised tools
• burns from heating rods and hot water

**Parlour hygiene**

An Assistant Beauty Therapist’s role in maintaining hygiene in a salon is of utmost importance as it can make or mar its image. S/he must be careful about how to clean and maintain hygiene in the salon. Few important areas that need to be taken care of are mentioned below.

**Wash hands**

Wash hands before performing any treatment (Fig. 1.35). Since hands come in contact with many people and things, such as shaking hands with customers, providing services to clients, using various products to carry out treatments, touching used towels and tools, etc. It is important that one washes her/his hands with a hand wash or anti-bacterial soap before and after carrying out a treatment. One can also use a sanitiser to clean the hands.

**Work surface**

The work surface includes the treatment area, desks, glasses, mirrors, etc. Ensure that they are clean and disinfected prior to use to prevent any kind of infection (Fig. 1.36). Use clean sheets for covering a surface.

**Chair and couches**

Chairs and couches must be cleaned daily (Fig. 1.37). Couches and chairs are usually made of material, like Polyvinyl chloride (PVC), also known as polyvinyl or vinyl. They are easy to clean but they cannot be disinfected with ethanol containing
disinfectants as they react with the material, making it brittle. The cracks that appear due to brittleness are prone to microbe accumulation.

**Tools and instruments**

All tools and instruments must be cleaned and disinfected before being used for a client. Read the manufacturer’s instructions before cleaning an equipment.

**Floor**

The floor must be cleaned regularly. A good quality floor disinfectant is important. Make sure that nothing spills or drops on the floor. If something spills on the floor, then clean it immediately.

**Personal Protective Equipment (PPE)**

PPE is important for the safety of the salon staff as it protects their clothes from stains and getting soiled. It also protects them from various chemicals, which might be harmful, and cause injuries or infections. It includes the following:

- **Apron**
  It protects the clothes from stains and reduces the risk of injury.

- **Gloves**
  It protects hands from getting contaminated and catching infections.

- **Head cover**
  It prevents the hair from coming in contact with any product or chemical, and creating hindrance while providing a treatment.

- **Shoes**
  It protects a worker’s feet from spills or broken things.

- **Mask**
  It prevents cross-infection and inhalation of chemical fumes and gases.
Practical Exercise

Activity 1
Material required: Nil

Procedure
Perform the following tasks:
1) Identify and enlist various beauty and wellness service providers.
2) Prepare a project report on a beauty salon. It should include the following points:
   - service being provided
   - equipment available
   - manpower available

Activity 2
Material required: Nil

Procedure
Perform the following tasks:
1) Bring pictures of different services offered in beauty therapy.
2) Share them with the class and identify the services as given in the pictures.

Activity 3
Material required: Complete beauty parlour set-up

Procedure
Perform the following tasks:
1) Prepare and maintain a work treatment area.
2) Fill in a client's record card appropriately.
3) Prepare the client for treatment.
4) Sterilise and disinfect equipment and tools.
5) Segregate and dispose of the waste accordingly.
6) Store products, tools and equipment at a safe place.

Activity 4
Material required: Various beauty products with labels

Procedure
Perform the following tasks:
1) Read the information on the labels of beauty products.
2) Identify the contra-indications of various beauty treatments.

Beauty and Wellness Industry, and Beauty Therapy
Multiple Choice Questions

1. Class A fire includes combustibles, like _______.
   a) wood
   b) paint
   c) gasoline
   d) oil

2. A water fire extinguisher is used for dousing _______ fires.
   a) Class A
   b) Class B
   c) Class C
   d) Class E

3. The first thing that people must do in case of a fire at a workplace is _______.
   a) shout at each other
   b) use the lift for exit
   c) stay calm and alert people
   d) none of the above

4. Personal Protective Equipment does not include _______.
   a) gloves
   b) normal clothes
   c) hair cap
   d) apron

Match the Columns

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Dry Chemical</td>
<td>a) Leads to eye, skin and throat irritation</td>
</tr>
<tr>
<td>2. Clean agent</td>
<td>b) Protects hands from getting contaminated</td>
</tr>
<tr>
<td>3. Toluene</td>
<td>c) Extinguishes Class A, B and C fires</td>
</tr>
<tr>
<td>4. Methyle Methacrylate</td>
<td>d) Contains halocarbon agents</td>
</tr>
<tr>
<td>5. Acetone</td>
<td>e) Artificial nails</td>
</tr>
<tr>
<td>6. Gloves</td>
<td>f) Present in nail polish and hair dye</td>
</tr>
</tbody>
</table>
What have you learnt?

After completing this session, are you able to:

- prepare for emergencies
- identify hazards and evaluate risks at a workplace
- sterilise and disinfect equipment and tools
- segregate and dispose of the waste accordingly